

Personal Information Collection and Usage Statement

Collection of Data

Senior Citizen Home Safety Association (SCHSA) committed to protecting your privacy. We will collect your personal information from you including: name, address, phone number, ID number, age, living status, medical histories, medication records, follow-up consultations, current location, movement status, battery data, credit card information, etc.. You must provide these information otherwise SCHSA may not be able to provide services to you.

The personal information collected is used for the following purposes:

- Process and evaluate applications or requests from subscribers and/or users ;
- Provide our services including emergency and non-emergency services ;
- Contact subscribers and/or users ;
- Manage our operations and services, including issuing bills and receipts to subscribers ;
- Host events, education programs, training programs and/or researches ;
- Disclose in accordance with or in compliance with any laws, rules, regulations, code of conducts or guidelines ;
- (With your consent – see below) Fundraising and/or promotional purposes ; and/or
- Other purposes directly or indirectly related to any purposes listed above.

Transfer of Personal Information

We may also transfer your information to i) law enforcement entities, government departments and/or regulatory institutions including but not limited to Fire Department, Hospital Authority, Social Welfare Department and Hong Kong Housing Society; ii) other agencies, contractors and subcontractors which provide services to you and/or assist SCHSA in its operations; and/or iii) any other personnel who abide by SCHSA confidentiality agreement and obliged to keep confidentiality.

Usage of Personal Information

SCHSA reserves the rights to communicate with subscribers, emergency contact persons or user's family/friends regarding user's situation. During communication, SCHSA may cover user's interactions with SCHSA such as call frequency, call nature, user's location, daily lives, health and/or mental condition, etc., however, SCHSA will try to keep user's personal information and content of conversations confidential as much as possible and will not disclose them casually.

Access and Change Personal Information

If you wish to access or change your personal information, please contact SCHSA's Data Protection Officer with the following methods:

Address: S2, 2/F, Oi Man Plaza, Homantin, Kowloon, Hong Kong
Telephone : 2338 8312
Email address : schsa@schsa.org.hk

We may charge a reasonable fee for processing requests to access and change

personal information.

Promotions

In order to keep in touch with you and keep you informed of the latest news from SCHSA, including any latest offers, discounts, new services and product information, fundraising activities and promotional activities, SCHSA will send you these messages from time to time.

If you do not want SCHSA to use your personal information for promotional purposes, please check “refuse to accept promotional messages” in the service agreement and/or installation form, or you may contact our Data Protection Officer at any time through the above methods.

*The above Statement is constructed based on regulations and standards stated in the Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong).

If there is any inconsistency or ambiguity between the English version and the Chinese version, the Chinese version shall prevail.

(2024.09.04)