



人和・嘉許

Our People / Commendations



迎新茶會
Welcome reception for new staff

職員晉升及培訓

公署透過晉升及培訓，致力為員工提供事業發展機會。公署在年報期內共有四名員工獲得晉升。

公署在2012-13年度繼續提供不同類型的內部培訓課程，裝備不同職級的人員應付新挑戰及轉變所需的專業技能。培訓課程包括：

- 入職培訓
- 資訊科技與私隱講座
- 強積金講座
- 記錄管理（檔案及錄事寫作）工作坊
- 初級急救課程
- 領導能力提升課程
- 投訴處理
- 私隱影響評估及循規審核
- 《2012年個人資料（私隱）（修訂）條例》簡介會

STAFF PROMOTION AND TRAINING

The PCPD strives to offer career development through promotion and training for all serving staff. During the reporting year, four staff members were promoted.

The PCPD continued to provide a wide range of in-house training programmes in 2012-13 to equip staff at different levels with the necessary skills to meet new challenges and changing needs. The training programmes conducted included the following:

- Induction programmes for our new recruits
- IT and privacy seminars
- MPF seminar
- Records management (filing and minute writing) workshop
- Elementary first aid course
- Leadership enhancement programme
- Complaint handling
- Privacy impact assessment and compliance audit
- Briefing sessions on the Personal Data (Privacy) (Amendment) Ordinance 2012

招聘

為應付不斷增加的工作量及加強人手，公署在2012-13年度就不同職系進行13次公開招聘。年內共有22名新職員加入各部門，包括法律、執行、審查及政策、機構傳訊及行政部。

RECRUITMENT

To cope with the continued increase in caseload and to reinforce the workforce, 13 open recruitment exercises for various grades were conducted in 2012-13. As a result, 22 new staff were brought in to work in the Legal, Operations, Compliance and Policy, Corporate Communications and Administration Divisions.

“面對日益繁重的工作及配合持續發展的需要，公署年內進行大型招聘活動，公開招募由首席個人資料主任及至助理個人資料主任多個職系的人員，結果反應熱烈，吸引了九百多位有志之士應徵。我和同事們為此忙過不停，經過連串嚴格的遴選後，最後十多人過關斬將，加入了我們這個大家庭。期望各位同儕上下一心，為保障個人資料私隱而努力！”



陳慧兒 人事主任
Zuki CHAN
Personnel Executive

In view of the increasing workload and the need for a sustainable workforce in the organisation, we conducted a large-scale recruitment during the year to fill various positions, from Assistant Personal Data Officer to Chief Personal Data Officer. The response turned out to be overwhelming, with more than 900 applications. It was a hectic process arranging the written test and interviews. Eventually, a dozen of the candidates joined our family! We look forward to working together to achieve the goal of safeguarding personal data for all.”

內部循規查察

為提高企業管治水平，公署作出連串改善措施，其中包括繼續於2012年進行內部循規查察以：

- (a) 確定會計、財務、採購及行政方面的既定管控程序是否獲得適當遵從；
- (b) 識別不正常及沒有遵從規定的情況；
- (c) 就改善內部的管控作出建議。

來自不同部門的四名人員獲委任為查核人員，對2011-12年度的相關記錄進行循規審查，然後直接向私隱專員匯報結果。審查發現些微的不正常情況，公署已作出或將作出適當的改善或跟進行動，以提高公署的內部管理及企業管治。

INTERNAL COMPLIANCE CHECK

As part of a package of improvement measures to enhance corporate governance, the PCPD continued to conduct an Internal Compliance Check (“ICC”) in 2012:

- (a) to confirm whether established control procedures for the accounting, finance, procurement and administrative functions are properly followed;
- (b) to identify irregularities and cases of non-compliance; and
- (c) to make recommendations on the improvement of internal controls.

Four checking officers from different divisions were appointed to conduct the compliance checks in respect of the 2011-12 records and report their findings directly to the Commissioner. Some minor irregularities were spotted and due remedial or follow up action had been or would be taken to enhance the PCPD’s internal management and corporate governance.

“現代資訊及通訊科技為我們的生活帶來革命性的轉變，犧牲個人私隱，是否必然的代價？大家每天都面對這種兩難，從中作出平衡；科技人員也不例外。

我為公署內部多個資訊管理系統提供支援，這些系統運算的數據有助分析工作成效和決策。我在工作上有機會應用自己的專長和知識去評估資訊科技對個人私隱的影響，這種實踐，令我覺得這份工作份外有意義。

Modern information and communications technologies (ICT) are bringing revolutionary changes in our lives but do I have to trade it with my privacy? This is a balancing act and a dilemma we all face each day, even for techies.

I provide internal support for various IT systems including the provision of statistical data for performance analysis and decision making. I have had the opportunity to apply my skills in evaluating ICT impacts to privacy, and this has made my job so much more meaningful.”



盧錦豪 資訊科技主任
Presley LO
Information Technology Officer

長期服務員工獎

我們每年舉辦長期服務員工嘉許禮，以示對同事多年來付出的服務、熱誠和努力的肯定。

在2012-13年度，在公署服務滿15年的同事計有郭美玲、張葉泉、關偉權、唐月娥和李潔霞。而陳美儀、張建華和何彩玲在公署工作亦踏入第十個年頭。他們來自不同部門。

服務公署十年以上的同事。

Staff who had served the PCPD for 10 years or more.

LONG SERVICE AWARDS FOR STAFF MEMBERS

The Long Service Award presentation is held on a yearly basis to recognise our staff members for their loyal service, commitment and hard work.

In 2012-13, our long-serving staff who celebrated their 15th anniversary with the PCPD were Brenda Kwok, Richard Cheung, W K Kwan, Kitty Tong and Becky Lee. Those who had served for 10 years were Amy Chan, Billy Cheung and Janet Ho. They perform a broad range of roles in various departments.



嘉許

榮獲2012年「申訴專員嘉許獎」

私隱專員公署署理高級個人資料主任潘潔霖，於2012年10月31日舉行的「2012申訴專員嘉許獎頒獎典禮」上獲頒公職人員獎。該獎項設立的目的，是表揚在處理投訴方面達到專業水平的政府部門及公營機構，同時在公共服務範疇推動正面的服務文化。

潘潔霖對獲獎表示高興，她的心得是：「耐心聆聽及同理心是處理市民投訴的重要條件，讓他們明白到我們理解其感受及其投訴。」



申訴專員黎年先生頒發「申訴專員嘉許獎」公職人員獎獎座予署理高級個人資料主任潘潔霖。

The Ombudsman, Mr Alan Lai presented the trophy of The Ombudsman's Awards for Officers of Public Organisations to Acting Senior Personal Data Officer Ms Natalie Poon.

COMMENDATIONS

The Ombudsman's Award 2012

Acting Senior Personal Data Officer Ms Natalie Poon has been awarded with the Ombudsman's Award 2012 for Officers of Public Organisations at Ombudsman's Awards Presentation Ceremony on 31 October 2012. The Ombudsman's awards aim to acknowledge professionalism in handling complaints and to foster a positive culture of service in the public sector.

Natalie is happy to receive the reward and share the experience: "Be a good listener and show empathy to the complainants. Let them know we understand their feelings and value their complaints."

市民的心聲

WORDS OF GRATITUDE

“本人及家人衷心感謝公署及調查主任.....，多謝你的**耐心聆聽**，細心地解答我的疑難，多謝你!”

投訴人 陳女士

“多謝調查主任的協助及詳盡解釋，本人的投訴得到**高效率**和**公正處理**。希望你繼續努力，以專業態度繼續**提供優質服務**予市民。”

投訴人 任先生

“I would like to express my appreciation to you for your enthusiasm, patience and positive attitude, as well as for your **detailed explanation** when I enquired about matters of protection of my personal data.....”

Ms Lam, enquirer

“Thank you so much for your **responsible and diligent staff** who have been protecting the privacy of HK citizens by effectively overseeing enforcement of the Ordinance. I sincerely hope that you will keep on defending the rights and enabling the well-being of the HK people. **Thanks again** for your great work.”

Ms Lam, complainant