

全年活動一覽 ONE YEAR AT-A-GLANCE

4月
APR
2019

私隱公署就商場會員計劃及網上推廣活動的個人資料收集概況發表循規審查報告

PCPD released a compliance check report about personal data collection in shopping malls and online promotion activities

舉辦「關注私隱運動」，主題是「履行私隱法例 實踐數據道德」

Spearheaded the annual Privacy Awareness Week with the theme "Compliance with Privacy Law, Data Ethics in Action"



一間銀行沒有依從資料當事人的拒收直銷訊息要求，繼續使用其個人資料作直接促銷，被判罰款一萬元

A bank was convicted and fined \$10,000 for failing to comply with the requirement from the data subject to cease to use his personal data in direct marketing

5月
MAY
2019

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 Global Privacy Enforcement Network Enforcement Practitioners' Workshop with the Office for Personal Data Protection, Macao





5月
MAY
2019

一間拍賣行違法直接促銷，被判罰款二萬元

An auction company was convicted and fined \$20,000 for failing to comply with the direct marketing provisions under the PDPO

私隱專員出席在日本東京舉行的第51屆亞太區私隱機構論壇

Privacy Commissioner attended the 51st Asia Pacific Privacy Authorities Forum in Tokyo, Japan

私隱專員與新加坡個人資料保護委員會副專員簽訂諒解備忘錄，進一步加強兩地就個人資料保障方面的合作關係

Privacy Commissioner and the Deputy Commissioner of Singapore's Personal Data Protection Commission signed a Memorandum of Understanding to strengthen cooperation in personal data protection in the two jurisdictions



一間美容產品公司在使用他人的個人資料作直接促銷前，未有採取指明行動通知資料當事人及取得其同意，被判罰款八千元

A beauty product company was convicted and fined \$8,000 for failing to use the personal data of a customer in direct marketing without taking specified actions and obtaining her consent

就一間航空公司約940萬名乘客的個人資料遭未獲授權取覽或查閱的資料外洩事故的調查發表報告

Published an investigation report on the data breach incident of unauthorised access to personal data of approximately 9.4 million passengers of an airline company

6月
JUN
2019

8月
AUG
2019

一間電訊公司沒有依從資料當事人的拒收直銷訊息要求，而繼續使用其個人資料作直接促銷，被判罰款八萬四千元

A telecommunications company was convicted and fined \$84,000 for failing to use the personal data of a customer in direct marketing without taking specified actions and obtaining her consent

發表一政府部門遺失一本2016年立法會換屆選舉的「經劃線的正式選民登記冊」的資料外洩事故調查報告

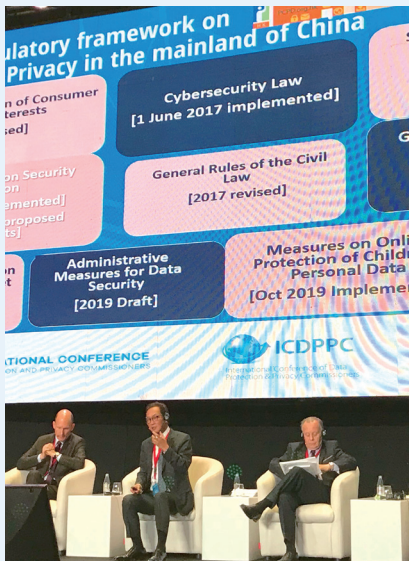
Published an investigation report on the data breach incident of the loss of a marked final register of electors used in the 2016 Legislative Council General Election by a government department

全年活動一覽 ONE YEAR AT-A-GLANCE

9月
SEP
2019

舉辦講座應對
網絡欺凌及
「起底」

Held a seminar
on cyberbullying
and doxing



私隱專員於阿爾巴尼亞地拉那舉行的第四十一屆國際資料保障及私隱專員會議代表香港聯同其他成員共同推動多項個人資料保障議題

Privacy Commissioner attended the 41st International Conference of Data Protection and Privacy Commissioners in Tirana, Albania representing Hong Kong and joining forces with other members to advocate various personal data protection issues

10月
OCT
2019



12月
DEC
2019

私隱專員出席在菲律賓宿霧舉行的第52屆亞太區私隱機構論壇

Privacy Commissioner attended the 52nd Asia Pacific Privacy Authorities Forum in Cebu, the Philippines



就某本地報章通過一間信貸資料服務機構的網上認證程序，取得數名公眾人士的信貸報告的資料外洩事故的調查發表報告

Published an investigation report on the data breach incident of a local newspaper being able to pass through the online authentication procedures of a credit reference agency

出版《內地民商事務所涉個人信息及網絡安全主要法規簡介》

Published "A Brief Summary on the Regulations in the Mainland of China Concerning Personal Information and Cybersecurity Involved in Civil and Commercial Affairs"

就2019冠狀病毒引發的私隱議題開始向各持份者提供意見指引

Began to provide views and guidance to stakeholders on privacy issues arising from COVID-19

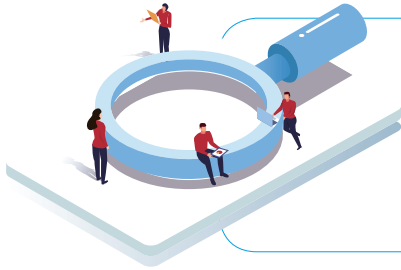
2月
FEB
2020

2019年4月 - 2020年3月：數字回顧 APRIL 2019 - MARCH 2020: A YEAR IN NUMBERS

接獲 **3,848[^]** 宗

投訴個案，比去年增加105%

3,848[^] complaints were received, 105% year-on-year increase



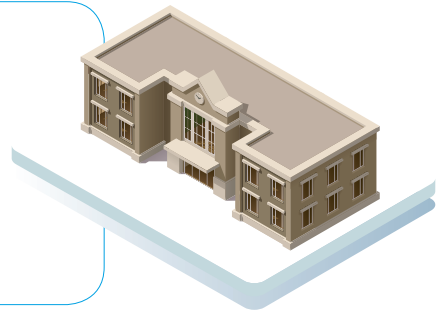
處理 **23,779** 宗

查詢個案，比去年增加39%

23,779 enquiries were handled, 39% year-on-year increase

129 間

中學參與保障私隱學生大使計劃·學校夥伴嘉許計劃，創歷年新高
129 secondary schools participated in the Student Ambassador for Privacy Protection Programme - Partnering Schools Recognition Scheme. The number of participating schools reached a record high



590 名

會員加入保障資料主任聯會，比去年增加1%

590 members joined the Data Protection Officers' Club, 1% year-on-year increase

[^] 私隱公署在本報告年度共接獲11,220宗投訴，當中包括4,707宗由社會事件持不同意見而引發的「起底」和網絡欺凌的投訴，及醫護人員被「起底」（「起底」個案）的投訴，以及2,665宗有關兩宗警務人員向鏡頭展示記者身份證的事件的投訴。撇除「起底」個案及以上兩宗事件，私隱公署在本報告年度接獲3,848宗投訴。

11,220 complaints were received in 2019-20, which included 4,707 complaints relating to doxxing and cyberbullying arising from divergent opinions in social incidents and doxxing of medical personnel (the doxxing cases), and 2,665 complaints relating to two incidents of a police officer showing a reporter's Hong Kong Identity Card to a camera. Taking out the doxxing cases and the two incidents above, PCPD received 3,848 complaints in 2019-20.



進行 **324** 個

循規審查行動，比去年增加4%
324 compliance checks were carried out,
4% year-on-year increase



回應 **270** 宗

傳媒查詢，比去年增加58%
Responded to 270 media enquiries, 58%
increase from last year



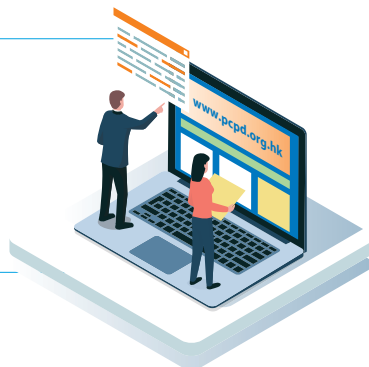
4,436 則

與私隱公署相關的新聞於不同的傳媒平台報道，比去年增加
64%
4,436 PCPD-related news stories were published on various
media platforms, 64% increase from last year



每月平均有 **126,732** 人次

瀏覽私隱公署主網站，比去年增加19%
An average of 126,732 visits to our main website per
month were made, 19% year-on-year increase



使命 MISSION STATEMENT

致力推廣、監察及監管，促使各界人士遵從《個人資料（私隱）條例》，確保市民的個人資料私隱得到保障

To secure the protection of privacy of individuals with respect to personal data through promotion, monitoring and supervision of compliance with the Personal Data (Privacy) Ordinance

策略與主要目標 STRATEGIES AND KEY GOALS

策略 Strategies	主要目標 Key Goals
執法 Enforcement <ul style="list-style-type: none"> 確保公正、公平和具效率的運作 獨立、不偏不倚、無畏無懼地行事 夥拍其他規管者，憑藉他們的法定權力、制度和執法權力，履行私隱公署的責任 與海外的保障資料機構合作處理跨境的私隱問題與投訴 To ensure equity, fairness and operational efficiency To act independently, impartially and without fear or favour To partner with other regulators, leveraging their legislative mandates, institutional tools and enforcement powers To partner with overseas data protection authorities for handling cross-border privacy issues and complaints 	<ul style="list-style-type: none"> 調查及具效率與持平地解決投訴個案 專業而有效率地回應查詢 接納符合審批條件的法律協助申請，讓個人資料私隱受侵犯的申索人士獲得補償 Complaints are investigated and resolved efficiently in a manner that is fair to all parties concerned Enquiries are responded to professionally and efficiently Meritorious applications for legal assistance are entertained and aggrieved individuals compensated
監察及監管符規 Monitoring and Supervising Compliance <ul style="list-style-type: none"> 主動及公正調查私隱風險顯著的範疇 夥拍其他規管者，憑藉他們的法定權力、制度和執法權力，履行私隱公署的責任 與海外的保障資料機構合作處理跨境的私隱問題與投訴 To investigate proactively and fairly into areas where the privacy risks are significant To partner with other regulators, leveraging their legislative mandates, institutional tools and enforcement powers To partner with overseas data protection authorities for handling cross-border privacy issues and complaints 	<ul style="list-style-type: none"> 促使機構履行保障個人資料的責任和採納良好的保障私隱行事方式 Organisational data users are facilitated to meet their data protection obligations and adopt good privacy practices
推廣 Promotion <ul style="list-style-type: none"> 促進社會各界全面參與保障私隱 倡導機構不應止於法例最低要求，實踐最佳行事方式，提升水平 利用網站、出版和傳媒，發揮廣泛的宣傳和教育效用 To seek proactively the holistic engagement of stakeholders To promote best practices among organisational data users on top of meeting minimum legal requirements To maximise publicity and education impact through websites, publications and media exposure 	<ul style="list-style-type: none"> 社會更清楚理解法律與原則，不但認識個人資料保障方面的權利和責任，而且對保障有適當期望和了解限制 公、私營機構皆認識作為資料使用者在法例下的責任，並付諸實行 A better understanding of the laws and principles in the community is articulated, recognising not only the rights and obligations but also expectations and limitations in personal data protection Organisations in public and private sectors understand their obligations as data users under the PDPO and the ways to meet them



	策略 Strategies	主要目標 Key Goals
<p>推廣 Promotion</p>	<ul style="list-style-type: none"> • 走進社區，特別多接觸年青人 • 藉調查個案所得的啟示，教育資料使用者和資料當事人 • To engage the community, in particular, young people • To use lessons learnt from investigations as a means of educating data users and data subjects 	<ul style="list-style-type: none"> • 讓個人和機構的資料使用者都認識私隱公署的角色及可提供的支援 • Individual and organisational data users understand the role of PCPD and the assistance PCPD may provide
<p>機構管治 Corporate Governance</p>	<ul style="list-style-type: none"> • 奉行具透明度和問責性的原則 • 善用資源以達致經濟效益、效率及效用 • 持續精簡工作程序 • 在訂立工作的優先次序方面，採取「選擇性而具成效」的方針，優先處理影響最廣泛的工作 • 建立及維持忠心和專業的團隊 • To adhere to the principles of transparency and accountability • To maximise utilisation of resources to achieve economy, efficiency and effectiveness • To make continuous effort to streamline work procedures • To apply a “selective in order to be effective” approach in prioritising work, with an emphasis on assignments that will have the greatest impact • To build and maintain a loyal and professional team 	<ul style="list-style-type: none"> • 達致高水平的管治 • High standard of corporate governance is achieved
<p>迎合需求轉變 Meeting Changing Needs</p>	<ul style="list-style-type: none"> • 緊貼科技發展 • 監察國際發展及趨勢 • 留意本地不斷轉化的私隱期望 • To keep abreast of technological development • To monitor international development and trend • To keep track of evolving local privacy expectation 	<ul style="list-style-type: none"> • 現行及建議的法律和規管機制切合需要及有效 • Existing and proposed laws and regulatory systems are relevant and effective

服務承諾 PERFORMANCE PLEDGE

在本年度內，私隱公署在處理公眾查詢、公眾投訴及法律協助計劃申請方面，均能夠在服務承諾的時限內完成。在回覆電話查詢及確認收到書面查詢方面，所有個案均能夠在兩個工作日內回覆及發出認收通知。此外，在詳細回覆書面查詢方面，所有個案均能夠在28個工作日內作出回覆。

在處理公眾投訴方面，99%的個案均能夠在收到投訴後兩個工作日內發出認收通知(我們的服務承諾是不少於98%)。此外，若私隱公署決定結束投訴個案，有99%都能夠在180日內結案(我們的服務承諾是不少於95%)。

至於處理法律協助計劃申請方面，所有個案均能夠在收到申請後兩個工作日內發出認收通知及在申請人遞交法律協助申請的所有相關資料後三個月內通知他們申請結果。詳情見下圖。

During the reporting year, PCPD met the performance target in handling all the public enquiries, complaints and applications for legal assistance. Replies to telephone enquiries and acknowledgement receipts of written enquiries all could be issued within two working days of receipt. Moreover, for written enquiry cases that needed substantive replies, all replies were made within 28 working days of receipt.

In handling public complaints, acknowledgement receipts were issued within two working days of receipt for 99% of the cases (our performance target is 98%). Moreover, in situations where PCPD decided to close a complaint case, 99% of the cases could be closed within 180 days of receipt (our performance target is 95%).

In handling applications for legal assistance, acknowledgement receipts were issued within two working days of receipt of all applications and all applicants were informed of the outcome within three months after they have submitted all the relevant information for the applications. Please see the table below for details.

圖 - 私隱公署的服務承諾及工作表現

TABLE - PCPD'S PERFORMANCE PLEDGE AND PERFORMANCE ACHIEVED

服務標準 Service Standard	服務指標 (個案達到 服務水平 的百分比) Performance Target (% of cases meeting standard)	工作表現 Performance Achieved				
		2015	2016	2017	2018	2019
處理公眾查詢 Handling public enquiries						
回覆電話查詢 Call back to a telephone enquiry	收到電話查詢後 兩個工作日內 Within two working days of receipt	99%	100%	100%	100%	100%
確認收到書面查詢 Acknowledge receipt of a written enquiry	收到書面查詢後 兩個工作日內 Within two working days of receipt	99%	100%	100%	100%	100%
詳細回覆書面查詢 Substantive reply to a written enquiry	收到書面查詢後 28個工作日內 Within 28 working days of receipt	95%	96%	100%	100%	100%



服務標準 Service Standard	服務指標 (個案達到 服務水平 的百分比) Performance Target (% of cases meeting standard)	工作表現 Performance Achieved					
		2015	2016	2017	2018	2019	
處理公眾投訴 Handling public complaints							
確認收到投訴 Acknowledge receipt of a complaint	收到投訴後兩個工作日內 Within two working days of receipt	98%	99%	99%	100%	100%	99%
結束投訴個案 Close a complaint case	收到投訴後 180 日內 ¹ Within 180 days of receipt ¹	95%	96%	96%	99%	96%	99%
處理法律協助計劃申請² Handling applications for legal assistance²							
確認收到法律協助計劃申請 Acknowledge receipt of an application for legal assistance	收到申請後兩個工作日內 Within two working days of receipt	99%	100%	100%	100%	100%	100%
通知申請人申請結果 Inform the applicant of the outcome	申請人遞交法律協助申請的 所有相關資料後三個月內 Within three months after the applicant has submitted all the relevant information for the application for legal assistance	90%	89%	100%	100%	83%	100%

¹ 若投訴個案符合《個人資料(私隱)條例》第37條準則，則由私隱公署正式接納其投訴屬第37條下的投訴後開始計算。

² 《個人資料(私隱)條例》第66B條訂立的法律協助計劃於2013年4月1日起生效。

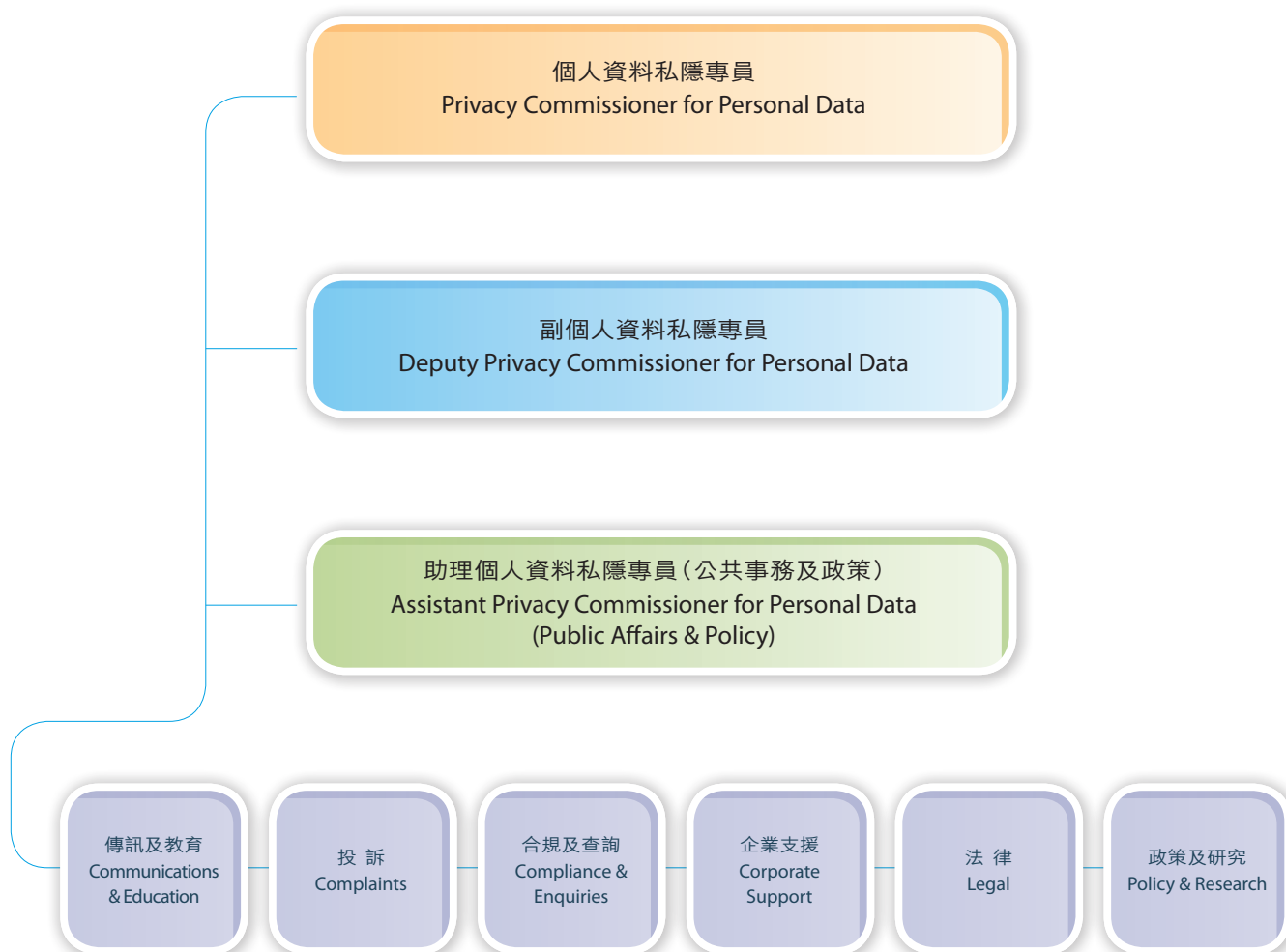
¹ For those complaints which satisfy the criteria for a complaint under section 37 of the Personal Data (Privacy) Ordinance, time starts to run from the date on which the complaint is formally accepted as a complaint under section 37.

² The legal assistance scheme under section 66B of the Personal Data (Privacy) Ordinance was implemented with effect from 1 April 2013.

私隱公署架構 OUR ORGANISATION

私隱公署由個人資料私隱專員（私隱專員）領導。私隱專員負責全面推廣、監察和監管《私隱條例》的施行，促使各界遵從《私隱條例》的規定（詳見附錄一）。在報告年度完結時，公署的職員數目為74人。

PCPD is headed by the Privacy Commissioner for Personal Data (Privacy Commissioner), who has overall responsibilities for promoting, monitoring and supervising compliance with the PDPO (see Appendix 1 for details). PCPD had a total of 74 staff members at the end of the reporting year.





DIRECTORATE 首長級人員



黃繼兒先生
個人資料私隱專員

Mr Stephen Kai-yi WONG
Privacy Commissioner for Personal Data



林植廷先生
副個人資料私隱專員

Mr Tony Chik-ting LAM
Deputy Privacy Commissioner for
Personal Data



謝敏傑先生
助理個人資料私隱專員
(公共事務及政策)

Mr Eric Mun-kit TSE
Assistant Privacy Commissioner for Personal Data
(Public Affairs & Policy)



個人資料(私隱)諮詢委員會

諮詢委員會成員由政制及內地事務局局長委任，旨在就個人資料私隱保障和《私隱條例》施行的相關事宜向私隱專員提供意見。

PERSONAL DATA (PRIVACY) ADVISORY COMMITTEE

The Advisory Committee members appointed by the Secretary for Constitutional and Mainland Affairs advise the Privacy Commissioner on matters relevant to the privacy of individuals in relation to personal data and the implementation of the PDPO.

主席 CHAIRMAN

成員 MEMBERS



黃繼兒先生
香港個人資料私隱專員
Mr Stephen Kai-yi WONG
Privacy Commissioner for
Personal Data, Hong Kong



鍾郝儀女士
Clarksdale Investment Limited
董事長
Ms Cordelia CHUNG
Chairman,
Clarksdale Investment Limited



羅燦先生
路訊通傳媒集團有限公司
董事總經理
Mr Stephen Chan LOH
Managing Director,
RoadShow Media Group Limited



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



黃偉雄先生, MH
中原地產代理有限公司
亞太區總裁
Mr Addy Wai-hung WONG, MH
Chief Executive Officer (Asia Pacific),
The Centaline Property Agency
Limited



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



簡慧敏女士
中國銀行（香港）
總法律顧問

Ms Carmen Wai-mun KAN
General Counsel,
Bank of China (Hong Kong) Limited



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



郭振華先生, SBS, BBS, MH, JP
永保化工（香港）有限公司
董事總經理
（任期至 2019 年 9 月 30 日）

Mr Jimmy Chun-wah KWOK,
SBS, BBS, MH, JP
Managing Director,
Rambo Chemical (Hong Kong) Limited
(Appointment up to 30 September 2019)



溫卓勳先生
渣打銀行（香港）有限公司
大中華及北亞洲地區合規部主管
（任期至 2019 年 9 月 30 日）

Mr David Chuck-fan WAN
Regional Head, Compliance,
Greater China & North Asia,
Standard Chartered Bank (Hong Kong)
Limited
(Appointment up to 30 September 2019)



楊長華女士
微軟香港有限公司
法務及公司事務部總監
（任期至 2019 年 9 月 30 日）

Ms Winnie Cheung-wah YEUNG
Director, Legal & Corporate Affairs,
Microsoft Hong Kong Limited
(Appointment up to 30 September 2019)

政制及內地事務局副秘書長
Deputy Secretary for Constitutional and
Mainland Affairs

政制及內地事務局首席助理秘書長
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，旨在就資料處理及電腦科技的發展情況對個人資料私隱的影響，向私隱專員提供意見。

STANDING COMMITTEE ON TECHNOLOGICAL DEVELOPMENTS

The Standing Committee was established to advise the Privacy Commissioner on the impact of the developments in the processing of data and computer technology on the privacy of individuals in relation to personal data.

聯合主席 CO-CHAIRPERSONS



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



林植廷先生
副個人資料私隱專員
Mr Tony Chik-ting LAM
Deputy Privacy Commissioner for
Personal Data

成員 MEMBERS



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, University of Hong Kong



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, University of
Hong Kong



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