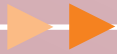




建立高質素的專業團隊 BUILDING A HIGH-QUALITY PROFESSIONAL TEAM



忠誠、效率及成本效益

私隱公署一直透過不同措施提升士氣和效率，提供相關培訓，對員工的努力作出嘉許，同時致力精簡程序，以建立團隊最高水平的忠誠和歸屬感，並加強工作成本效益。

LOYALTY, EFFICIENCY AND COST-EFFECTIVENESS

PCPD makes continuous efforts to enhance staff morale and efficiency, provide relevant training, promote staff recognition, and at the same time streamline work procedures. We aim to build the highest standards of loyalty and sense of belonging, and meanwhile enhance cost-effectiveness.





高水平的機構管治是私隱公署不可或缺的一環。我們奉行具透明度及問責的原則行事，致力善用資源以達致經濟效益、效率及效用，以維持良好的機構管治。

同心抗疫

隨着香港於2020年1月出現首宗確診2019冠狀病毒病個案後，私隱公署作出特別工作安排，務求在防疫抗疫的同時，維持合理的服務水平。

為減低2019冠狀病毒病在社區傳播風險，並考慮到政府採取的措施，私隱公署建議員工在家工作，並提供大致上接近正常的服務。此外，資訊科技部為公署提供穩定和安全的電腦支援，在疫情期間確保員工在家亦能順暢及高效工作。

另一方面，私隱公署亦積極採取防疫措施，包括為員工提供口罩及個人防疫物資、加強辦公室消毒及清潔服務，以及增添空氣淨化設備，確保辦公室工作環境的衛生。

內部管控

私隱公署一直沿用嚴格的內部管控制度、適當的申報機制及程序，確保公署的資源得到最恰當和具成本效益的運用。每年公署均對財務、人事和管理有關的事宜進行內部循規審查。2018/19年度的審查於2019年10月至12月期間進行。是次審查發現四個不符規情況，公署已作出改善及跟進行動，並將結果呈交個人資料(私隱)諮詢委員會。

High standard of corporate governance is indispensable to PCPD. While pursuing the principles of transparency and accountability, we are committed to making good use of resources to achieve economic effectiveness, efficiency and utility, and to maintain good corporate governance.

TOGETHER, WE FIGHT THE VIRUS

Subsequent to the first confirmed case of COVID-19 in Hong Kong in January 2020, PCPD made special work arrangements to maintain its services at a reasonable level during the anti-pandemic period.

To minimise the risk of COVID-19 spreading in the community and having regard to the Government's approach, PCPD advised its staff to work from home to provide overall close-to-normal services. Moreover, the Information Communications Technology Section rendered reliable and secure IT support enabling smooth and efficient operation of staff working from home.

Besides, active preventive measures had been taken, including provision of facial masks and personal hygiene items to staff, strengthening office disinfection and cleaning services, and addition of air purifiers to ensure good workplace hygiene.

INTERNAL CONTROL

Stringent internal control systems, appropriate reporting mechanism and procedures and processes are in place to ensure that PCPD utilises its resources in the most proper and cost-effective manner. Annual Internal Compliance Check (ICC) is conducted on areas related to finance, personnel and administration. 2018-19 ICC was conducted between October and December 2019. Four irregularities were identified and appropriate remedial or follow-up actions were taken. The findings were presented to the Personal Data (Privacy) Advisory Committee.



辦公地方

因應私隱公署計劃增聘人手，我們在擴充辦公室的面積時重新設計辦公室的間格，以容納更多員工和充分利用所有空間。公署從成本效益及運作需要的角度仔細考慮不同方案，並嚴格遵從2009年審計署署長報告書的建議，盡量採用開放式設計。開放式的設計除了增加同一空間內能容納的員工數目外，亦能減少同事間的隔膜。

提升服務質素

私隱公署於年內初期完成優化演講廳的設備，更換了更大及更清晰的顯示屏及音效設備，以有效向公署舉辦的講座及研習班的參加者提供保障個人資料的訊息。

碳排放管理

私隱公署致力減少溫室氣體排放，為保護環境作出貢獻。為此，公署實行一連串有效減少碳排放的措施，包括定期清洗冷氣系統、於窗戶貼上防紫外光隔熱膜、善用視像會議器材、購買含再造物料的打印紙、提供回收箱鼓勵回收，以及在可行時使用日光照明並關掉電燈。此等措施均令公署節省能源。在過去一年，公署的耗電量比上年同期減少4%。

OFFICE ACCOMMODATION

To cope with the plan to increase manpower, the office layout had to be re-designed to accommodate more employees and to maximise the use of all the space. PCPD took cost-effectiveness and operational needs into account when deliberating different options. The recommendations in the Director of Audit's Report of 2009 had also been strictly followed. Open floor plan with no partition was adopted as far as possible to accommodate a larger number of employees in the same area, and to minimise estrangement among colleagues.

SERVICE ENHANCEMENT

PCPD completed upgrading the equipment of the lecture room early in the reporting year. A larger screen and more sophisticated audio equipment were brought in for effective delivery of personal data protection information to participants of seminars and workshops.

CARBON EMISSION MANAGEMENT

We strive to reduce greenhouse gas (GHG) emissions for environmental protection. In this regard, a series of effective actions were taken to reduce GHG emissions, including regular cleaning of air-conditioning system, posting solar control window films, making good use of video-conferencing equipment, purchase of printing paper containing recycled material, provision of waste separation bins, and turning off lights when sufficient sunlight is available. In the reporting year, all these actions helped PCPD reduce electricity consumption by 4% year on year.

員工晉升及培訓

私隱公署透過工作表現評核，瞭解員工的潛能。公署根據公平及公正的工作表現評核和內部晉升階梯，在年內晉升了兩名員工，並對八名員工作出嘉許，以示公署對有出色表現的員工的認同。

另外，私隱公署透過崗位輪調，擴闊員工眼界，並鼓勵員工不斷學習，裝備自己。此外，公署為各級員工安排內部和外間培訓，當中包括：

- 亞太區私隱機構論壇
- 全球私隱執法機關網絡執法人員研討會
- 領導/管理課程
- 專家報告書寫技巧課程
- 調查技巧班
- 資訊安全高峰會
- 資訊科技的警覺性 – 網絡安全分享會
- 入職培訓

STAFF PROMOTION AND TRAINING

We explore staff members' potential through performance appraisal reviews. In accordance with our fair and just performance appraisal reviews and promotion pathway, two officers were promoted and eight officers were commended during the reporting year for their commendable performance.

In addition, job rotations are available to broaden exposure and staff members are encouraged to engage in ongoing learning to equip themselves. Moreover, both in-house and external training sessions were arranged for staff of different ranks. These included:

- Asia Pacific Privacy Authorities Forum
- GPEN Enforcement Practitioners' Workshop
- Leadership Development Programme/Management Development Programme
- The Expert's Report
- Investigation skills programme
- Information Security Summit
- IT Security Awareness – Cybersecurity
- New staff orientation





為使員工可更有效地履行其職責，凡獲私隱公署推薦或自發參與由外間機構舉辦、與工作有關的培訓課程之員工，均可獲全額或部分學費資助。

私隱公署今年再度榮獲僱員再培訓局嘉許為「政府部門、公營機構及非政府機構」類別的「人才企業」，這是公署繼2018年後再度獲得這項兩年一度的殊榮。

專業精神 再獲肯定

兩名私隱公署員工榮獲「2019年申訴專員嘉許獎」公職人員獎，以表揚他們在處理查詢和投訴時的卓越及專業表現。公署職員已連續第三年榮獲此獎項。

嘉許

年內，私隱公署接獲9封來自公眾人士及不同機構的感謝信和讚賞，我們會繼續堅定地以專業態度服務市民。

招聘

私隱公署在年內為不同職級進行多次公開招聘，吸納多方面人才。年內公署共聘請19名員工加入公署各部門，以應付公眾對我們的專業及優質服務的需求。

促進溝通

員工是私隱公署的重要資產，因此公署十分重視與員工的溝通，以及員工的工作環境和福利。私隱專員不時與各部門同事作深入對話，了解同事在工作上遇到的困難，和分享當得到市民支持時的喜悅。公署亦會透過電郵、內聯網和與全體員工會面，向各員工公布公署的最新動向，讓他們了解公署主要工作的進度。

此外，私隱公署設有職員協商委員會，委員會由管理層和各部門代表組成，員工可透過部門代表反映對福利方面的意見。

慈善活動

私隱公署對推動各類公益慈善活動不遺餘力。年內公署員工共參與五項慈善活動，包括「公益綠識日」、「愛牙日」、「公益金百萬行」、「公益金便服日」和「公益行善『折』食日」。

Staff members attending PCPD-initiated or self-initiated job-related training are sponsored on a full or partial reimbursement basis for honing their skills for more effective discharge of their duties.

This year, PCPD once again had been awarded “Manpower Developer” in the “Government Department, Public Body and NGO” category by the Employees Retraining Board. This status of achievement was first bestowed on PCPD in 2018.

PUBLIC MISSION WELL RECEIVED

Two PCPD staff members had been awarded the Individual Awards for Officers of Public Organisations in “The Ombudsman’s Awards 2019” for their exemplary performance and professionalism in handling enquiries and complaints. PCPD staff members had been bestowed the Awards for three consecutive years.

STAFF COMMENDATION

Nine appreciation letters were received from individuals and organisations during the reporting year to recognise our staff’s dedication. We would remain steadfast in our commitment to serving the public with professionalism.

RECRUITMENT

During the reporting year, PCPD conducted open recruitment exercises for various ranks to scout for talent. 19 new colleagues joined PCPD in various divisions to cope with the demand for professional and quality services.

FOSTERING COMMUNICATION

Staff is important asset of PCPD. Hence, we place great emphasis on communication with staff, as well as their work environment and well-being. The Privacy Commissioner maintains close dialogue with all staff to understand their difficulties in daily work and to share the joy of receiving public support. Staff members are updated about PCPD’s major work initiatives via emails, Intranet and meetings.

Moreover, the Staff Consultative Group, comprising the Management and staff representatives from different divisions, serves as a platform for staff members to express their opinions on matters concerning their well-being.

CHARITY EVENTS

We spare no effort to promote charity events. During the reporting year, we participated in five charity activities, namely Green Day, Love Teeth Day, Walk for Millions, Dress Casual Day, and Skip Lunch Day.