



保障僱員個人資料私隱的實務守則

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請 看看右面的廣告。如有興趣申請該職位，你會否將履歷寄往該廣告所述的郵政信箱？你在面試時曾否同意對方影印你的身分證？又你是否知道你有權向你的前僱主提出查閱你的個人資料的要求？

你或許沒有仔細思量上述問題，但在上述情況下，你的個人資料私隱可能已受到侵犯。以「匿名」招聘廣告為例，當你將履歷寄交一間匿名公司時，事實上你不會知道你的個人資料會由何人處理、他們會如何使用該等資料，以及你如何行使查閱個人資料的權利。該等資料有可能落在市場研究人員、盜竊者甚至綁架者的手上，可能引致身分盜用、電話騷擾或其他滋擾等情況。

僱主或人力資源管理者有機會接觸求職者、現職僱員或前僱員的大量個人資料。透過有關資料，他們可履行合約上的責任及管理與機構有關的事務。不過，若缺乏明確的指引，當出現糾紛時，便難以決定僱主有否侵犯僱員的個人資料私隱。



公司助理

- 中五或以上程度
- 熟悉公司秘書職務

請將履歷寄往郵政信箱第100號

- > 要求求職者提供個人資料
- > 無提供僱主身分
- > 無載有資料使用目的聲明
- > 求職者無從查閱資料

此為向求職者索取個人資料的「匿名」廣告

有鑑於此，個人資料私隱專員公署發出了《人力資源管理實務守則》(下稱「守則」)，就《個人資料(私隱)條例》如何適用在人力資源管理的職能及活動方面，提供實務性指引。

守則禁止僱主利用「匿名」招聘廣告直接要求求職者提供個人資料。換句話說，如僱主沒有披露本身的身分而要求求職者將履歷寄交他的郵政信箱，即屬違反守則的規定。

僱主或許會問：「我如何可在招聘廣告中隱藏我的身分，以免引起現職僱員的憂慮或我的競爭者得知我的招聘活動？」答案是僱主可向有意求職的人士提供職位申請表，而申

請表上則載有僱主的身分資料。另一個可行辦法是透過已表露身分的職業介紹所代收求職者的履歷。

在僱傭個人資料的收集、使用及儲存方面，守則在程序上為規模較大的機構提供了清晰的指引。至於沒有設立人力資源部門的中小型機構，守則亦列舉了各項符合規定的事例，有助這些機構遵從守則的規定。

公司助理

- 中五或以上程度
- 熟悉公司秘書職務

有興趣人士可致電2808-XXXX與陳小姐聯絡

- > 無要求求職者提供個人資料
- > 提供聯絡人姓名，以便求職者：
 - > 詢問僱主身分
 - > 詢問目的聲明方面的資料

守則准許刊登此類並無向求職者索取個人資料的廣告

此外，僱主亦應在招聘廣告中清楚述明所收集的個人資料只限作招聘用途。僱主須留意不應在公開離職聲明中將前僱員的姓名及身分證號碼同時披露。

守則規定僱主在要求僱員或求職者提供個人資料時應提供收集個人資料聲明。僱主可參閱隨守則夾附的《僱主及人力資源管理者指引》小冊子中列舉的收集個人資料聲明範例。市民可前往公署免費索取守則及指引小冊子，或從公署的網頁 (www.pco.org.hk) 下載有關資料。

守則於去年九月發出，並將於本年四月一日起生效，以便僱主有足夠時間修訂不符守則規定的現有措施，並且為負責處理僱傭資料的職員提供培訓。

目前，除為大眾人士舉辦公開講座解釋守則的內容外（詳情請參閱第9頁），公署亦會抽樣審閱本地報章中的匿名招聘廣告，以及發信提醒有關機構的僱主及人力資源管理者留意及遵從守則的規定。

Higher degree of personal data privacy protection for employees

Taking a look at the recruitment advertisement below, would you send your CV to the PO box listed to apply for

the job if it interests you? Have you ever given consent to a job interviewer to make a copy of your ID card? Are you aware of your right to access your personal data held by your former employer?

when you send your CV to the anonymous company, you indeed wouldn't have a clue of who would be handling your personal data and how they would be used, or how you could exercise your right to access your personal data being held by this company. Even worse, the data could fall into the hands of market researchers, burglars or even kidnappers, causing potential dangers of identity thefts, harassing phone calls, or other nuisance. It is PCO's view that blind advertisements, which directly solicit personal data, involve unfair collection of data.

Company Assistant

- Form 5 or above
- Knowledge of company secretarial duties

Please send resume to PO Box 100

- > Submission of personal data by job applicants
- > No identity of the employer provided
- > No notification of purpose of use of the data
- > Job applicants are denied of data access rights

This is a "blind-ad" which directly solicits personal data of job applicants.

You may not have given enough thoughts to the above questions, but chances are your personal data privacy may have already been intruded under these circumstances. With "blind" recruitment advertisements,

Employers and human resources practitioners have access to significant amount of personal data relating to job applicants, current and former employees; the information enables them to honour contractual obligations and to manage the affairs of the organization. However, without a clear guideline, it would be difficult to determine, in many circumstances, whether an employer has inadvertently or otherwise intruded an employee's personal data privacy.

In light of this, the PCO has issued a Code of Practice on Human Resource Management ("the Code") to provide practical guidelines on how to apply the Personal Data (Privacy) Ordinance provisions to human resources management functions and activities.

Under the Code, "blind" advertisements that directly solicit personal data from job applicants are not allowed. That is, a recruitment advertisement that asks job applicants to send their resumes to an unidentified employer's Post Office box number would be in breach of the Code.

Employers may ask: "How could I conceal my identity in a recruitment advertisement to avoid causing anxiety among my existing staff or to keep my recruitment intention from competitors?" The solution is: An employer may instead ask the interested individuals to telephone or invite for details

and make available information related to the vacancy that identifies the employer. Alternatively, the employer may use a recruitment agency identified in the advertisement to receive the resumes.

It is also important for employers to state clearly in the advertisement that the data collected would be used only for recruitment purpose. Employers must also beware that they should not disclose a former employee's ID card number together with his or her name in any public announcement notice regarding his/her departure from the company.

The Code requires employers to provide a Personal Information Collection Statement (PICS) when soliciting personal data from job applicants or employees. For reference, PICS examples are provided in the "Compliance Guide for Employers and HRM

Practitioners." Free copies of the Code and the Compliance Guide are available from the PCO or can be downloaded from the PCO website (www.pco.org.hk).

For larger organizations, the Code offers clear guidance materials for incorporation into existing procedures for the collection, use and storage of employment-related personal data. While for small or medium-sized organizations with no human resources unit, the Code provides a relevant handbook in handling personal data.

The Code, which was announced in September 2000, will take effect from 1 April 2001, to allow employers sufficient time to revise their existing practices for consistency with the Code and to provide training to staff.

In the mean time, apart from offering public seminars on the Code (please refer to P.9 for details), the Office will conduct random checks on "blind advertisements" in the local newspapers and send reminders to relevant organizations to be in compliance with the Code.



Company Assistant

- Form 5 or above
- Knowledge of company secretarial duties

**Interested parties please contact
Miss Chan on 2808-XXXX**

- > No submission of personal data by job applicants
- > Contact person provided from whom applicants:
 - > may seek to identify the employer
 - > may seek information about purpose statement

An advertisement that does not require job seekers to submit personal data directly is permissible under the Code.





私隱點將錄

Privacy Elites

公署的

天使

前線的工作可說是最不容易應付的。Bess, Vicky及Kam是公署的前線職員，在接待處工作，每天都要面對各種不同的挑戰，同時更要面帶親切的笑容。

這三位女職員，被同事譽為「私隱天使」。事實上，她們的確與大受歡迎的動作片「查理的天使」中的三位滅罪嬌娃不相伯仲，表現出色，明白到除了勤奮工作外，能夠控制自己的情緒，時刻保持冷靜亦是與人相處之道重要的一環。

「我們在工作上所面對的壓力確實不少，因為我們是公署內負責把關，最先接觸市民大眾的前線工作人員。因此，我們必須以開放及友善的態度來接待每一位致電或親身向公署查詢的市民。」已在公署工作了四年的Vicky說。

三位天使戴上耳筒，以便接待親臨公署的訪客，以及接聽致電公署的電話，回答一般的查詢。她們除了必須熟識《個人資料(私隱)條例》(下稱「條例」)的規定外，還需有良好的溝通技巧，而最重要的，就是要有耐性，才能稱得上勝任這份工作。

聰敏活潑的Bess是香港理工大學的畢業生，已在公署工作三年。這是她畢業後的第一份長工。她覺得這份工作的獨特之處，是可以令她在與人溝通的過程中得到莫大的滿足感。Bess說：「這份工作甚具挑戰性，所以我對它很感興趣。我們面對的不是一部電腦，而是來自各行各業的人，並且要為他們提供協助。」Vicky亦很同意，她說：「我不會把自己看成一般的公職人員，我覺得自己亦是一名教育

者，告知市民他們在個人資料私隱方面的權利。世界不停地轉變，我希望盡力服務市民，令他們對這個政府資助機構有良好的印象。」

她們每人每日最少接聽30個查詢電話，回答各式各樣的問題，有學生提出的簡單查詢，亦有人力資源管理者提出關於《人力資源管理實務守則》的具體問題。公署有時亦會收到脾氣暴躁的人士的電話。面對這些挑戰，她們必須有技巧、耐性地細心聆聽，才能應付。

「我覺得百分之五十的來電者在電話中都表現得頗為煩燥。」三位天使中資歷最深的Kam說。「有些人來電的目的是希望我們能為他們提供一個解決問題的方法，以及說一些他們愛聽的說話。如不能滿足他們的要求，他們就會破口大罵。」

三位天使非常熟識條例的原則及適用情況，能夠從容回答保障資料原則方面的問題，以及在不同情況下如何應用有關原則的查詢。她們亦能夠向查詢者建議他們該如何採取進一步行動，例如告訴他們如何提交正式的投訴，或者在有需要時將他們的問題轉交其他有關的職員處理。

不過，許多時候，光做到這些是不能滿足查詢者的要求的。「許多市民都有一個錯誤的觀念，以為我們的條例是萬能的，但實際上條例沒有賦予公署檢控的權力。市民認為只要他們提出投訴，問題便會立即得到解決。事實上，調查是需要時間及很多程序才能完成的。」Bess說。「因此，我們需要小心向查詢者解釋我們的立場及我們可以為他們效

勞的地方，並且希望他們能夠諒解。」

接聽電話時，她們必須盡量發揮她們的專業精神及保持禮貌。三位天使均表示當中的壓力有時實在不少。「許多時致電者都輕視我們。他們認為接待處的人員是無法提供正確意見的。」Vicky說。「他們通常會要求與我們的上司通話。」

為求準確地回答市民的每一項查詢，三位天使都作出充份準備，努力研究條例的每個應用情況。她們都曾修讀由社會工作者舉辦的課程，學習如何與不同類別的人士相處，以及技巧地處理受困擾人士的來電。「導師教導我們不可進一步激怒來電的人士，而是要細心聆聽後才說話。這樣，來電者便知道我們是站在他們同一陣線。」Kam說。

Vicky曾有一次特別難忘的經驗。一位人力資源管理者致電公署，詢問如何在工作上應用條例。在談話中途，他便開始投訴政府其他部門。當開始感覺到他的情緒有異，Vicky便嘗試詳細向他解釋條例的規定，怎知他卻變得更為憤怒。「他開始叫喊，並稱我為「錄音機」。」她回憶這件事情時，仍然流露着委屈的表情。「他責罵我無用，叫我另覓工作，因為我不能幫助他。我冷靜地告訴我會跟進他的查詢，並會在覆電時向他提供更多資料。當時我告訴自己必須盡量保持冷靜。」

她繼續跟進有關查詢，其後致電者對她表示歉意。「他顯然對所說過的話感到後悔，因此向我道歉。」她續稱：「我感到好過得多了，因為我能夠令他真正了解我們的工作。」

(續下頁)

「我們一定要控制自己的情緒。」 Kam補充說。「每一個查詢電話都能加強我們的實際知識。我現在覺得好多了。」

雖然工作上有困難的時刻，但公署的天使似乎一切都能應付裕如。她們對工作的滿足感部分來自公署各員工的團結精神。

「我們是親密的戰友，凡事互相扶持，這對我們來說非常重要。」 Kam說。Vicky能說流利的普通話，故此負責處理大部分的普通話查詢。Bess聲調柔和，往往能軟化一些頗為強硬的情況。至於Kam，有一名年幼的女兒，可能因為要照顧小朋友的關係，所以處事時成熟而有耐性。她說：「有些來電的人只想一吐他們的心中話，而我亦樂意做一個聆聽者。」

三位天使都不約而同地說會繼續在PCO工作下去。「我很高興能夠幫助別人。每個電話都是一項新挑戰，內容都不一樣。我認為其他的工作並不能帶給我同樣的滿足感，而最重要的，是我珍惜我們所建立的友誼。」 Bess柔聲地說。

PCO angels

advise safeguards of
your privacy rights

Frontline work is never easy. But for Bess, Vicky, and Kam, the PCO's front office customer service representatives, juggling multiple tasks and greeting walk-in customers with a bright smile are all in a day's work.

The trio, who are referred to by their colleagues as the "PCO Angels" possess an extraordinary quality not unlike the three crime fighting beauties featured in the hit action movie, Charlie's Angels. They too, seem to know a thing about working hard and maintaining one's cool.

"We have to work under a lot of pressure in this job because we are the first contact point for everyone," Vicky, in her fourth year with PCO, said. "We have to project an open and helpful image to everyone who calls or walks in with a question."

Headphones in place, manning their positions at the front desk counter, the PCO Angels bear the responsibility for screening all incoming calls and answering general queries. It is a job that requires good knowledge of the Personal Data (Privacy) Ordinance ("the

Ordinance"), excellent communication skills and most importantly, patience.

Bess, a bright and bubbly graduate of the Polytechnic University, has been with the PCO for three years. It is her first permanent job and Bess believes the excitement of constant interaction with members of the public truly makes her position very demanding. "I find my work to be very interesting and challenging," she said. "We don't face a computer all day. We deal with people from all walks of life and we want to help them." Vicky agrees, "I don't consider myself an ordinary public servant, I am an educator as well, informing people of their rights regarding personal data privacy. The world is changing and I want to do my part to make a government financed organization better, so people will have a good perception of us."

Each assistant answers at least 30 calls a day, ranging from simple inquiries made by students, to specific questions about the Code of Practice on Human Resource Management by practitioners. Unfortunately, a few callers lose their temper and become

irate. In this instance the biggest challenge of the job is to remain polite and professional. This demands a combination of tact, patience and good listening skills.

"I would say about 50% of our callers are quite upset on the phone," said Kam, the third and most senior member of the group. "Some people are looking for us to give them an instant solution, and to tell them what they want to hear. If we don't fulfil their expectations, they snap at us."

The Angels are well versed in the principles of the Ordinance and their application. They are able to answer questions regarding the data protection principles and their relevance to specific situations. They can also recommend further action, such as asking a client to file a formal complaint, or refer them to relevant personnel, if necessary.

However, that often isn't enough to satisfy the demands of some clients. A common misconception people have of the PCO is that the Ordinance is all-powerful. In point of fact the Ordinance does not provide the

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PCO with power to prosecute. "People think that if they make a complaint, their problems will be immediately rectified. In reality, it takes time and effort to resolve a matter," Bess said. "We then have to explain very carefully our position, what we can do for them and hope they will understand."

As professional and courteous as they may sound on the phone, the PCO Angels feel that sometimes, the pressure is too much. "We often get looked down upon by callers, because they think that receptionists are not capable of giving sound advice," Vicky said. "They always want to speak with our superiors."

In preparation for their work, the PCO Angels work diligently at understanding the application of what is a complex Ordinance. Only by so doing can they answer queries

correctly. All of them have counselling from social workers, who enabled them to deal with different types of people and how to handle stress calls tactfully. "We were taught not to further aggravate the client," Kam said. "And to listen to people thoroughly before speaking. That way, the caller knows we are on their side."

Vicky can recall a particularly memorable experience. An HR practitioner called in and asked about the application of the Ordinance in the workplace. In the middle of the call the client started to complain about other sections of the government. Sensing that he was clearly irate, Vicky attempted to give a full explanation of the Ordinance, to which the client responded with further harassment. "He basically started yelling and calling me a human tape recorder," she recalled, visibly upset. "He said I was useless, and I should change jobs since I couldn't help

people anyway. I told him calmly that I would look into his query and call him back with more information, and I told myself to remain as calm as possible."

She followed through, and the client was apologetic. "He clearly felt very bad about the things he said, and actually apologized to me," she said. "I felt much better, because I was able to make him understand our work and the limitations of the Ordinance."

"We have to control our emotions," Kam added. "With each call we get more practical experience and I would say I am quite proficient now."

Although the job makes some tough demands, the PCO Angels seem to take everything in their stride. Part of the reason they are so content is that there is a strong team spirit in the office.

"All of us are buddies, we are supportive of each other, and that counts for a lot," Kam said. Vicky, who is fluent in Putonghua, handles most of the Putonghua calls because of her language skills while Bess, with her soothing voice, irons out some pretty tough situations. Kam, a mother of a baby daughter, is mature and most patient. "Some clients just want us to hear them out, and I am glad to lend my ear."

All three of the angels vowed to stay with the job as long as they can. "I love being able to help people," Bess mused. "Each call is a new challenge, it's different. I can't imagine another job that will give me the same satisfaction, and most importantly, the friendships I have built."



海外私隱簡訊

Privacy News Around the World

二零零零年「違反私隱大哥大獎」(美國)

相信你永遠不想得到這個與眾不同的「大哥大獎」。一般的獎項通常頒給成績最好，表現最突出的人士或機構，但這個由國際私隱組織 (Privacy International) 主辦的「大哥大獎」，則一反常規，把「獎項」頒予美國全年侵犯個人私隱成績「最卓越」的政府及私營機構。評判團的陣容可不弱呢，包括律師、學者、顧問、新聞工作者及保障公民權利的活躍分子，根據公眾或專家的提名選出「得獎者」。

二零零零年第二屆的「違反私隱大哥大獎」頒獎典禮在多倫多舉行，獲頒最侵犯私隱機構獎是對五千萬名網友作出監察的「Double Click」公司，而獲頒最侵犯私隱建議獎是在美國各大小機場安裝人體掃描器的聯邦民航局 (Federal Aviation Administration)。此外，終生威脅獎則落在一間專門出售客人的信貸報告及將不準確報告保留多年的一間美國信貸報告公司。

Big Brother Awards 2000 (U.S.)

Few organizations would want to be the recipient of the Big Brother Award. In contrast to normal awards, which are given to the best performers, the Big Brother Award, which is presented by Privacy International, a US based privacy advocate group, is given to government or private sector organizations which have done the most to invade personal privacy in the United States. The award judges are lawyers, academics, consultants, journalists and civil rights activists and the nominees are put forward by experts and members of the public.

In this second award in the year 2000, the winner of the award for Greatest Corporate Invader was Double-Click which was found to have monitored the surfing of 50 million net-users. The most Invasive Proposal award was given to the Federal Aviation Administration for the body scanners being placed in US airports. The Lifetime Menace award was given to a US credit reporting agency for selling credit reports to marketers and retaining inaccurate reports for years.



投訴個案

Complaint Cases

個人資料的披露

投訴人因遺失流動電話而向保險公司索償。在處理索償申請時，保險公司一名職員透過流動電話公司的客戶熱線核實投訴人戶口的一些資料。提出電話查詢的職員是男性，而戶口資料所屬的投訴人卻是女性。縱使致電者的身分明顯不同，但流動電話公司的熱線職員卻並無要求致電者提供進一步資料作核實之用，並向對方披露了戶口的資料。流動電話公司此舉違反了保障資料第3原則的規定。

保障資料第3原則：

如無有關的資料當事人的訂明同意，個人資料不得用於下列目的以外的目的—

- (a) 在收集該等資料時會將其使用於的目的；或
- (b) 直接與(a)段所提述的目的有關的目的。

沒有依從查閱資料要求

某人向某公司求職，但卻在參加技能測驗後未被錄用。該人要求取得有關技能測驗的評審結果的複本，但遭該公司拒絕，理由是招

聘程序屬職工策劃建議，故根據《個人資料(私隱)條例》(下稱「條例」)的規定可獲豁免，不受查閱要求的條文所管限。不過，該人從未受聘為該公司的僱員，而職工策劃的豁免條文只適用於與現職僱員的資料有關的程序。故此，該公司所聲稱的豁免無效，因而違反了條例的第19(1)條的規定。

Disclosure of personal data

The complainant made an insurance claim for the loss of her mobile phone. In pursuing the claim, an employee of the insurance company made an enquiry through the customer hotline of the mobile phone company to verify some information regarding the complainant's subscription account. The employee that made the call was male, but the account details belonged to the complainant who was female. In spite of this obvious difference in the identity of the caller, the hotline staff of the mobile phone company disclosed account information to the caller without asking for further information so that authentication checks could be made. In this case the mobile phone company was in breach of

the Data Protection Principle 3 in terms of the way it handled the customers' data.

Data Principle Protection 3:

Personal data shall not, without the prescribed consent of the data subject, be used for any purpose other than-

- (a) the purpose for which the data were to be used at the time of the collection of the data; or*
- (b) a purpose directly relate to the purpose referred to in paragraph (a).*

Failure to comply with data access request

An individual applied for a job with a company but was found to be unsuitable for appointment after he had taken a skill

test. He made a data access request for a copy of the result of his skill test, but he was denied access by the company on grounds that the recruitment exercise was regarded as a staff planning proposal, and hence an exemption was available under the Personal Data (Privacy) Ordinance ("the Ordinance"). However, the individual had never been an employee of the company and the staff planning exemption only applies to processes that relate to current employee-related data. The claim of the exemption by the company was invalid and it was held to be in breach of section 19(1) of the Ordinance.

公署即將舉辦私隱週 致力推廣保障個人資料私隱

Privacy Week Promotes Protection of Personal Data in Hong Kong

個人資料私隱專員公署將於二零零一年三月二十六日至四月一日舉辦私隱週，以加強市民的個人資料私隱意識。

公署將於三月二十六日(星期一)在香港會議展覽中心舉辦研討會，正式揭開私隱週的序幕。個人資料私隱專員劉嘉敏先生已邀請本港及世界各地的講者在研討會上發言，講題包括消費者與電子私隱、跨境資料傳輸、工作地點的監察活動、電子商貿的法律問題，以及私隱影響評估。

公署亦會在研討會上揭示重新設計的公署網頁。新網頁不但比前更易使用，同時亦能配合視障人士的特有需求。此外，公署亦會同時推出一本新發行的電子私隱指南。

繼私隱週揭幕後，公署將於三月二十七日(星期二)舉辦亞洲資料私隱專題討論，邀請亞洲各地的私隱保障官員在會上發言，藉此交流意見及分享經驗。

為向年青人灌輸保障互聯網上個人資料私隱的概念，公署與教育署攜手舉辦了一項中學生網頁設計比賽。這項活動由公署與教育署合辦。參賽學生須設計一個提高朋輩的私隱意識的網頁，促使他們注意保障個人資料的重要性。公署並會為教師提供培訓及推廣資料套作教材。

此外，公署將分別在三月二十九日及三十日，在香港會議展覽中心演講廳一號舉辦兩場公開講座，講解公署在去年九月發出及將於本年四月一日生效的《人力資源管理實務守則》。公署歡迎市民參加上述講座，費用全免，詳情請參閱第九頁。

電視廣播有限公司翡翠台將於四月一日晚上九時至十時三十分，現場直播一個別開生面的私隱之夜綜合晚會，從中帶出日常生活中可能被侵犯私隱的情況、由此可能引致的後果，以及如何防止個人資料被他人濫用等。

有興趣欣賞該節目的人士，請致電公署熱線(2827 2827)索取入場券。

此外，公署亦會在三月三十一日至四月一日在沙田新城市廣場舉辦巡迴展覽。私隱週的壓軸好戲是由當紅唱片騎師及歌手在四月一日擔綱演出的兩小時現場盛大表演，內容豐富，定會令觀眾目不暇給。

The Office of the Privacy Commissioner for Personal Data (PCO) will stage a Privacy Week from the 26 March to 1 April, 2001 to help raise public awareness of personal data privacy.

The Privacy Week will be officially launched at a E-Privacy conference on **26 March (Monday)** at the Hong Kong Convention and Exhibition Centre. The Privacy Commissioner for Personal Data, Mr Stephen Lau, has invited guest speakers from Hong Kong and around the world to speak at the conference, "E-Privacy in the New Economy". Topics include Consumers and E-Privacy, transborder data flows, workplace surveillance, legal issues in E-commerce and privacy impact assessment.

The PCO will also unveil its revamped website at the conference. The new website is designed to be more informative, user-friendly and will cater to the specific needs of the visually impaired. In addition, a new series of booklets on personal data privacy protection on the Internet will be announced. The first of the series, the handbook on the Management of E-Privacy, will be available during the Privacy Week.

Another major event of the Privacy Week will be the Asian Data Privacy Forum on **Tuesday 27 March**. Representatives of Asian countries and territories have been invited to exchange

views and experiences on the data privacy arena.

In an effort to highlight the issue of personal data privacy on the Internet among youngsters, a Website Design Competition for Secondary School Students (www.youngprivacy.com) will be launched. The competition is a joint effort between the PCO and the Education Department. Training will be provided to teachers who will receive promotional kits as teaching tools. Students are invited to design a website aimed at raising awareness of the importance of the protection of personal data privacy among their peers.

Two open seminars discussing the Code of Practice on Human Resource Management will be held at the Theatre 1, HKCEC on 29 and 30 March. The Code was issued by the Privacy Commissioner last September and will become effective from 1 April, 2001. The Seminars are free to the public.

On 1 April, TVB Jade will broadcast live a special Privacy Night variety show from 9:00 - 10:30pm. The show aims to illustrate everyday situations in which personal data privacy can be violated, the possible consequences, and ways to help prevent the abuse of privacy. Readers who are interested in getting tickets for this live show may contact us at 2827 2827.

A travelling roadshow will also be held at the Shatin New Town Plaza for two days from 31 March to 1 April. The Privacy Week will conclude with a spectacular two-hour live show featuring top DJs and Canto-pop stars on 1 April.

《人力資源管理實務守則》講座



個人資料私隱專員公署

個人資料私隱專員已於去年九月發出了《人力資源管理實務守則》，以確保全港僱主妥善處理和運用僱員的個人資料。守則將於二零零一年四月一日生效。僱主及人力資源管理者必須清楚明白守則的內容和要求，並嚴加遵守，否則便有可能違反《個人資料(私隱)條例》而遭懲罰。而僱員也應該明白自己的權利。

為了提高僱主或僱員對守則的認識，公署舉辦了多場公開講座，讓市民免費參加。有意參加的人士請填妥下列表格，親身交回、郵寄或傳真回公署。報名表格亦可於公署網頁www.pco.org.hk下載。由於座位有限，名額先到先得，公署將以郵寄方式把入場券寄予參加者。

查詢電話：28777159或28777152。

第一場：三月二十九日(星期四)

第二場：三月三十日(星期五)

時間：下午三時至五時

地點：灣仔香港會議展覽中心(舊翼)
演講廳一號

語言：粵語

《人力資源管理實務守則》講座報名表格

致：個人資料私隱專員公署訓練主任

地址：灣仔港灣道一號會展廣場辦公大樓20樓2001室

傳真：2877 7026

本人有興趣參加《人力資源管理實務守則》講座。請郵寄入場券予本人。

請選擇欲參加的講座的日期

第一場 2001年3月29日(星期四)
請預留____個座位

第二場 2001年3月30日(星期五)
請預留____個座位

(請盡量以英文填寫)

聯絡人姓名(Mr/Ms/Mrs)：

通訊地址：_____

日間聯絡電話：_____

傳真號碼：_____

回郵地址

姓名：_____

地址：_____

*本表格內提供的個人資料只作舉辦上述講座之用。你須為出席講座提供有關資料。你有權隨時查閱及改正本公署持有關於你的個人資料。如你欲行使上述權利，請與本公署訓練主任聯絡。



公署活動

PCO Activities

話劇演繹保障個人資料私隱

為提高市民大眾對保障個人資料私隱的意識，公署與香港浸會大學劇社合辦了一個話劇表演。

這個私隱話劇已於去年十二月三十日假座九龍明愛中心隆重揭幕，首演儀式由私隱專員劉嘉敏先生、副私隱專員林永康先生、民政事務局首席助理局長吳漢華先生，以及浸會大學學生事務長何鏡煒博士主持。

公署希望透過這齣生動有趣的處境喜劇，讓市民得以了解在日常生活中如何保障自己的個人資料，並教導他們如何應付個人資料被濫用的情況。

在一月份期間，浸大劇社於全港各社區中心作巡迴演出，共吸引了超過二千多名市民欣賞這個話劇。公署更派員現場講解有關條例的內容和引用範圍，及回答市民提問，確保他們深切了解如何保障自己的個人資料私隱。

經過這次成功的演出後，公署日後將舉辦更多同類型活動，向市民大眾傳遞保障個人資料私隱的訊息。

Drama Show

The PCO and Hong Kong Baptist University (HKBU) Drama Club have jointly organized a series of shows to promote public awareness of personal data protection.

The event was officially inaugurated on 30 December, 2000 by Mr Stephen Lau, Privacy Commissioner for Personal Data, Mr Tony Lam, Deputy Privacy Commissioner for Personal Data; Mr Ng Hon-wah, Principal Assistant Secretary for Home Affairs; and Dr Eddie Ho, Director of Student Affairs at Hong Kong Baptist University.

The lively comedy is designed to illustrate how people's personal data can be misused

in everyday situations. The show also offered insights into ways of preventing the abuse and misuse of personal information.

The shows, held in various community centres throughout Hong Kong, were well received by the public with audiences of over 2,000 people in January. The performances brought home the message of personal data privacy protection in a way that was easily understood by the general public. Members of the audience were also invited to pose questions at an informal talk on personal data privacy conducted by PCO staff following the show.

The success of the shows will allow the PCO to organize similar events in the future as a way of conveying the importance of personal data privacy protection to the general public.



首演前，話劇的製作人員接受司儀黃德如小姐訪問。
The MC, Ms Louisa Wong interviewed the production members of the drama prior to the performance.



各主禮嘉賓、司儀黃德如小姐與浸大劇社同學的大合照。
Members of HKBU Drama Club, official guests and the M.C., Ms Louisa Wong.



(自左起)何鏡煒博士、劉嘉敏先生、林永康先生及吳漢華先生主持話劇的首演儀式。

(From left) Dr Eddie Ho, Mr Stephen Lau, Mr Tony Lam and Mr Ng Hon-wah at the launching ceremony of the Drama Show series.

私隱網頁展新貌 資訊全面利便各界使用

公署早於一九九六年十二月便成立了獨立的網頁，為網民提供多項與《個人資料(私隱)條例》及公署有關的資訊，備受網民歡迎。由三月份開始公署的網頁便會換上了新面貌，以利便網民得悉有關個人資料私隱的資訊。

更新後的公署網頁除了頁面設計清晰簡明外，更加強了搜尋功能，以方便網民瀏覽。這個網頁並以中英文提供全面的資訊，網民可以隨時轉變語言，迎合個人需要。為了增加瀏覽時的趣味性，公署更設計了一些互動的網上遊戲，讓市民可從遊戲中獲得更多私隱資訊。此外，公署亦開始提供網上服務，讓市民可以於網頁上報名參加公署舉辦的活動。

PCO's new website: more efficient and user-friendly

The PCO recently revamped its official website with a number of enhancements. The original website was launched in December 1996 and featured comprehensive information on the Personal Data (Privacy) Ordinance, PCO news and activities. The new website will be launched in March 2001.

The new website features, apart from being more efficient and user-friendly, allows easier search for information about personal data privacy in Hong Kong by using a powerful search engine.

The new website is fully bilingual, in Chinese and English, and users can easily switch between the two languages at anytime. Enhancements include interactive fun games for educational purposes as well as on-line reservations for upcoming PCO events. In addition, the website will also cater to the specific needs of visually impaired people.



同學們以輕鬆惹笑的手法演繹如何保障個人資料私隱。
Members of the HKBU Drama Club illustrated issues related to personal data privacy through entertaining situation comedy.



《私潮》訂閱表格 "Private Thoughts" Subscription Form

假如你希望定期收到《私潮》，請填妥下列表格，並郵寄回個人資料私隱專員公署推廣主任收，公署地址是香港灣仔港灣道一號會展廣場辦公大樓20樓2001室。訂閱費用全免。

If you wish to receive "Private Thoughts" regularly, please fill in the form below and send it by mail to Promotion Officer, Office of the Privacy Commissioner for Personal Data, Unit 2001, 20/F, Office Tower, Convention Plaza, 1 Harbour Road, Wanchai, Hong Kong. **Subscription is free of charge.**

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機構名稱 (Organization) : _____

業務性質 (Nature of business) : _____ 職員人數 (Number of employees) : _____

地址 (Address) : _____

電話 (Tel. no.) : _____ 傳真 (Fax no.) : _____

電郵地址 (e-mail address) : _____

你在表格內所提供的個人資料只作公署向你郵寄《私潮》及編製讀者統計數字之用。你有權查閱及改正公署持有關於你的個人資料。如你欲行使上述權利，請聯絡公署的推廣主任。

The information provided will only be used for the purposes of mailing to you "Private Thoughts" and compiling statistics on the readership of the newsletter. You have rights of access and correction with respect to your personal data held by us. If you wish to exercise these rights, please contact the Promotion Officer of the Office.

我希望日後收到貴署的其他宣傳資料 (如適用，請在方格內加上✓)

I would also like to receive other promotional materials from your office in the future. (please tick as appropriate)



查詢與投訴數字

Enquiries & Complaints Statistics

查詢數字

一九九六年 (自十二月二十日條例生效起至年底) :	227宗
一九九七年 :	9,356宗
一九九八年 :	22,861宗
一九九九年 :	15,243宗
二零零零年 (截至十二月底) :	19,332宗
總查詢數字 :	67,019宗

投訴數字

一九九六年 (自十二月二十日條例生效起至年底) :	10宗
一九九七年 :	227宗
一九九八年 :	392宗
一九九九年 :	541宗
二零零零年 (截至十二月底) :	692宗
總投訴數字 :	1,862宗

No. of Enquiries

1996: (from 20 December when the Ordinance was brought into force to end of 1996):	227 cases
1997:	9,356 cases
1998:	22,861 cases
1999:	15,243 cases
2000 (as of end of December):	19,332 cases
Total number of enquiry cases:	67,019 cases

No. of Complaints

1996: (from 20 December when the Ordinance was brought into force to end of 1996):	10 cases
1997:	227 cases
1998:	392 cases
1999:	541 cases
2000 (as of end of December):	692 cases
Total number of complaint cases:	1,862 cases

《私潮》是香港個人資料私隱專員公署出版的通訊。我們歡迎您就《私潮》的內容提供意見。

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"Private Thoughts" is the official newsletter published by the Office of the Privacy Commissioner for Personal Data, Hong Kong. You are welcome to give us your comments on "Private Thoughts".

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