

Kinds of Personal Data Held

Four broad categories of personal data are held by the Center for Research and Development Hong Kong (CRD-HK). They are personal data contained in:

- **Complaint, investigation and legal assistance records**, which include records containing information supplied by data subjects, data users, and data processors and collected in connection with complaints, investigations, legal assistance, and related activities under the relevant provisions of the Ordinance.
- **Personnel records**, which include job applications, CRD-HK staff personal details, job particulars, details of salary, payments, benefits, leave and training records, group medical and dental insurance records, mandatory provident schemes participation, performance appraisals, and disciplinary matters, etc.
- **Other records**, which include administration and operational files, personal data provided to the CRD-HK from individuals for participating in promotional activities, records relating to educational and training activities organized by the CRD-HK, newsletters subscriptions, data relating to consultancy services, compliance check records, matching procedure applications, records of inspections of personal data systems, and inquiries from the public, etc.
- **Records collected on web servers**, which include email addresses (where they can be used to identify an individual under specific circumstances, thus may constitute personal data) collected for newsletter subscription.

Main Purposes of Keeping Personal Data

Personal data held in:

- **Complaint and investigation records** are kept for the purposes of responding to and taking follow-up action on complaints, including conciliation between the parties concerned, investigation, if appropriate, and any enforcement or prosecution. **Legal assistance records** are kept for purposes that are directly related to the processing of legal assistance applications and any subsequent legal proceedings.
- **Personnel records** of employees are kept for recruitment and human resource management purposes, relating to such matters as employees' appointment, employment benefits, termination, performance appraisal, and discipline, etc.

- **Other records** are kept for various purposes that vary according to the nature of the record, such as the administration of office functions and activities, seeking advice on policy or operational matters, organizing and delivering promotional, educational and training activities, acquisition of services, subscription of publications, handling of compliance checks, matching procedure applications, inquiries from the public, and the conduct of inspections of personal data systems, etc.
- **Records collected on web servers** are kept for the purpose of sending newsletters to subscribers registered through the websites.

Information Collected When You Visit Our Websites

Use of cookies - When you browse our websites, cookies will be stored in your computer's browser. The purposes of using cookies on our websites are to remember the font size you have chosen and to facilitate the security checking (the test that asks you to enter the validation code displayed on screen) in all the online forms. You have a choice not to accept the cookies. If you do not accept the cookies, the site would not be able to remember the font size you have chosen, and you would not be able to make any online submission. Our websites do not use cookies to collect your personal data.

Statistics on visitors to our websites - When you visit our websites, we will record your visit only as a “hit.” The web server makes a record of your visit that includes your IP addresses (and domain names), the types and configurations of browsers, language settings, geo-locations, operating systems, previous sites visited, the time/duration, and the pages visited (web server access log).

We use the web server access log for the purpose of maintaining and improving our websites, such as to determine the optimal screen resolution, which pages have been most frequently visited, etc. We use such data only for website enhancement and optimization purposes.

We do not use, and have no intention to use, the visitor data to personally identify anyone.

Outsourcing Arrangements

The CRD-HK's internal IT systems are developed and maintained by in-house staff and a local third-party service provider. The third-party service provider does not have access to personal data stored in the IT system except when it is carrying out troubleshooting on it at CRD-HK under the supervision of CRD-HK staff.

The CRD-HK websites are developed and maintained by local third-party service providers. All CRD-HK service providers are bound by a contractual duty to keep any data they come into contact with confidential and against unauthorized access, use, and retention.

Protection Measures

The CRD-HK takes appropriate steps to protect the personal data we hold against unauthorized or accidental access, processing, erasure, loss, or use (which includes disclosure or transfer).

Retention

The CRD-HK maintains and executes retention policies of records containing personal data to ensure personal data is not kept longer than is necessary for the fulfillment of the purpose for which the data is or is to be used. Different retention periods apply to the various kinds of personal data collected and held by the CRD-HK in accordance with the policies set out in standing instructions and administration manuals.

Disclosure of Personal Data

The personal data collected for complaint, investigation, compliance check, and inquiry purposes is used only for purposes directly related to the discharge of our statutory and administrative functions and activities. In so doing, such personal data may be transferred to parties contacted by the CRD-HK during the handling of the case, including the party being complained against and/or other parties concerned. The personal data collected by the CRD-HK in the performance of its statutory functions may be disclosed to agencies who are authorized to receive information relating to law enforcement, prosecution, or review of decisions.

The personal data collected for processing legal assistance applications may be disclosed to parties contacted by the CRD-HK during the processing of legal assistance applications. The parties include the applicant's legal representative (if any), the respondent (including his legal representatives, if any), the courts, and other parties concerned. The personal data collected may also be disclosed to agencies or organizations who are authorized to receive such data relating to law enforcement, prosecution, or challenge against the CRD-HK's decisions.

Data Access and Correction

You should make your data access request by completing the **Data Access Request** format and sending the completed message directly to the Data Protection Officer by email at legal@crd-hk.com.

Please note that the CRD-HK shall or may refuse to comply with a data access request in the circumstances specified in section 20 of the Ordinance, for example, where the requested data relates to information obtained in the course of handling a complaint by the CRD-HK, the disclosure of which would constitute a contravention of the requirements under the secrecy provision of section 46(1) of the Ordinance.

When handling a data access or correction request, the CRD-HK will check the identity of the requester to ensure that he/she is the person legally entitled to make the data access or correction request. A fee is chargeable by the CRD-HK for complying with a data access request. A **Data Protection Log Book** is maintained as required under section 27 of the Ordinance.

Enquiries

Any inquiries regarding personal data privacy policy and practice may be addressed to the Data Protection Officer via email at legal@crd-hk.com.

We keep our privacy policy statement under regular review. This statement was last updated on **1 January 2025**.