

## **Privacy Policy Statement**

### **Our Policy**

HKIB will ensure all staff fully comply with the data protection principles and all relevant provisions prescribed under the Personal Data (Privacy) Ordinance. Throughout this policy, the meaning of the term “personal data” is as defined in the Ordinance.

The personal data provided by the Individuals (including but not limited to current and archived members, non-members, participants, candidates, job applicants, professional service providers, such as trainers, examiners, moderators, writers, reviewers, in our activities or services) will be used for administrative and communicative purposes relating to the services delivered.

HKIB cares about Individuals’ personal data privacy interests and takes that seriously. This Privacy Policy Statement describes the practices related to personal data matters. Individuals are advised to read it to understand their rights and obligations in respect of the supply of personal data to HKIB and the ways in which HKIB may use or handle such data.

### **For what purpose do we collect your personal data?**

HKIB collects personal data from Individuals for the purposes of providing services and/or dealing with matters relating to membership, training programmes, recruitment, examinations, certification, exemption, grandfathering, events and other activities, which are organised wholly or in part, or supported by HKIB.

### **What we collect?**

The personal data is supplied either by the Individuals themselves or from external sources, including but not limited to, employers, service or learning providers; third parties that are otherwise affiliated to the service in which individuals are involved, and who may provide HKIB with relevant information on their employees, members and/or students; and members of the public. The personal data may include personal particulars, job profile, working experience, education background, professional qualifications, continuing professional development records and any other relevant information directly related to the required services offered by HKIB.

## **How the collected personal data will be used**

HKIB is professionally obliged to process the personal data fairly, confidentially and lawfully. Nevertheless, as part of its operations, HKIB may compare, transfer or exchange the provided data with the data already in HKIB's possession, or obtained hereafter by HKIB, for the purposes, or any directly related purposes, for which the personal data are collected.

Some data may also be used for the following purposes during registration and/or payment:

- ♦ To verify Individuals' identities;
- ♦ To fulfil Individuals' specific requests, applications or enrolments relating to our services;
- ♦ To verify Individuals' employment history and references;
- ♦ To administer and deliver information about the service;
- ♦ To maintain and process examination marks and results, if any;
- ♦ To process and handle Individuals' complaints, enquiries, feedback or irregularities, if any;
- ♦ To maintain Individuals' records;
- ♦ To conduct research or statistical analysis;
- ♦ To release information to relevant third parties on whose behalf HKIB administers, conducts or organises services, and to any third party that HKIB engages to administer and/or conduct services for and on behalf of HKIB;
- ♦ To promote and provide various HKIB member services to Individuals;
- ♦ To serve other purposes as permitted or required by law; and
- ♦ To serve any other purposes as may be agreed between the Individuals and HKIB.

In addition, Individuals' communications with HKIB, including online/Chatbot, by email, by text message (SMS), via HKIB's customer hotline or otherwise, may be recorded and retained for training and record-keeping purposes. Records may be used to monitor the quality of the assistance given and to verify the matters discussed.

## **To whom we may disclose your personal data**

The personal data provided may be disclosed to third parties who help us provide services or support to you or who act for us. When personal data is provided to a third party, the personal data will only be transferred to such a third party that respects privacy and is under a duty of confidentiality to us and/or who has undertaken to keep such information confidential.

HKIB will do its best to ensure the compliance with the Personal Data (Privacy) Ordinance by providing guidelines to and monitoring the compliance of the third parties.

The personal data may also be disclosed to agencies or organisations relating to law enforcement, tax authorities, and other relevant regulatory/government/judicial bodies in Hong Kong or elsewhere as permitted or required by law.

At times it may be necessary and prudent for HKIB to transfer certain personal data to places outside Hong Kong SAR, in order to carry out the purposes, or directly related purposes, for which the personal data were collected. HKIB will ensure appropriate security measures for personal data are in place and the individuals will also be well informed in advance for such requirement and arrangement.

## **Direct marketing**

HKIB may use your personal data in accordance with the Ordinance to send you details about the products, services and offers provided by us and relevant information from related parties for your reference or interest. Your data will not be shared with third parties for them to market their products and services to you directly without your expressed consent beforehand.

If you decide not to receive any of the optional updates from HKIB, such as E-news or any standalone external industry events, you may make this election at any time by sending an email to the HKIB email address: [cs@hkib.org](mailto:cs@hkib.org), or annually upon renewal of your membership.

## **Data retention**

Unless otherwise agreed, hard copies of any documents containing Individuals' personal data that they have provided to HKIB become the property of HKIB. HKIB will destroy any documents it holds in accordance with its internal policy and applicable laws and ensure personal data is not kept longer than is necessary for the fulfilment of the purpose for which the data is or is to be used.

Personal data will be retained only for such period as may be necessary for carrying out the purposes stated in this policy or as otherwise specified at the time of collection. In some circumstances, HKIB may retain certain records for other legitimate reasons, including to resolve any potential disputes, if applicable, and to comply with other reporting and retention obligations.

## **Data security**

HKIB recognises the sensitive and highly confidential nature of much of the personal data that it handles and maintains a high level of security in its work. HKIB adopts appropriate security measures to maintain, monitor, control and protect the security of all personal data, both as hard copies and in computer-readable form.

## **Cookies on websites**

Cookies are small pieces of information, stored in your browser's memory by our websites. When you browse our website, you should be aware that cookies are used. Our website automatically installs and uses cookies on your browser when you access it. The purpose of using cookies is to help us improve website performance and user's experience via analysing the number of visitors to this site/app, general and your personal usage patterns.

## **You may access or correct your personal data**

Individuals are required to keep HKIB informed of any changes in their personal data once they have started to use the services offered by HKIB.

Individuals have the right, under the Personal Data (Privacy) Ordinance, to request access to, or correction of any data provided by them as per the manner and limitations prescribed therein. As this Ordinance allows, HKIB has the right to charge a reasonable fee for processing any request for data access.

Individuals who request access to data or the correction of their data should do so in writing to HKIB by using HKIB's email address: [cs@hkib.org](mailto:cs@hkib.org).

## **With whom you can enquire about our policies and practice**

Individuals can contact the Institute hotline (852) 2153 7800 or email address [cs@hkib.org](mailto:cs@hkib.org) for any enquiry or send the request to HKIB office address: 3/F, Guangdong Investment Tower, 148 Connaught Road Central, Sheung Wan, Hong Kong in writing.

## **Amendments**

HKIB reserves the right to change or modify its privacy policy from time to time. We encourage you to check our Privacy Policy Statement occasionally on our website to ensure that you are aware of the most recent version.

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