



## 願景、使命及價值 Vision, Mission & Values

### 願景

培養及推廣保障與尊重個人資料私隱的文化。

### Vision

To develop and promote a culture of protection and respect for individual's privacy in relation to personal data.

## 使命

- 透過宣傳和教育，推廣保障及尊重個人資料私隱
- 透過提供指引和最佳行事常規，促進合法及負責任地使用個人資料
- 透過有效執法，監察及監管循規情況
- 透過持續檢視和優化，並參考全球個人資料私隱保障的標準，維持監管機制的效能

## Mission

- To promote the protection and respect for personal data privacy through publicity and education
- To facilitate lawful and responsible use of personal data by providing guidance and best practices
- To monitor and supervise compliance through effective enforcement
- To maintain the efficacy of the regulatory regime through continuous review and enhancement, taking into account global standards for the protection of personal data privacy



## 價值

### 尊重

- 尊重他人的個人資料私隱

### 誠信

- 行事公正專業

### 創新

- 緊貼科技、社會與經濟的發展

### 獨立

- 獨立於政府和其他機構

### 卓越

- 致力追求最佳成績及最高標準

## Values

### Respect

- Respect others' personal data privacy

### Integrity

- Acting fairly and professionally

### Innovation

- Embrace technological, social and economic developments

### Independence

- Independent from the Government and other bodies

### Excellence

- Striving for the best results and highest standards



# Privacy Commissioner's Message

## 25周年

個人資料私隱專員公署（私隱公署）成立於1996年8月，是負責監察、監管、促進及確保香港法例第486章《個人資料（私隱）條例》（《私隱條例》）獲得遵從的獨立機構。今年是私隱公署慶祝成立25周年，我很高興在2020-21年度的年報介紹私隱公署多年來的發展里程和貢獻。這份亦是我自2020年9月出任個人資料私隱專員（私隱專員）以來的首份年報。

## Our 25<sup>th</sup> Anniversary

Established as an independent body in August 1996, the Office of the Privacy Commissioner for Personal Data (PCPD) monitors, supervises, promotes and enforces compliance with the provisions of the Personal Data (Privacy) Ordinance (PDPO), Chapter 486 of the Laws of Hong Kong. As we celebrate our 25th Anniversary this year, I am pleased to present our 2020-21 Annual Report to showcase our milestones and achievements over the years. This is also my first report since I took office as the Privacy Commissioner for Personal Data (Privacy Commissioner) in September 2020.



鍾麗玲 Ada CHUNG Lai-ling  
個人資料私隱專員  
Privacy Commissioner for Personal Data



回顧 1996 年，香港當時是亞洲首個為個人資料私隱訂立全面法例的司法管轄區，而私隱公署是區內首個專責保障個人資料私隱的獨立監管機構。《私隱條例》是以《1980 年經濟合作及發展組織私隱指引》和歐盟於 1995 年實行有關個人資料保障的指令為模範而制定的。

在過去 25 年，我們見證科技不斷急速發展，世界各地紛紛制定更嚴格的法律，以提高對個人資料的保障。歐盟於 2018 年以《通用數據保障條例》取代 1995 年的歐盟指令後，確立了一個新的黃金標準。這黃金標準接續引發世界各地私隱法律發展的浪潮，包括美國 2018 年的《加州消費者私隱法案》、印度 2019 年的《個人資料保護法草案》，以及內地於 2020 年發佈的《個人信息保護法》草案。

《私隱條例》於 2012 年首次作出主要修訂，加入規管使用個人資料作直接促銷的新條文。而私隱公署自成立後的工作在數量、種類、難度、複雜程度及性質方面亦大幅增加。我們於 1997-98 年度接獲的投訴是 253 宗，而 2020-21 年度的數字飆升至 3,157 宗，在這期間增幅逾 11 倍。同樣地，資料外洩通報的數字亦由 1997-98 年度未有相關通報大增至 2020-21 年度的 106 宗，在一些近期的事故中，受影響的資料當事人數目更是數以百萬計。

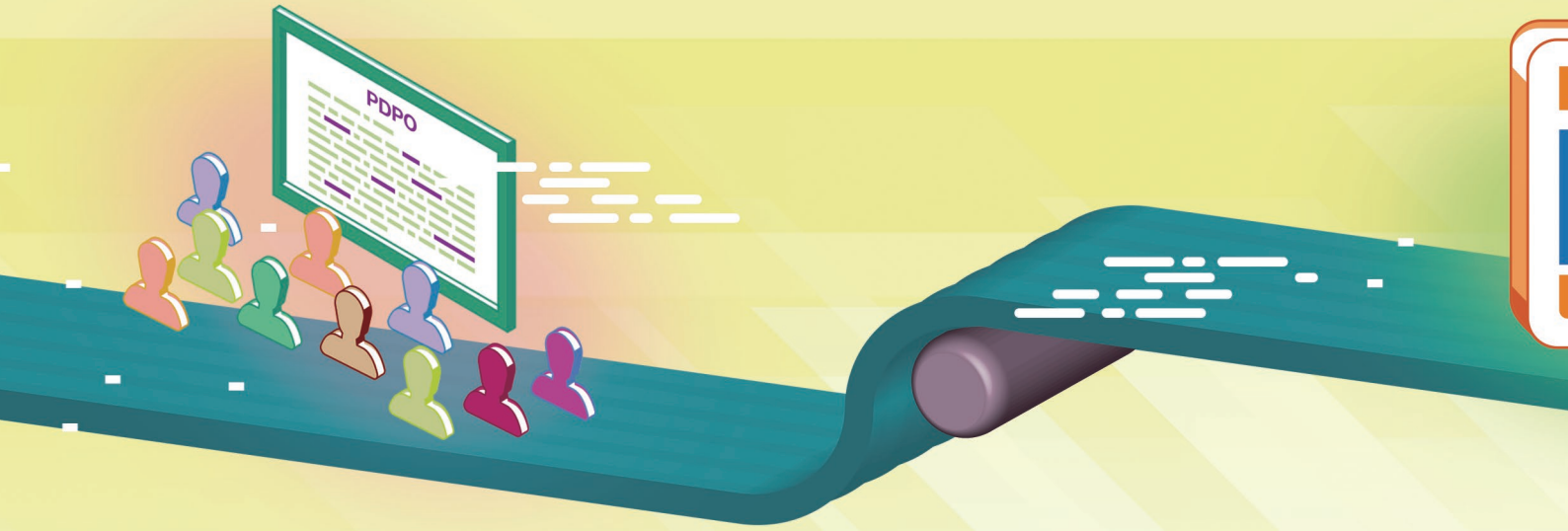
Back in 1996, Hong Kong was the first jurisdiction in Asia to have a comprehensive legislation on personal data privacy, and the PCPD was the first independent regulator dedicated to protect personal data privacy in the region. The PDPO was modelled on the 1980 Privacy Guidelines of the Organisation for Economic Co-operation and Development and the 1995 Directive adopted by the European Union (EU) on the protection of personal data.

In the past 25 years, the fast-flowing stream of technological developments brought along the mushrooming and introduction of more stringent laws to enhance the protection of personal data. When the EU replaced its 1995 Directive and adopted the General Data Protection Regulation (GDPR) in 2018, a new gold standard was established which led to waves of developments in privacy laws around the world, including the California Consumer Privacy Act 2018, India's Personal Data Protection Bill 2019, and the draft Personal Information Protection Law of the Mainland introduced in 2020.

The PDPO had its first amendment in 2012 with new requirements on the use of personal data in directing marketing. The volume, variety, difficulty, complexity and nature of work of the PCPD had grown significantly since our establishment. We received 253 complaints in 1997-98 and the number surged to 3,157 in 2020-21, an increase of over 1100%. Similarly, the data breach notification figure increased tremendously from nil in 1997-98 to 106 in 2020-21, with some recent incidents involving millions of affected data subjects.







## 2020-21 年度的工作數字

在 2020-21 年度，我們繼續在各方面履行保障個人資料私隱的職責。在報告年度，我們：

- 接獲 3,157 宗投訴；
- 接獲 18,253 宗查詢；
- 進行 356 次循規審查及 50 次調查；
- 錄得 25,999 名人士參與私隱公署講座、研討會或工作坊；
- 發出 64 份新聞稿及 350 個社交媒體帖文；
- 回應 220 宗傳媒查詢；及
- 錄得每月平均 158,073 人次瀏覽私隱公署網站。

## 工作重點

自 2019 年中在香港湧現猖獗的「起底」行為，挑戰了道德和法律的極限。我們在年內繼續加強打擊「起底」的工作，共處理了 957 宗「起底」個案，並以多管齊下的方式打擊「起底」行為。我們去信相關網站、社交媒體平台及討論區的營運商，要求移除涉及「起底」內容的連結，以及就調查及轉介個案加強與其他規管機構的合作，我們亦加強教育、推廣及宣傳的工作，強調「起底」的禍害，又聯絡政府部門和行業協會，尋求協助，共同打擊「起底」。

## Figures of activities in 2020-21

We continued to discharge our duties on all fronts in 2020-21 to protect personal data privacy. During the reporting year, we:

- Received 3,157 complaints;
- Received 18,253 enquiries;
- Carried out 356 compliance checks and 50 investigations;
- Reached out to 25,999 individuals in our talks, seminars or workshops;
- Issued 64 media statements and 350 social media posts;
- Responded to 220 media enquiries; and
- Recorded a monthly average of 158,073 visits to our website.

## Highlights of our work

Doxxing activities which has become rampant since mid-2019 has tested the limits of morality and the law. During the reporting year we continued to step up our efforts to combat doxxing. We handled a total of 957 doxxing cases and adopted a multi-pronged approach. We wrote to the operators of relevant websites, social media platforms and discussion forums to request the removal of web links involving doxxing contents. We strengthened our collaboration with other regulatory authorities in the investigation and referral of cases. In addition, we accentuated the harm of doxxing in our education, promotion and publicity efforts, and reached out to government departments and trade associations to enlist their assistance in combating doxxing.



為提高私隱公署遏止「起底」行為的能力，香港特區政府行政長官林鄭月娥女士於2021年2月宣佈會修訂《私隱條例》，將「起底」行為刑事化，並賦權私隱公署就有關罪行進行刑事調查及提出檢控。政府已於2021年7月把修訂條例草案提交立法會審議。

2019冠狀病毒病自2019年底爆發以來，對世界各地的資料保障機構帶來前所未有的挑戰。各地政府，包括香港特區政府，推出不同措施以遏制疫情和恢復經濟，當中涵蓋追查接觸者的措施、大規模為公眾檢測及接種疫苗、發出健康護照等，這些措施均對個人資料私隱帶來風險，香港的情況也不例外，亦因而成為私隱公署另一個優先的工作範疇。我們向政府、機構、學校及公眾提供建議或意見，以確保在制定及推出有關措施時，個人資料獲得適當的保障。

除了向公眾發出指引外，我們於去年9月學校復課時發出《學校在2019冠狀病毒病疫情期間收集及使用教職員及學生個人資料的指引》，並於去年11月以「在家工作安排下的個人資料保障」為主題，發出三份不同的指引。

To enhance our capability to curb doxxing, the Chief Executive of the Government of the Hong Kong SAR, Mrs Carrie Lam, announced in February 2021 that legislative amendments would be made to the PDPO to criminalise doxxing acts and empower the PCPD to carry out criminal investigation and institute prosecution in respect of the offence. The Government already submitted the Amendment Bill to the Legislative Council in July 2021.

Since its outbreak towards the end of 2019, COVID-19 has brought unprecedented challenges to data protection authorities around the world when governments of different jurisdictions introduced a variety of initiatives to contain the pandemic and revive the economies. These initiatives included contact tracing measures, large-scale testing and vaccination for the public, health passports, and the likes. They all carried inherent risks to personal data privacy and the situation in Hong Kong was no exception. This became another priority area of work for us. We provided advisories or views to the Government, organisations, schools and the general public to ensure the proper protection of personal data in these initiatives.

Apart from advisories issued to the public, the PCPD issued the "Guidance for Schools on the Collection and Use of Personal Data of Teachers, Staff and Students during the COVID-19 Pandemic" upon the resumption of classes in September 2020 and three Guidance Notes under the series of "Protecting Personal Data under Work-from-Home Arrangements" in November 2020.



我們於今年初舉行首屆「私隱之友嘉許獎」，作為私隱公署25周年的重點誌慶活動。嘉許獎是香港首個同類性質的獎項，得到各界踴躍回應。經評估參與機構在個人資料私隱保障方面的表現後，共有100間機構獲獎，包括政府部門、公營機構及從事不同業務的公司，當中69間機構獲頒金獎狀，31間機構獲頒銀獎狀，以表揚他們出色的表現。而五間在不同資料保障範疇有傑出表現的機構亦獲選為卓越的金獎狀得主。

在國際方面，我們繼續透過環球私隱議會、亞太區私隱機構網絡以及全球私隱執法機關網絡，積極參與國際和地區論壇。年內，我們領導環球私隱議會2019冠狀病毒病專責小組的一個分組，主責彙編了《應對2019冠狀病毒病的最佳行事常規概要》。我作為環球私隱議會人工智能的道德與數據保障工作小組聯席主席，在報告年度倡議並草擬了《開發及應用人工智能的體現問責決議》，提出12項在開發及應用人工智能的過程中實現和展示問責性的措施。該決議於去年10月在環球私隱議會的周年會議中獲得通過。

As a signature event to mark the 25th Anniversary of the PCPD, the inaugural “Privacy-Friendly Awards” was launched early this year. The award was the first of its kind in Hong Kong and was met with an overwhelming response. After assessing the entrants’ performance on personal data privacy protection, we awarded recognition to 100 organisations, including government departments, public bodies and companies engaged in different businesses, with 69 receiving Gold Certificates and 31 Silver Certificates, for their outstanding achievements. Five organisations with exemplary performance in different data protection areas were additionally named as outstanding Gold Certificate awardees.

On the international front, we continued to take an active role in international and regional forums through our participation in the Global Privacy Assembly (GPA), Asia Pacific Privacy Authorities (APPA) network and Global Privacy Enforcement Network (GPEN). In the year, we led a subgroup of the COVID-19 Taskforce of the GPA and we spearheaded the compilation of the “Compendium of Best Practices in Response to COVID-19”. In my role as the co-chair of the GPA’s Working Group on Ethics and Data Protection in Artificial Intelligence, the PCPD sponsored and drafted the “Resolution on Accountability in the Development and Use of Artificial Intelligence” in the reporting year, which advocated 12 measures for effectuating and demonstrating accountability in the development and use of artificial intelligence, among others. The Resolution was adopted at the GPA annual conference in October 2020.





## 感謝之言

最後，藉此機會我衷心感謝政府、私隱公署兩個諮詢委員會（個人資料（私隱）諮詢委員會和科技發展常務委員會）的前任和現任委員，以及我們的持份者在過去25年給予我們寶貴的意見和堅定的支持。我亦感謝歷任專員和所有同事的敬業精神、專業態度和努力付出。沒有各方的齊心協力，我們決不能在穩固的基礎上，成功擔當個人資料私隱的守護者。

我相信在監察、監管、促進及確保私隱法例獲得遵從方面，私隱公署在過去25年一直克盡己任。25年來，私隱公署與大家一起成長，寫下輝煌的歷史。

### 鍾麗玲

大律師  
個人資料私隱專員  
2021年8月

## A word of thanks

Last but not least, I must also take the opportunity to express my heartfelt gratitude to the Government, past and present members of our two advisory committees, the Personal Data (Privacy) Advisory Committee and the Standing Committee on Technological Developments, and our stakeholders for their invaluable advice and staunch support over the past 25 years. In the same vein, I also wish to thank my predecessors and my colleagues, past and current, for their dedication, professionalism and hard work, without which we would not have been able to build and flourish upon this strong foundation to act as a guardian of privacy in relation to personal data.

I believe that we have dutifully discharged our statutory functions in monitoring, supervising, promoting and enforcing compliance with the provisions of the privacy law for the past 25 years. The history of the PCPD is one that we shared with the community at large, and is one that we can all be proud of.

### Ada CHUNG Lai-ling

Barrister  
Privacy Commissioner for Personal Data  
August 2021







# 25 年回顧 Years On

## 私隱公署作為私隱的守護者

私隱公署於1996年8月成立，是亞洲首個專責保障個人資料私隱的監管機構。《個人資料(私隱)條例》於1995年制定，亦是區內首項保障個人資料私隱的法例。《私隱條例》以經濟合作暨發展組織的1980年私隱指引及歐盟於1995年採納的資料保障指令為藍本。

## 資料保障法例在科技急速發展下湧現

私隱公署在過去25年見證了資訊科技的急速發展，各地亦同時發展及制定更嚴格的法例，加強保障個人資料。至今有超過130個司法管轄區制定了私隱或個人資料相關的保障法例，有些地區更作出了修訂，擴闊原先法例的覆蓋範圍。《私隱條例》於2012年進行了首次重大修訂，落實新規定針對使用個人資料作直接促銷。歐盟於2018年採納了《通用數據保障條例》以取代1995年的歐盟指令，為私隱保障訂立了一套新黃金標準。這標準引發了世界各地私隱法例新一浪的發展，包括2018年的《加州消費者私隱法案》、印度2019年的《個人資料保護法草案》，以及內地於2020年發布的《個人信息保護法》草案。

## The PCPD as the guardian of privacy

Established in August 1996, the PCPD was the first independent regulator in Asia dedicated to the protection of personal data privacy. The PDPO, enacted in 1995, was the first piece of legislation introduced in the region to protect the privacy of individuals in relation to personal data. The PDPO was modelled on the 1980 Privacy Guidelines of the Organisation for Economic Co-operation and Development and the 1995 Directive adopted by the EU on the protection of personal data.

## Mushrooming of data protection laws amidst rapid technological changes

The PCPD witnessed a fast-flowing stream of technological developments in the past 25 years, accompanied by the mushrooming and introduction of more stringent laws in enhancing the protection of personal data. Over 130 jurisdictions have enacted privacy or personal data protection laws, and the laws have expanded significantly from their first iterations in many localities. The PDPO underwent its first major amendments in 2012 to introduce legal requirements on the use of personal data in direct marketing, among others. In 2018, the EU replaced its 1995 Directive and adopted a new gold standard, the GDPR. It led to subsequent development in privacy laws around the world, including the California Consumer Privacy Act of 2018, India's Personal Data Protection Bill of 2019, and the draft Personal Information Protection Law of the Mainland introduced in 2020.

政府在考慮過私隱公署的建議及《通用數據保障條例》後，提出《私隱條例》的初步修訂方向，當中包括強制資料外洩事故通報、直接規管資料處理者，以及如部分司法管轄區一樣，授權私隱專員就違反《私隱條例》施行行政罰款。有見 2019 年中以來「起底」行為猖獗，行政長官於 2021 年 2 月宣布將會推動立法修訂《私隱條例》，將「起底」行為刑事化，並賦予私隱專員刑事調查和檢控的法定權力。

## 積極進行教育及推廣工作

私隱公署在 1996 年開始運作之時及隨後的數年，有見於個人資料私隱的概念以及《私隱條例》的規定對大眾而言仍屬新事物，於是將教育及推廣工作視為優先目標。私隱公署發行大量刊物及舉行講座及培訓課程，多年來共約 300,000 人出席，亦拍攝電視廣告及娛樂與資訊並重的電視劇及廣播劇。近年私隱公署亦利用社交媒體與大眾聯繫，並將講座及培訓課程移師至網上舉行。

資訊及通訊科技漸漸融入我們的日常生活，大眾對個人資料私隱保障的期望亦與日俱增。機構不能夠再單純滿足於「別格仔」或僅求達致合規，它們需要表現出良好數據道德、尊重客戶個人資料以及對管理資料問責。

在 2000 年，私隱公署成立保障資料主任聯會，旨在讓公私營機構的保障資料主任交流經驗及意見。自 2014 年起，私隱公署提倡機構建立私隱管理系統，將個人資料保障定為企業管治責任，並由上而下納入為業務不可或缺的一環。在 2018 年，私隱公署更進一步發出「中國香港的道德問責框架」以倡導良好的數據道德。該框架現已成為強化個人資料私隱保障的新指標。

The Government, after considering the PCPD's proposals and the GDPR, proposed preliminary amendment directions for the PDPO. These included, among others, making data breach notifications mandatory, imposing direct obligations on data processors, and empowering the Privacy Commissioner to impose administrative fines, as in other jurisdictions, for breaches under the PDPO. Owing to rampant doxxing activities since mid-2019, the Chief Executive announced in February 2021 that legislative amendments would be made to the PDPO to criminalise doxxing and confer statutory powers on the Privacy Commissioner to carry out criminal investigations and institute prosecutions.

## Tireless efforts in education and promotion

In the ensuing few years after its establishment in 1996, the PCPD's priority was education, publicity and promotion, as personal data privacy and the requirements of the PDPO were new to the general public. The PCPD issued a myriad of publications, and conducted seminars and training with about 300,000 participants over the years. It also took an edutainment approach by producing television docu-dramas and radio dramas, in addition to running advertisements. Recently, the PCPD also leveraged social media to reach the wider public and brought seminars and training online.

As information and communication technologies have encroached on our daily lives, public expectation of personal data privacy has also been rising. It was no longer sufficient for organisations to tick the box on compliance. They needed to demonstrate good data ethics, respect for customers' personal data, and accountability in the management of data.

In 2000, the PCPD established Data Protection Officers' Club for data protection officers of public and private organisations to share their experiences and insights. In 2014, the PCPD introduced the Privacy Management Programme and encouraged organisations to embrace data protection as a corporate governance responsibility and as a top-down business imperative. In 2018, the PCPD issued—what became a yardstick—the “Ethical Accountability Framework for Hong Kong, China” to advocate good data ethics.



## 循規與執法行動與日俱增

在過去的25年，私隱公署處理了39,645宗投訴、421,326宗查詢及946宗資料外洩事故通報；並進行過3,652次循規審查及1,762次調查。循規及執法行動旨在回應公眾就影響數以萬計客戶的大型資料外洩事故的關注。

隨着公眾對個人資料私隱的意識和要求日益提高，私隱公署處理的個案數目亦顯著上升。

## Compliance and enforcement actions on the rise

In the last 25 years, the PCPD handled 39,645 complaints, 421,326 enquiries, and 946 data breach notifications. It has initiated 3,652 compliance checks and 1,762 investigations. Our compliance and enforcement actions served to address public's concern on major data breach incidents which affected tens of thousands of data subjects.

The number of cases rose significantly owing to increasing public awareness of and demands for personal data privacy.

	1997-98 <small>註 Note</small>	2020-21	增長 Increase
<b>查詢個案數目</b> Number of enquiries received	13,551	18,253	34.7%
<b>投訴個案數目</b> Number of complaints received	253	3,157	1,147.8%
<b>資料外洩事故通報次數</b> Number of data breach notifications received	0	106	不適用 N/A
<b>循規審查次數</b> Number of compliance actions initiated	74	356	381.1%

註：1997-98年度為私隱公署首個完整的報告年度

Note: 1997-98 was the PCPD's first full reporting year.

## 緊密的全球聯繫

在網絡世界，資料並無疆界之分。因此，要有效執行私隱法例，不同司法管轄區的資料保障機構必需攜手合作。自成立以來，私隱公署一直活躍於有關國際私隱監管機構的主要論壇，與海外相關機構分享知識與經驗及合作，並且在有需要時尋求協助。

## Strong global connections

Online data knows no borders. Collaboration among data protection authorities in different jurisdictions is therefore indispensable for the effective enforcement of privacy laws. Since establishment, the PCPD has been an active member of major international privacy regulator forums. This enables the PCPD to share knowledge and experience and collaborate with our overseas counterparts, as well as to seek assistance from them.



私隱公署自 1996 年起，一直參與環球私隱議會（前稱國際資料保障及私隱專員會議），並先後在 1999 年及 2017 年主辦周年大會。私隱公署在 2016 年至 2018 年間為議會執行委員會成員，亦是議會「人工智能的道德與數據保障常設工作小組」聯席主席，並領導「2019 冠狀病毒病工作小組」其中一個小組，應對 2019 冠狀病毒病相關的私隱議題。

私隱公署同時也在其他國際論壇上擔當領導角色。自 2010 年至 2019 年，私隱公署擔任亞太區私隱機構「科技工作小組」主席，以及自 2016 年起出任全球私隱執法機關網絡的委員會成員。

在「一國兩制」下，香港與內地一直維持緊密的社會及經濟聯繫。私隱公署與內地學術界和有關當局建立了良好的溝通網絡。為推動香港發展成為大灣區的數據中心，以及促進區域合作與發展，私隱公署將會進一步加強與內地相關機構的聯繫。

## 展望未來

在過去的四分之一世紀，科技和監管環境日新月異，而隨着大數據、區塊鏈、人工智能、生物辨識資料等科技持續急速發展，資料保障的形勢將會更變化多端。全球各地將會制定並實施更健全的資料保障法例，大眾對資料私隱的訴求亦將會變得更加強烈。私隱公署將會繼續密切留意發展趨勢，致力保障個人資料私隱。

For instance, since 1996, the PCPD has been participating in the GPA, formerly known as the International Conference of Data Protection and Privacy Commissioners, and hosted the 1999 and 2017 annual conferences. The PCPD was an Executive Committee member from 2016 to 2018, and the co-chair of the Working Group on Ethics and Data Protection in Artificial Intelligence, leading a subgroup of the COVID-19 Working Group to tackle privacy issues arising from COVID-19.

The PCPD also takes leading roles in other international forums. It was the chair of the Technological Working Group of the APPA from 2010 to 2019 and has been a committee member of the GPEN since 2016.

Under “One Country, Two Systems”, Hong Kong enjoys very close social and economic ties with the Mainland. The PCPD has established a strong network with the academia and relevant authorities on the Mainland. To facilitate the development of Hong Kong as a data hub in the Greater Bay Area and enhance regional cooperation and development, the PCPD will further strengthen its connection with our Mainland counterparts.

## Looking ahead

The technological and regulatory landscapes have been dynamic in the past quarter-century and the data protection landscape will be even more vibrant in the light of the rapid development of big data, blockchain, artificial intelligence, biometric data, etc. Globally, more robust data protection laws would be enacted and implemented and the demands for data privacy would become more vigorous. The PCPD will continue to keep abreast of the developments and uphold strong protection of privacy in relation to personal data.





私隱公署在2021年慶祝成立25周年。一直以來，私隱公署致力透過監察、監管及推廣遵從《私隱條例》的要求，從而建立保障、尊重個人資料私隱的文化。

2021 marks the 25th Anniversary of the PCPD. Over the years, the PCPD has been striving to enhance the protection of the privacy of individuals in relation to personal data. It monitors, supervises and promotes compliance with the PDPO and fosters a culture of protecting and respecting personal data privacy.

以下是私隱公署過去25年一些重要事件回顧：

Here are some notable milestones and achievements of the PCPD in the past 25 years:



舉辦保障私隱小學巡迴表演  
「有個秘密話你知」  
Launched the privacy show  
“Telling You My Secret”  
targeting primary school  
students

2005



吳斌先生 JP 出任個人資料私隱專員  
Mr Roderick WOO Bun, JP, took  
office as Privacy Commissioner  
for Personal Data

舉辦首個亞太經濟合作組織電子  
商貿督導小組技術支援研討會  
Hosted the first Asia-Pacific Economic  
Cooperation (APEC) Electronic Commerce  
Steering Group technical assistance seminar

參與亞太經濟合作組織工作，  
制訂一套私隱保障原則及實施  
架構，讓組織內21個成員經濟  
區共同遵守  
Took part in an APEC  
initiative to develop a set of  
privacy principles and  
implementation framework  
that could be subscribed to  
by all 21 member economies



2006-2010

發表有關投訴警方獨立監察委員會意外地在  
互聯網上外洩兩萬人的個人資料的調查報告  
Published an investigation report  
regarding the leakage of the personal  
data of 20,000 people on the Internet by  
the Independent Police Complaints Council

為酒店從業員舉辦一系列活動加強業界保  
障私隱的意識  
Organised the Hotel Privacy Campaign  
to raise awareness of privacy issues in  
the hotel industry

2006



首次在香港主辦  
亞太區私隱機構論壇  
Hosted the Asia Pacific Privacy  
Authorities (APPA) Forum for  
the first time in Hong Kong

## 1996-2000

《私隱條例》的條文正式生效  
Provisions of the PDPO  
commenced operation



成立私隱公署，劉嘉敏先生 JP 出任首任個人資料私隱專員  
Establishment of the PCPD; Mr Stephen LAU Ka-men, JP, took office as the first Privacy Commissioner for Personal Data



舉辦第二十一屆國際私隱及個人資料保障研討會及資料保障專員會議  
Hosted the 21st International Conference on Privacy and Personal Data Protection and Meeting of the Data Protection Commissioners



2000

與香港電台聯合製作電視劇《私隱事件簿》  
Produced the docu-drama television series "Privacy Special" in partnership with Radio Television Hong Kong



## 2001-2005

舉辦「私隱週」及相關活動，包括「新經濟下的電子私隱」研討會及現場直播的電視綜合晚會  
Launched "Privacy Week" with activities such as the "E-Privacy in the New Economy" Conference and a live television variety show



2001



鄧爾邦先生出任個人資料私隱專員  
Mr Raymond TANG Yee-bong took office as Privacy Commissioner for Personal Data

私隱專員首次行使視察權力，視察醫院管理局的病人個人資料系統  
Privacy Commissioner exercised inspection power for the first time on the Hospital Authority's personal data system in respect of patients

與亞太區私隱機構合辦首個國際推廣活動「私隱關注運動2007」  
Organised its first international promotional campaign, Privacy Awareness Week 2007, together with members of the APPA



向政府提交建議，對《私隱條例》作出重大修訂  
Submitted a package of proposals to the Government recommending substantial amendments to the PDPO

2010





2006

展開檢討《私隱條例》的公眾諮詢  
Carried out public consultation  
on the review of the PDPO



為醫療從業員舉辦保障個人  
資料私隱活動  
Organised a personal data  
privacy campaign for  
medical practitioners

## 2006-2010

為地產代理業舉辦保障  
個人資料私隱活動  
Organised a personal data privacy  
campaign for estate agents



舉辦首屆「保障私隱學生大使計劃」，並自  
此每年向中學生推廣保障個人資料私隱  
Launched the first Student  
Ambassador for Privacy Programme;  
since then, the PCPD organised annual  
activities to promote personal data  
privacy protection to secondary school  
students

出版《個人資料  
(私隱)條例》通識教材  
套老師手冊，協助中學  
老師教導學生保護個人  
資料私隱  
Published the  
“Personal Data  
(Privacy) Ordinance  
Liberal Studies  
Teaching Kit” to assist  
secondary school  
teachers in teaching  
students how to  
protect personal data  
privacy

## 2011-2015

為電訊從業員舉辦保障  
個人資料私隱活動  
Organised a personal data  
privacy campaign for  
telecommunications  
practitioners



與香港電台聯合製作  
電視劇《私隱何價》；  
該電視劇在電視節目欣賞指  
數2012中榮登第十位  
Produced the docu-drama  
television series “Privacy  
Beyond Price” in  
partnership with Radio  
Television Hong Kong; the  
series ranked 10th in the  
2012 TV Programme  
Appreciation Index Survey

2011

《2012年個人資料  
(私隱)(修訂)條例》  
實施，就直接促銷推行  
新的規管機制及推出  
法律協助計劃  
Commencement of  
the Personal Data  
(Privacy)  
(Amendment)  
Ordinance 2012.  
Implemented new  
direct marketing  
regulatory regime  
and launched legal  
assistance scheme

2015

舉辦「保障私隱 全面貫徹」研討會，提  
倡在資訊科技系統的設計中加入保障個  
人資料私隱為預設元素  
Organised the Privacy by Design  
Conference to advocate embedding  
the protection of personal data  
privacy in the design of information  
and communication systems



推出為零售業而設的網上評估工具，  
協助業界培訓及評估對《私隱條例》的理解  
Launched an online assessment tool  
tailor-made for the retail industry to train  
practitioners and evaluate their  
understanding of the requirements under  
the PDPO





舉辦第三十一屆  
亞太區私隱機構論壇  
Hosted the 31st APPA Forum



為保險從業員舉辦保障個人  
資料私隱活動  
Organised a personal data  
privacy campaign for  
insurance practitioners

發表對智能身份證系統的  
私隱循規評估報告  
Published the Privacy  
Compliance  
Assessment Report on the  
Smart  
Identity Card System



發表有關「八達通日日賞」計劃收集  
及使用客戶個人資料的調查報告  
Published an investigation report  
regarding the collection and use of  
customers' personal data under the  
Octopus Rewards Programme

2010



蔣任宏先生, SBS 出任個人資料  
私隱專員  
Mr Allan CHIANG Yam-wang,  
SBS, took office as Privacy  
Commissioner for Personal  
Data

2016-2019

與香港電台聯合製作電視劇《私隱何價II》  
Jointly produced the docu-drama television  
series "Privacy Beyond Price II" in partnership  
with Radio Television Hong Kong

黃繼兒先生出任  
個人資料私隱專員  
Mr Stephen Kai-yi WONG  
took office as Privacy  
Commissioner for  
Personal Data



2016



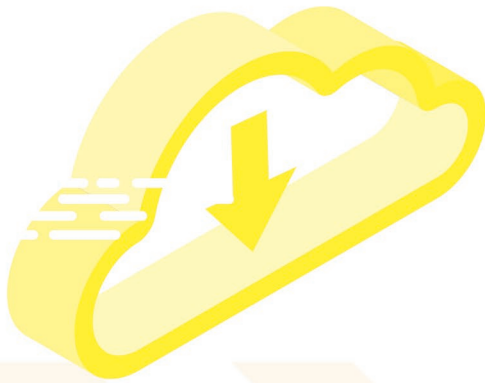
與資訊科技界專業團體及商會推出「應用程式重私隱  
創新科技贏信任」保障私隱運動  
Launched the privacy campaign "Developing  
Mobile Apps: Privacy Matters" with leading  
professional and trade associations in  
information and communications technology

政府與39間保險、電訊等行業的機構承諾推行私隱管理系統  
The Government and 39 organisations from the insurance,  
telecommunications and other sectors pledged to  
implement a Privacy Management Programme



發出《私隱管理系統—  
最佳行事方式指引》,  
鼓勵機構視保障個人資料  
為企業管治責任  
Issued the "Best Practice  
Guide on Privacy  
Management Programme"  
to encourage organisations  
to embrace personal data  
protection as part of their  
corporate governance





## 2016-2019

私隱公署成立20周年  
20th anniversary of the PCPD



2016

2019

舉辦第三十九屆國際資料保障及私隱專員研討會，超過750名來自逾60個國家及地區的參加者出席會議  
Hosted the 39th International Conference on Privacy and Personal Data Protection and Meeting of the Data Protection Commissioners, welcoming more than 750 participants from over 60 countries and regions



獲委任為環球私隱議會「人工智能的道德與數據保障常設工作小組」聯席主席

Was appointed as a co-chair of the GPA's "Ethics and Data Protection in Artificial Intelligence Permanent Working Group"

向政府提交修訂《私隱條例》的建議  
Submitted the PCPD's recommendations to amend the PDPO to the Government

舉辦「數據道德的實踐」研討會  
Organised the Symposium on Data Ethics in Action



為物業管理從業員舉辦保障個人資料私隱活動  
Organised a personal data privacy campaign for property management practitioners



獲僱員再培訓局嘉許為「人才企業」  
Was awarded Manpower Developer by the Employees Retraining Board



與澳門個人資料保護辦公室合辦第三屆全球私隱執法機關網絡執法人員研討會  
Co-hosted the 3rd GPEN Enforcement Practitioners' Workshop with the Office for Personal Data Protection, Macao



就兩宗資料外洩事故發表調查報告：關於未經授權網上查取環聯資訊有限公司的信貸報告，以及國泰航空有限公司及港龍航空有限公司約940萬名乘客個人資料被未獲授權取覽或查閱  
Published investigation reports on two data breach incidents: unauthorised online access to credit reports at TransUnion Limited and unauthorised access to personal data of approximately 9.4 million passengers of Cathay Pacific Airways Limited and Hong Kong Dragon Airlines Limited

於2019年接獲9,182宗投訴，其中4,370宗與「起底」有關；私隱公署不遺餘力打擊「起底」個案  
Received 9,182 complaints in 2019 of which 4,370 cases relating to doxxing; the PCPD spared no efforts in combating doxxing

## 2020

鍾麗玲女士出任個人資料私隱專員  
Ms Ada CHUNG Lai-ling took office as Privacy Commissioner for Personal Data



2020

作為環球私隱議會「人工智能的道德與數據保障常設工作小組」聯席主席，贊助和牽頭草擬《開發及應用人工智能的體現問責決議》；該決議在第42屆環球私隱議會周年會議上通過  
Sponsored and spearheaded the drafting of the "Resolution on Accountability in the Development and Use of Artificial Intelligence" as the co-chair of the GPA's AI Working Group; the Resolution was adopted at the annual conference of the 42nd GPA

在2019冠狀病毒病疫情期間，發出保障個人資料的各種指引和建議  
Issued Guidance Notes and advisories on the protection of personal data amid the COVID-19 pandemic

舉辦首屆「私隱之友嘉許獎」  
Organised the inaugural "Privacy-Friendly Awards"



為社會服務界從業員舉辦保障個人資料私隱活動  
Organised a personal data privacy protection campaign for social service practitioners



出席第42屆環球私隱議會周年會議，發表由私隱公署主責彙編的「應對2019冠狀病毒病的最佳行事常規概要」  
Presented the Compendium of Best Practices in Response to COVID-19 at the annual conference of the 42nd GPA



## 2021

(1月至3月)  
January to March

政府建議修訂《私隱條例》以打擊「起底」，私隱專員表示歡迎  
Privacy Commissioner welcomed the Government's proposals to amend the PDPO to combat doxxing

私隱公署成立25周年  
25<sup>th</sup> anniversary of the PCPD



2021

一百間機構獲頒首屆「私隱之友嘉許獎」，政制及內地事務局局長曾國衛先生，IDSM, JP 擔任嘉許獎頒獎禮主禮嘉賓  
100 organisations received the inaugural "Privacy-Friendly Awards". Mr Erick TSANG Kwok-wai, IDSM, JP, Secretary for Constitutional and Mainland Affairs, officiated the awards presentation ceremony



# 全年活動一覽

## One Year at-a-glance

2020

4月  
Apr

在疫情期間發出保障兒童私隱指引  
Issued guidelines on children's privacy during the pandemic

私隱專員出席立法會政制事務委員會會議簡報2019年度工作  
Privacy Commissioner attended a meeting of the Legislative Council Panel on Constitutional Affairs to brief members on the work of the PCPD in 2019

2020

6月  
Jun

一間電訊公司被裁定違反《私隱條例》下直接促銷規定，判罰款港幣一萬二千元  
A telecommunications company was convicted of and fined \$12,000 for failing to comply with the direct marketing provisions under the PDPO

舉辦年度「關注私隱週」，主題為「保障私隱 維護尊嚴 構建智慧香港」  
Launched the annual Privacy Awareness Week with the theme "Protecting Privacy – Respecting Dignity for a Smart Hong Kong"



首宗因違反高等院所頒布有關「起底」的臨時禁制令，被告被裁定罪成，判監28日，緩刑一年

In the first case of breaching an interim injunction order granted by the High Court relating to doxing, the defendant was sentenced to 28 days' imprisonment, suspended for one year

2020

8月  
Aug

發表飲食業界一資料使用者個人資料系統的視察報告  
Published an inspection report on the personal data system of a data user in the food and beverage industry



2020

9月  
Sep



鍾麗玲女士出任個人資料私隱專員

Ms Ada CHUNG Lai-ling took office as Privacy Commissioner for Personal Data

發出《學校在2019冠狀病毒病疫情期間收集及使用教職員及學生個人資料的指引》  
Issued "Guidance for Schools on the Collection and Use of Personal Data of Teachers, Staff and Students during COVID-19 Pandemic"

2020

10月  
Oct

舉辦首屆「私隱之友嘉許獎」  
Organised the inaugural Privacy-Friendly Awards



私隱專員出席第42屆環球私隱議會視像會議，倡議於2019冠狀病毒病大流行期間保障個人資料

Privacy Commissioner attended the 42nd GPA virtual conference, advocating the protection of personal data amidst the COVID-19 pandemic

2020

11月  
Nov

首宗違反《私隱條例》「起底」案件，被告被判監禁18個月，連同其他定罪合共監禁兩年

In the first case of contravention of the PDPO relating to doxing, the defendant was sentenced to imprisonment for 18 months. Together with other convictions, he was sentenced to imprisonment for 24 months

2020

11月  
Nov

就在家工作安排發出三份指引予機構、僱員及視像會議軟件使用者  
Issued three Guidance Notes relating to work-from-home arrangements for organisations, employees and users of video conferencing software



2020

12月  
Dec

首宗因違反禁止「起底」禁制令案件，被告被判即時監禁21日  
In the first immediate imprisonment case for breaching an injunction order relating to doxxing, the defendant was sentenced to 21 days' immediate imprisonment

在私隱公署網站上推出「『起底』害己害人」的全新網頁  
Launched the new "Say 'No' to Doxxing" webpage on the PCPD's website

私隱專員在「第五十四屆亞太區私隱機構論壇」呼籲加強國際協作以打擊「起底」行為  
Privacy Commissioner appealed for international collaboration in combatting doxxing at the 54th APPA Forum



兩名私隱公署職員榮獲申訴專員嘉許獎2020  
Two PCPD staff members received the Ombudsman's Awards 2020







2021

1月  
Jan

一個在香港廣泛使用的即時通訊軟件更改其使用條款及私隱政策，私隱專員呼籲用戶同意更改前小心考慮新條款

An instant messaging app widely used in Hong Kong changed its terms of service and privacy policy. Privacy Commissioner appealed to users to carefully consider the new terms before agreeing

私隱專員出席立法會政制事務委員會會議簡報2020年度工作

Privacy Commissioner attended a meeting of the Legislative Council Panel on Constitutional Affairs to brief members on the work of the PCPD in 2020

設立「起底」查詢／投訴熱線 3423 6666

Set up the 3423 6666 doxxing enquiry/complaint hotline

2021

2月  
Feb

私隱專員表示歡迎政府建議修訂《私隱條例》以打擊「起底」

Privacy Commissioner welcomed the Government's proposal to amend the PDPO to combat doxxing

2021

3月  
Mar

一百間機構獲頒首屆「私隱之友嘉許獎」，政制及內地事務局局長曾國衛先生，IDSM, JP 擔任頒獎禮主禮嘉賓

100 organisations received the inaugural Privacy-Friendly Awards; Mr Erick TSANG Kwok-wai, IDSM, JP, Secretary for Constitutional and Mainland Affairs, officiated the awards presentation ceremony

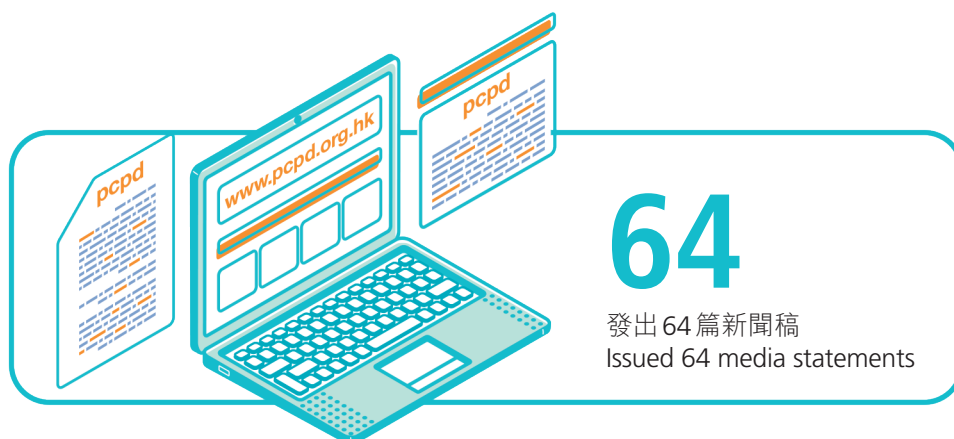
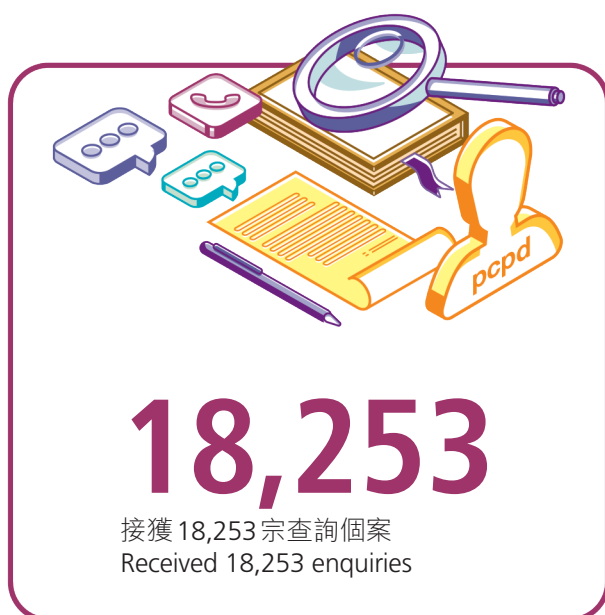
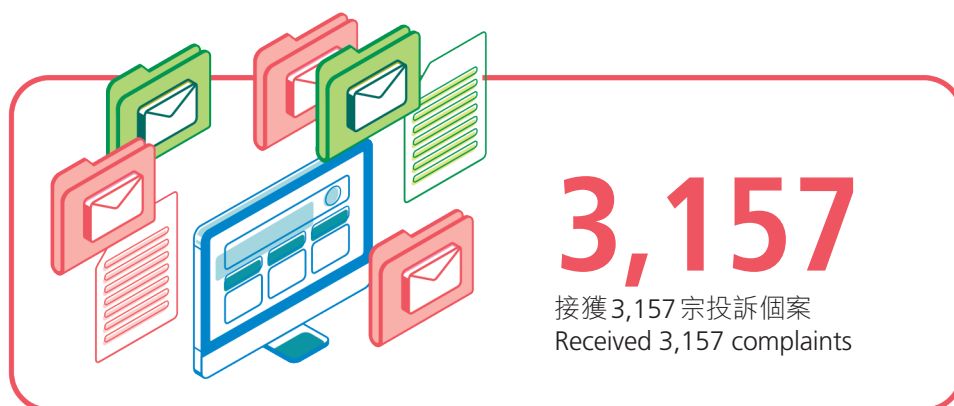


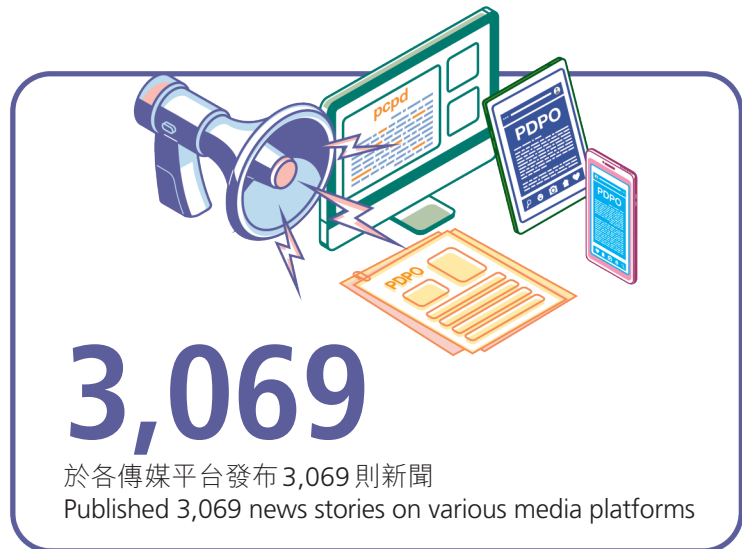
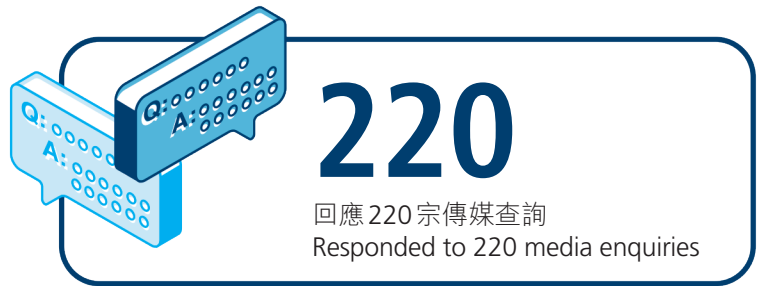
出版《Personal Data (Privacy) Law in Hong Kong – A Practical Guide on Compliance》(第二修訂版)

Published the second edition of "Personal Data (Privacy) Law in Hong Kong – A Practical Guide on Compliance"

# 數字回顧 (2020年4月 - 2021年3月)

## A Year In Numbers (April 2020 - March 2021)







# 私隱公署架構 Organisation

私隱公署是一所獨立機構，負責監察、監管和促進各界人士遵從《私隱條例》。《私隱條例》保障與個人資料有關的私隱，並規管收集、持有、處理和使用個人資料。

私隱公署由私隱專員領導，於1996年8月成立。今年為私隱公署成立25周年的誌慶。在報告年度完結時，私隱公署的職員數目為83人。

The PCPD is an independent body that monitors, supervises and promotes compliance with the PDPO to protect privacy of individuals in relation to the collection, holding, processing and use of personal data.

The PCPD is headed by Privacy Commissioner for Personal Data. It was established in August 1996 and is celebrating its 25th Anniversary this year. It had a total of 83 staff members at the end of the reporting year.





個人資料私隱專員  
Privacy Commissioner for Personal Data

副個人資料私隱專員  
Deputy Privacy Commissioner for Personal Data

助理個人資料私隱專員 (公共事務)  
Assistant Privacy Commissioner for Personal Data  
(Public Affairs)

助理個人資料私隱專員 (資訊科技、政策及研究)  
Assistant Privacy Commissioner for Personal Data  
(IT Complaints, Policy & Research)

署理助理個人資料私隱專員 (執法)  
Acting Assistant Privacy Commissioner for Personal Data  
(Enforcement)

## 個人資料(私隱)諮詢委員會

個人資料(私隱)諮詢委員會(委員會)是根據《私隱條例》第 11 條成立，目的是就保障個人資料私隱及《私隱條例》運作的相關事宜，向私隱專員提供意見。

## Personal Data (Privacy) Advisory Committee

The Personal Data (Privacy) Advisory Committee (PDPAC) was established pursuant to section 11 of the PDPO to advise the Privacy Commissioner on matters relating to personal data privacy protection and the operation of the PDPO.

### 主席 CHAIRPERSON



鍾麗玲女士

個人資料私隱專員

**Ms Ada CHUNG Lai-ling**

Privacy Commissioner for Personal Data

### 成員 MEMBERS

(按姓氏英文字母排序 in alphabetical order)



歐陽嘉慧女士

消費者委員會

法律事務部首席主任

**Ms Terese Kar-wai AU-YEUNG**

Head, Legal Affairs Division,  
Consumer Council



林翠華女士

中華電力有限公司

人力資源總監

**Ms Connie Tsui-wa LAM**

Human Resources, Director  
The CLP Power Hong Kong Limited



委員會會定期收取私隱公署的運作表現報告，並就私隱公署在工作上的重大議題向私隱專員作出建議。

The PDPAC receives regular reports on the operational performance of the PCPD and advises the Privacy Commissioner on the handling of major issues relating to the work of the PCPD.

委員會主席為私隱專員，而委員會成員則由政制及內地事務局局長委任。

The Privacy Commissioner is the chairperson of the PDPAC, and members of the PDPAC are appointed by the Secretary for Constitutional and Mainland Affairs.



**陳嘉賢女士**

德國寶集團有限公司  
執行董事

**Ms Karen Ka-yin CHAN**

Executive Director, German Pool Group Company Limited



**鍾郝儀女士**

Clarksdale Investment Limited  
董事長

**Ms Cordelia CHUNG**

Chairman, Clarksdale Investment Limited



**簡慧敏女士**

中國銀行(香港)有限公司  
總法律顧問

**Ms Carmen Wai-mun KAN**

General Counsel, Bank of China (Hong Kong) Limited



**羅燦先生**

ASI Analytics & Media Limited  
董事總經理

**Mr Stephen Chan LOH**

Chief Executive Officer,  
ASI Analytics & Media Limited



**黃偉雄先生, MH, JP**

中原地產代理有限公司  
亞太區主席兼行政總裁

**Mr Addy Wai-hung WONG, MH, JP**

Chairman and Chief Executive Officer (Asia Pacific), The Centaline Property Agency Limited

政制及內地事務局副秘書長或  
政制及內地事務局首席助理秘書長  
**Deputy Secretary for  
Constitutional and Mainland  
Affairs or Principal Assistant  
Secretary for Constitutional and  
Mainland Affairs**

## 科技發展常務委員會

私隱公署設立科技發展常務委員會，旨在協助私隱專員更有效地執行《私隱條例》第8(1)(f)條指明的法定職能，即研究資料處理及資訊科技及監察其發展，以顧及該等

## Standing Committee on Technological Developments

The Standing Committee on Technological Developments (SCTD) was established to assist the Privacy Commissioner to better perform the statutory functions under section 8(1)(f) of the PDPO, namely researching into and monitoring technological

## 聯合主席 CO-CHAIRPERSONS

## 成員 MEMBERS

(按姓氏英文字母排序 in alphabetical order)



**鍾麗玲女士**

個人資料私隱專員

**Ms Ada CHUNG Lai-ling**

Privacy Commissioner for Personal Data



**白景崇教授**

香港大學社會科學研究中心總監

**Professor John BACON-SHONE**

Director, Social Sciences Research Centre,  
The University of Hong Kong



**林植廷先生**

副個人資料私隱專員

**Mr Tony LAM Chik-ting**

Deputy Privacy Commissioner for  
Personal Data



**劉偉經教授**

香港浸會大學財務及決策學系特邀教授

**Professor Jason LAU**

Adjunct Professor, Department of Finance and  
Decision Sciences, Hong Kong Baptist  
University



發展對個人私隱在個人資料方面的潛在影響。委員會同時會就私隱公署為應對科技發展引伸的私隱議題，向實務守則草擬本、建議及指引資料提供意見。

developments that may affect personal data privacy. The SCTD also advises on the drafting of codes of practices, advisories and guidance notes on privacy issues arising therefrom.

科技發展常務委員會由私隱專員及副私隱專員擔任聯合主席。

The SCTD is co-chaired by the Privacy Commissioner and the Deputy Privacy Commissioner.



**鄒錦沛博士**

香港大學計算機科學系副教授

**Dr K P CHOW**

Associate Professor, Department of Computer Science, The University of Hong Kong



**方保僑先生**

香港資訊科技商會榮譽會長

**Mr Francis Po-kiu FONG**

Honorary President, Hong Kong Information Technology Federation



**栢雅盛先生**

霍金路偉律師行合伙人

**Mr Mark PARSONS**

Partner, Hogan Lovells



**楊月波教授**

香港浸會大學計算機科學系特邀教授

**Professor YB YEUNG**

Adjunct Professor, Department of Computer Science, Hong Kong Baptist University



# 高級管理團隊

## SENIOR MANAGEMENT TEAM

**鍾麗玲女士**  
個人資料私隱專員

**Ms Ada CHUNG Lai-ling**  
Privacy Commissioner for  
Personal Data



**陳美儀女士**  
首席個人資料主任(投訴)

**Ms Amy CHAN**  
Chief Personal Data  
Officer (Complaints)

**謝敏傑先生**  
助理個人資料私隱專員(公共事務)

**Mr Eric TSE**  
Assistant Privacy Commissioner  
for Personal Data (Public Affairs)

**黎智敏女士**  
署理助理個人資料私隱專員(執法)

**Ms Joyce LAI**  
Acting Assistant Privacy  
Commissioner for Personal Data  
(Enforcement)



**潘潔霖女士**

高級個人資料主任(企業支援)

**Ms Natalie POON**  
Senior Personal Data Officer  
(Corporate Support)

**彭慧深女士**

助理個人資料私隱專員  
(資訊科技投訴、政策及研究)

**Ms Diana PANG**  
Assistant Privacy Commissioner  
for Personal Data (IT Complaints,  
Policy & Research)

**吳勝宇先生**

署理首席個人資料主任(合規及查詢)

**Mr Vincent NG**  
Acting Chief Personal Data Officer  
(Compliance & Enquiries)



## 高級主任 Senior Officers

### 1 陳潤蓮女士

署理高級個人資料主任(合規及查詢)

#### **Ms Christine CHAN**

Acting Senior Personal Data Officer  
(Compliance and Enquiries)

### 2 郭正熙先生

高級個人資料主任(合規及查詢)

#### **Mr Brad KWOK**

Senior Personal Data Officer  
(Compliance and Enquiries)

### 3 陳德明先生

高級個人資料主任(資訊及通訊科技)

#### **Mr Raymond CHAN**

Senior Personal Data Officer  
(Information, Communications and Technology)

### 4 陳景偉先生

高級個人資料主任(投訴)

#### **Mr Anthony CHAN**

Senior Personal Data Officer (Complaints)







**5 盧迪凡先生**

署理高級個人資料主任(資訊科技投訴)

**Mr DF LO**

Acting Senior Personal Data Officer (IT Complaints)

**6 吳鎧楓先生**

署理高級律師

**Mr Dennis NG**

Acting Senior Legal Counsel

**7 張健康先生**

高級個人資料主任(政策及研究)

**Mr Aki CHEUNG**

Senior Personal Data Officer (Policy and Research)

**8 陳香凝女士**

高級個人資料主任(投訴)

**Ms Joanna CHAN**

Senior Personal Data Officer (Complaints)

**9 袁國良先生**

高級律師

**Mr Kenneth YUEN**

Senior Legal Counsel

**10 陳智健先生**

高級個人資料主任(傳訊及教育)

**Mr Ivan CHAN**

Senior Personal Data Officer  
(Communications and Education)



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