

Embracing Privacy Management Programme Strengthening Trust with CLP's Commitment to Personal Data Privacy Protection


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In today's data-driven world, privacy management is crucial for building trust and reflecting our commitment to personal data protection

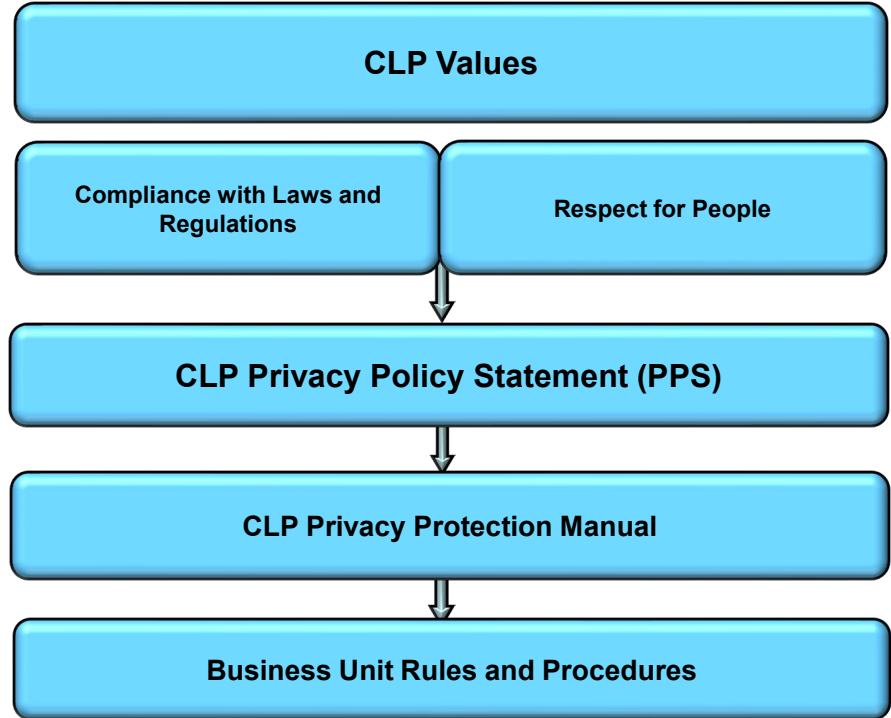
- Respect for People**
- Caring for our customers and employees**
- Compliance with laws and regulations**

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- CLP Power has been serving Hong Kong for over 120 years
 - We supply highly reliable electricity to over 80% of Hong Kong's population
 - About 2.77 million business and residential customers
 - Around 2,700 customer calls a day

Responsible

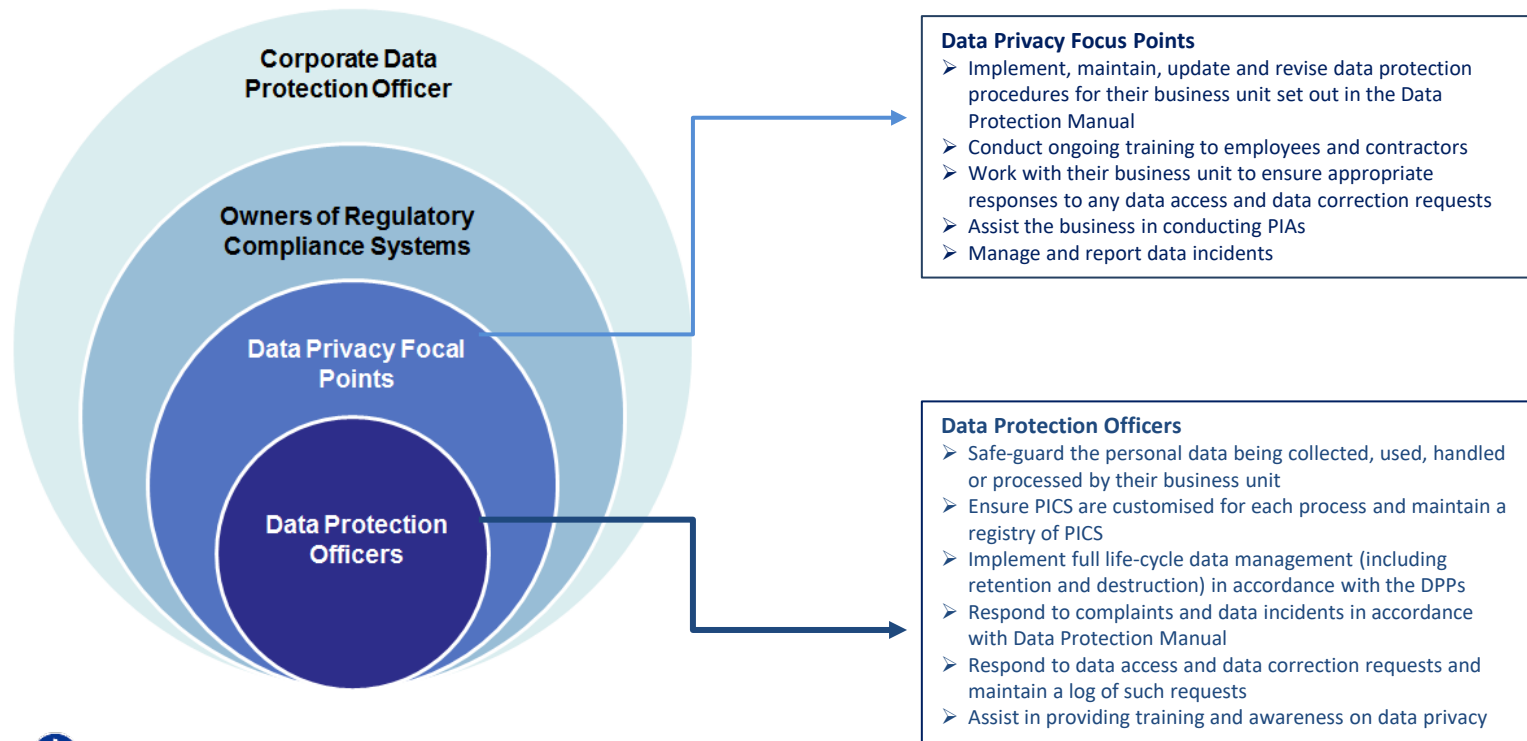
Generation to generation

Privacy Management Governance Design & Benefits of PMP



CLP Data Privacy Governance Structure

We have set up a governance structure allocating responsibilities for personal data management across all levels of the business



Critical Success Tasks for PMP

Data Security

Education & Promotion

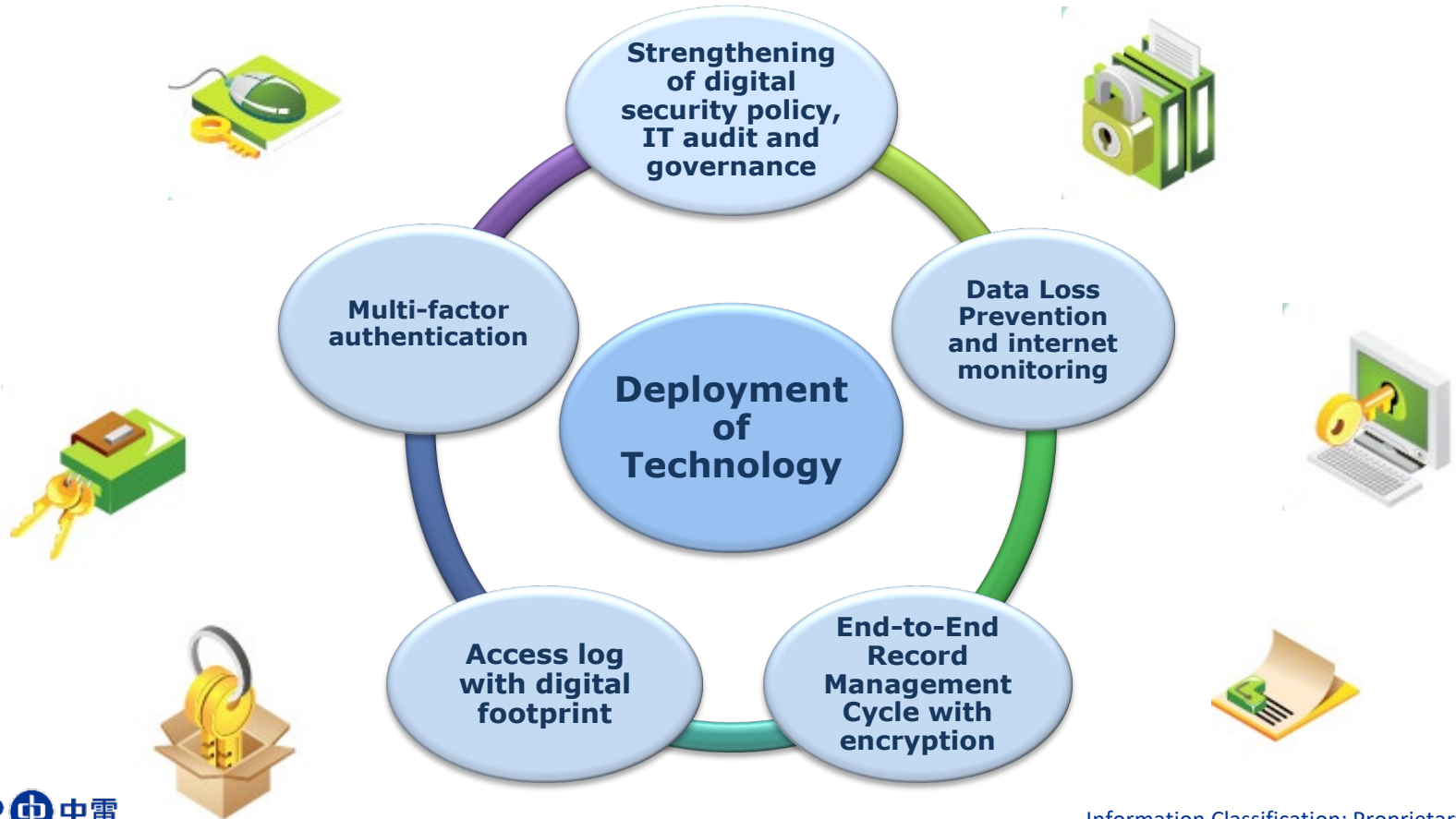
Risk
Assessment

Culture

Incident Management



Deployment of Technology & Cybersecurity



Education & Promotion



<p>注意事項</p> <ul style="list-style-type: none"> 嚴禁將個人資料外借作他項用途，資料作他項用途。 只准業務部門人員使用自己有關業務範圍內的個人資料。 只准業務人員資料，不得向他人提供有關資料。 嚴禁將個人資料，向公眾人士提供、張貼或發佈。 嚴禁將個人資料，轉借或供予資料接收者、代理人、業務夥伴及客戶的代理服務。 在業務夥伴或中心論壇、地區分行或公眾服務處。 嚴禁將個人資料轉借、以非受控的方式向外發佈。 	<p>事故報告</p> <p>當發現個人資料被非法外借、使用或作他項用途時，應立即通知有關人員，並向有關人員報告。</p> <p>例子：</p> <ol style="list-style-type: none"> 未經授權將個人資料外借。 將個人資料外借予非業務人員。 將個人資料外借予業務夥伴。 <p>切勿將個人資料外借予他人。</p> <p>保障資料主任</p> <p>嚴正法律顧問 - 區國強 電話: 7500 1314 電郵: ingp@clp.com.hk</p>	<p>CLP 中電</p> <p>關懷別人 小心處理 他們的個人資料</p>
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PROPER ACCESS AND USE OF PERSONAL DATA

- CLP has zero tolerance for doxxing
- Doxxing is now a criminal offence. The maximum penalty is a fine of HK\$1,000,000 and imprisonment for 5 years
- Uploading or downloading personal data to or from company systems or databases for any unlawful purpose or without authorisation would be a breach of the CLP's Code of Conduct
- Only access personal data with legitimate and authorised purpose. Do not search personal data out of curiosity or boredom
- Personal data held by CLP should only be stored in company devices. Hard copies containing personal data should be locked
- Treat every request involving personal data with caution. Notify your supervisor or Group Legal Affairs if you find anything suspicious

FOR INQUIRIES, CONSULT THE DATA PROTECTION OFFICER (PAX: 23134)

CLP 中電

Say "No" to Doxxing

What is Doxxing?

- Gathering personal data of person(s) through online search engines, customer databases, social platforms, public registers, etc.
- Disclosure of the personal data on the Internet, social media or other open platforms afterwards

Potential Consequences

- Constitute a serious misconduct under CLP policies, subject to disciplinary action
- Contravene PDPO with max. penalty of 1 million fine & 5-year imprisonment
- May involve other criminal offences & incur civil liabilities

Actions for Staff

- Use strong passwords & update regularly
- Don't share user account & password
- Restrict file and folder access only to staff with operational needs
- Don't log in office account in public computers
- Don't take photos with customer data
- Don't upload customer data to social media
- Enhance cyber security awareness
- Report actual/ suspected misuse of customer data
- Install and update security patches



What analogy would you use to describe your role as a Data Protection Officer?

- A. Fire fighter
- B. Gardener
- C. Basketball player
- D. Chef

The Evolving Role of a Data Protection Officer



Recognizing the impact of digitalization on privacy management and adapting to changing privacy regulations and standards, the role of data protection officer would require us to:

- understand the external cyber threat landscape
- manage potential challenges and vulnerabilities
- develop strategies for proactive response
- Leverage technological tools for safeguarding personal privacy