

# PERSONAL INFORMATION COLLECTION STATEMENT FOR REGISTERED USERS OF MTR · CARE (“PICS”)

This PICS sets out our policy for handling personal data collected and used for Registered Users of MTR · Care. Unless otherwise defined here, any capitalized terms in this PICS shall adopt the same definitions contained in " MTR · Care Terms and Conditions". In the event of conflicts or inconsistencies between the different language versions of this PICS, the English version shall prevail. By providing your personal data to us, you agree to the terms of this PICS. If you do not agree with this PICS or do not want to provide your personal data to us, you can use MTR · Care as a guest/anonymous user. We may update this PICS from time to time by posting the updated version on MTR · Care and notifying you of major changes (if any). Please check this PICS from time to time to understand your privacy rights.

## 1. Collection of Personal Data

### User Registration

1.1 User registration is entirely voluntary in MTR · Care. If you choose to register, Personal Data collected by or in connection with MTR · Care would include but not limited to:

Mandatory data:

- Device information (e.g. operating system)
- Name
- Mobile Number
- Settings and usage of the Application (e.g. cookies, browsing histories)

Voluntary Data:

- Octopus card identification numbers
- Gender
- Age
- Special remarks (e.g. disabilities)

1.2 After becoming a Registered User, it is entirely voluntary for you to use any of the functions in MTR · Care. If you choose to use particular functions, your further Personal Data will be collected as follows:

### **Usage of Wheelchair Portable Ramp Booking and/or In-station Assistance (For Hearing Impaired)**

1.2.1 Mandatory data collection to use Wheelchair Portable Ramp Booking and/or In-station Assistance (For Hearing Impaired)

- Location Data -With your inputted location data, our staff can locate you in station to offer timely and personalized assistance.

### **Usage of Trip Planner (Simplified Version), Barrier-free Facilities and/or In-station Navigation (For Visually Impaired)**

1.2.2 Voluntary data collection to use Trip Planner (Simplified Version), Barrier-free Facilities and/or In-station Navigation (For Visually Impaired)

- Location data – by allowing access to the location of your device, MTR · Care will provide you with a variety of location-based services and functions for personalized in-app experiences, such as, using your nearby location and station to provide route suggestions in Trip Planner (Simplified Version). The location data will only be captured upon the usage of location-based services and functions, and MTR · Care will be automatically permitted to access, store and use your device location records whenever location service function is enabled on your device. However, you can always control how MTR · Care can access your device locations and location data through your device's operating system settings. You may also opt-out anytime and disable MTR · Care's access to your device locations and location data. If you have at any time changed your device's permission settings for location data, MTR · Care will continue to store and use for the aforesaid purposes any prior location data that were already recorded when location service function was enabled, but will cease to be able to access any new or further location data when location service function is subsequently disabled.

1.3 If you fail to provide us with accurate and complete Personal Data marked as mandatory above, we may not be able to process with Registered User registration, or provide the relevant information or services to you in the Application, or some functions of the Application may be unable to fully operate.

1.4 If you are under the age of 13 you must ask your parent or guardian before providing any Personal Data to us.

## **2. Purposes of use of Personal Data**

2.1 We may collect, obtain, process, access, use, store and/or handle Personal Data for any or all of the following purposes: -

- a. Provision, operation, administration, management and improvement of the Application (including, without limitation, by or through use of customer research, profiling, surveys, or other statistical tools);
- b. Provision of service information and/or services of MTRCL, Subsidiaries and/or Affiliates (including but not limited to prioritization or re-ordering of the information we provide to you in order to make it more relevant for you);
- c. For relevant legal or regulatory compliance purposes, and/or to facilitate and enable protection and enforcement of rights, interests and/or properties of MTRCL and/or any of the Subsidiaries, Affiliates, MTR Malls and MTR Shops and their tenants (as the case may be);
- d. Other purposes ancillary or directly related to any of the above.

## **3. Disclosure and Transfer of Personal Data**

3.1 We will take all reasonably practicable steps to keep your Personal Data confidential. We may need, for any of the circumstances below, to disclose, transfer or assign your Personal Data to any of the following parties:

- a. any person (including but not limited to government authorities, regulatory or administrative bodies or law enforcement agencies) to whom MTRCL is under an obligation to make disclosure under any applicable laws and regulations;
- b. any agent, advisor, auditor, consultant, contractor and/or third party service provider who provides advisory, consultancy, administrative, telecommunications, customer services assistance

and support, technology, payment, fraud prevention, insurance, data processing and/or other services to MTRCL for, in connection with or with respect to the operation of our relevant businesses and/or who otherwise processes Personal Data for and on our behalf. For avoidance of doubt, we will not share, disclose or transfer your Personal Data to any data brokers for market research, analytics or profiling purposes;

c. any actual or proposed assignee, transferee or successor of or to MTRCL's rights in respect of your Personal Data as an asset in connection with a merger or sale or re-organization involving MTRCL's business or changes in corporate control

#### **4. Third Party Materials and/or Links/Platforms in the Application**

4.1 The Application may contain Third Party Materials and/or Third Party Links/Platforms. Please refer to those third parties' privacy policies to protect your own privacy.

4.2 In the event that we receive your Personal Data (if any) from any of those third parties, we will treat your Personal Data so obtained in the same manner as our own collection, use and handling of your Personal Data subject to the provisions of this PICS.

#### **5. Use of application settings and usage tools**

5.1 When you access or use the Application, we may use cookies, beacons and/or other available unique application settings and usage tools to identify your device and browsing activities for operating, managing and improving the Application. In order for the Application to work properly, it is not possible to disable these tools. If you do not agree to our use of these tools, you should not use the Application.

#### **6. Security**

6.1 Except for the data disclosure and transfer scenarios under Section 3, your Personal Data will be accessed only by authorised personnel of MTRCL and its authorized contractors. Where Personal Data are stored electronically, they will be kept on a secured server and will be password-protected (or under some equivalent protection) and accessible only by those authorised personnel. Network transmission of Personal Data will be secured. Authorized personnel designated to process and handle Personal Data will be instructed to do so only in accordance with this PICS.

#### **7. Retention of Data**

7.1 We will keep your Personal Data for as long as necessary to fulfil the aforesaid purposes. Personal Data which is no longer required will be destroyed or anonymised as soon as practicable, unless their retention is required to satisfy any applicable legal, regulatory or accounting requirements or to protect MTRCL's interests.

#### **8. Questions and Complaints**

8.1 You have the right at any time to request access to and/or correction of your Personal Data held by us. You may also request us to unsubscribe you from any active mailing or distribution lists. If you want to make such a request or have any questions or complaints about our privacy policies, please contact us at:

MTR Corporation Limited

Address: MTR Headquarters Building, Telford Plaza, Kowloon Bay, Kowloon, Hong Kong

Attention: Personal Data Privacy Officer

Legal-General Department

(Marked Confidential and "MTR · Care" )

E-mail: PDPO@mtr.com.hk

Version: 23 October 2023

## “關愛共乘” 應用程式個人資料收集聲明 (「本聲明」)

本聲明旨在說明我們處理“關愛共乘”應用程式所收集和使用登記用戶個人資料的方法。除另有定義，本聲明的任何術語將採用與「“關愛共乘” 應用程式條款及細則」相關術語的相同定義。若本聲明的中文或英文版本之間出現衝突或抵觸，將以本聲明的英文版本為準。若閣下向我們提供個人資料，則代表閣下同意本聲明的條款。如果閣下不同意本聲明或不希望將您的個人資料提供給我們，閣下可以訪客/匿名用戶身份使用“關愛共乘” 應用程式。我們可能會不時更新本聲明，並透過“關愛共乘” 應用程式的更新版本發佈並通知閣下有關本聲明之重大變更（如有）。請不時查閱本聲明，以了解您的私隱權。

### 1. 個人資料的收集

#### 用戶登記

1.1. “關愛共乘” 應用程式用戶登記純屬自願。若閣下選擇登記，我們將通過或透過“關愛共乘” 應用程式（下稱「本程式」）收集以下個人資料（包括但不限於）：

必須資料：

- 設備資料（例如操作系統）
- 姓名
- 手機號碼
- 本程式的設置和使用設定（例如小型文字檔案(cookies)，瀏覽歷史紀錄）

非必須資料：

- 八達通卡號碼
- 性別
- 年齡
- 特別備注（例如：身體障礙）

1.2 在成為“關愛共乘” 應用程式的登記用戶後，閣下可自願選擇使用任何本程式的功能。如果閣下選擇使用本程式的特定功能，本程式將進一步收集閣下以下的個人資料：

#### 本程式中的輪椅活動摺板預約和/或站內求助服務（供聽障人士使用）

1.2.1 就有關使用輪椅活動摺板預約和/或站內求助服務（供聽障人士使用）的必須資料：

- 位置數據 – 閣下提供位置數據後，我們的職員可以在車站內找到你為你提供適時和個人化的協助。

## 本程式中的行程指南 (簡易版) · 無障礙設施和/或站內導航 (供視障人士使用)

1.2.2 就有關使用行程指南 (簡易版) · 無障礙設施和/或站內導航 (供視障人士使用) 的非必須資料：

- 位置數據 - 通過允許你的設備位置，“關愛共乘”應用程式將為你提供各種基於位置所提供的服務和功能以提升個人化體驗，例如於行程指南 (簡易版) 功能中使用附近的位置和車站提供路線建議。位置數據僅會於你使用基於位置的服務和功能被收集。如你啟用設備位置服務功能，“關愛共乘”應用程式將被允許獲得存取、儲存和使用你的設備位置記錄。然而，你可以隨時通過流動裝置內的系統設定來控制“關愛共乘”應用程式如何訪問你的設備位置和位置數據。你也可以隨時選擇退出並禁止“關愛共乘”應用程式對你的設備位置數據的存取。假若你更改設備的位置數據權限設置，“關愛共乘”應用程式將會繼續儲存和使用你曾經允許位置服務功能時的位置數據記錄，但將無法存取任何在禁止“關愛共乘”應用程式位置服務功能後新的或進一步的位置數據。

1.3 就上述必須資料，若閣下不能向我們提供真實及完整的個人資料，我們將無法處理閣下的用戶登記，或向閣下提供有關本程式的相關資訊與服務，或本程式的某些功能可能因此受到影響或無法正常運作。

1.4 倘你為 13 歲以下，在提供任何個人資料前，必須先徵求家長或監護人同意。

## 2. 使用個人資料的用途

2.1 我們可能就下列任何或所有用途收集、取得、處理、存取、儲存及/或使用個人資料：-

- a. 提供、操作、管理、經營及優化本程式 (包括但不限於透過客戶研究、分析、數據分析或其他統計方式)；
- b. 提供港鐵公司、其附屬公司及/或合作伙伴之服務資訊及相關產品及/或服務推廣 (包括但不限於我們優先或更新排序提供予閣下的資訊，讓閣下獲取更多相關有用的資訊)；
- c. 為遵從有關法律法規，及/或協助及促使港鐵公司及/或任何其附屬公司、合作伙伴、港鐵商場、港鐵車站商店及其商戶 (視乎情況而定) 就其權利、利益及/或財產的保護及執行；
- d. 其他與上述用途有直接聯繫或附帶用途的目的。

## 3. 個人資料的轉移及披露

3.1 我們將採取一切合理步驟以確保閣下的個人資料保密。在下列的情況下，我們可能需要向以下的任何一方披露、轉移或轉讓閣下的個人資料：-

- a. 按任何適用的法律及法規對港鐵公司作出披露要求的任何人士（包括但不限於政府機關、監管或行政機構、或執法機關）；
- b. 任何就我們的相關商業運作，向港鐵公司提供諮詢、顧問、行政、電訊、客戶服務支援、科技、付款、預防欺詐、保險、數據資料處理及/或其他服務的代理人、參事、核數師、顧問、承包商及/或第三方的服務供應商，及/或以其他方式為或代替我們處理個人資料。為避免疑義，我們不會就市場調查或市場分析之用途而披露或轉讓閣下的個人資料予任何數據資料仲介；
- c. 凡涉及港鐵公司業務的合併、買賣或重組，或其他公司控制權的更替時，任何屬港鐵公司就閣下的個人資料的權利的任何實際或擬定的承讓人及繼承人。

#### **4. 本程式中提供的第三方連結/平台之連結**

4.1 本程式內提供的內容及/或連結可能包含第三方內容/或第三方的連結/平台。請閣下參閱該等第三方內容及/或第三方連結/平台的私隱政策以保障閣下的私隱。

4.2 如果我們從任何該等第三方平台取得閣下的個人資料（如有），我們將按照本聲明就我們收集、使用及處理閣下個人資料所規定的方式，處理我們從第三方平台所收到的個人資料。

#### **5. 識別設置和使用設定工具的使用**

5.1 當閣下連接或使用本程式時，我們可能會使用小型文字檔案(cookies)、信標及/或其他相關特殊識別設置和使用設定工具識別閣下的設備及有關瀏覽活動、以操作、管理及改善本程式。為了使本程式正常運作，該等工具均無法關閉。假如閣下並不同意我們使用該等工具，則應停止使用本程式。

#### **6. 保安**

6.1 除上文第 3 節所提及有關資料披露及轉移的情況外，只有我們已獲授權的人員或承辦商方可查閱閣下的個人資料。凡以電子方式儲存的個人資料，將以被保護的伺服器保存，並將加有密碼保障(或以同等形式的保障措施)，及僅限上述授權人員查閱。在網絡傳輸個人資料將受相關安全設定保護。被指示處理個人資料的上述授權人員需遵守本聲明的規定。

#### **7. 資料的保留**

7.1 我們將按收集資料目的或其直接有關目的所需的時間保留你的個人資料。除外為了遵從任何法律、監管或會計要求，或為了保障港鐵的權益而保留相關資料，否則無需保留的個人資料將會在合理的時間內銷毀或匿名化。

## 8. 查詢及投訴

8.1 閣下有權隨時要求查閱及/或更正我們就閣下所持有的個人資料。閣下亦可要求我們將閣下從我們任何現行的郵寄或分發名單中取消訂閱。如果閣下需提出該等要求，或就我們的私隱政策有任何疑問或投訴，請透過以下方式聯絡我們：

香港鐵路有限公司

香港九龍九龍灣德福廣場港鐵總部大樓

致 個人資料私隱專員

法律 - 常務部

(請註明機密及「“關愛共乘” 應用程式」)

電郵地址：[PDPO@mtr.com.hk](mailto:PDPO@mtr.com.hk)

版本：二零二三年十月二十三日