



## STATEMENT ON HKCMGC'S PRIVACY POLICY AND PRACTICE

By using HKCMGC services or by accessing and using HKCMGC websites, you acknowledge that you have reviewed and agree to the terms as set out in this Statement.

### A. Statement of Policy

We, Hong Kong Cytogenetics and Medical Genetic Centre Limited ("HKCMGC"), respect our confidentiality and shall keep your personal data confidential at all times. Our policies and practices with respect to the collection, use, retention, disclosure, transfer; security and access of personal data will be in accordance with the Personal Data (Privacy) Ordinance (Cap. 486) and are as set out in this Statement.

When we collect your personal data, we will provide you with a Personal Information Collection Statement ("PICS") on or before the collection in an appropriate format and manner (e.g. in the same paper form or in a notice posted up at the reception area of HKCMGC for reference).

### B. Statement of Practice

#### Kinds of Personal Data Held

The categories of personal data held by the HKCMGC include –

**Personal records**, which include your name, date of birth, age, gender, ethnicity, identification document number, address, email address and phone number.

**Genetic information records**, which include data and reports in relation to Cytogenetics or Molecular Genetics assessment of blood/ biological sample collected from you.

**Enquiries and complaints**, which include records containing information supplied by you in connection with enquiries, complaints in relation to our services.

**Records collected on web servers**, which include email addresses (whereas they constitute personal data under specific circumstances that the addresses can be used to identify an individual) collected for online enquiries.

When you provide your personal data, please make sure that the data is accurate and complete. If you fail to provide us with the information required or if the information provided is inaccurate or incomplete, our provision of services to you as per your request may be affected.

#### Purpose of Collection

Your personal data will be collected or generated by us in the course of our providing services to you. Your personal data will be used by us for the following purposes –

1. Provision, quality assurance and development of our services and
2. Managing your account.

Please note that it is mandatory for you to provide personal data as we request. We will not collect your personal data in excess of what is necessary and will only use them for the purposes stated above. In the event that you do not provide such personal data, we may not be able to provide you with our Services.



## **Information Collected On Our Websites**

### **Use of Cookies**

When you browse this website, cookies will be stored in your computer's hard drive. The purposes of using cookies is to facilitate the successful redirection to the correct page upon your clicking on the changing banner. We do not collect or store any personal data from you under this circumstance. You have a choice not to accept the cookies, but if you do, certain functionality, i.e. banner redirection, may not be available.

### **Statistics on Visitors to our Websites**

When you visit our websites, we will record your visit only as a "hit". The webserver makes a record of your visit that may include your IP addresses (and domain names), the types and configurations of browsers, language settings, geo-locations, operating systems, previous sites visited, and time/duration and the pages visited (webserver access log).

We use the webserver access log for the purpose of maintaining and improving our websites such as to determine the optimal screen resolution, which pages have been mostly frequently visited etc. We use such data only for website enhancement and optimization purposes.

We do not use, and have no intention to use the visitor data to personally identify anyone.

### **About "Contact Us"**

You may provide information to HKCMGC by completing the Contact Us form on our website, sending us an email or otherwise contacting us. The personal information collected will be used for responding to your enquiries, complaints and any follow-up actions. The information may only be disclosed to parties where you have given consent to such disclosure or where such disclosure is allowed under the Personal Data (Privacy) Ordinance.

### **Linked Websites**

The HKCMGC Websites may contain links to external websites. HKCMGC does not maintain these sites and is not responsible for the privacy practices of sites that it does not operate. Please refer to the specific privacy statements posted on these sites.

### **Outsourcing Arrangements**

Website and certain software(s) utilized by HKCMGC in the course of provision of our services are developed and maintained by local third-party service provider(s). Access to data by such service providers, if any, would be restricted to the extent necessary for them to provide their services to us and all such service providers are bound by contractual duty to keep confidential any data they come into contact with against unauthorized access, use and retention.



## **Disclosure of Personal Data**

### **Confidentiality**

Confidentiality will be maintained as required by the applicable health privacy laws of Hong Kong.. To maintain confidentiality, the test results will not be disclosed to any third parties other than the medical professionals or healthcare providers indicated on the test requisition form unless with your express consent.

### **Protection Measures**

The HKCMGC takes appropriate steps to protect the personal data we hold against loss, unauthorized access, use, modification or disclosure.

### **Classes of Transferees**

The Personal data you provided are for use within HKCMGC only and may only be disclosed to parties where you have given consent to such disclosure or where such disclosure is allowed under the Personal Data (Privacy) Ordinance.

### **Retention**

The HKCMGC maintains and executes retention policies of records containing personal data to 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. Different retention periods apply to the various kinds of personal data collected and held by us in accordance with our policy or as required by law, any applicable regulation or codes of conduct.

### **Release of Primary Genetic/DNA Data Policy**

Genetic data is intended for use in conjunction with other clinical presentations and other biomarkers of the disease status of patients with genetic disorders. The HKCMGC has mandated policies on release of primary genetic/ DNA data generated. The policy is based on the maintenance of patient privacy and confidentiality. Primary data are not released outside of the HKCMGC, except de-identified data may be shared with external Laboratory Professionals, certified in the relevant subspecialty, for the purposes of quality assurance, verification of test results and/or service development.

### **Access and Correction to Personal Data**

Under the Ordinance, the Data Subject has the right to:

- Ascertain whether we hold personal data relating to them;
- Request a copy of that data; and/or
- Request correction of any such data which is inaccurate.

When handling a data access or correction request, the HKCMGC will check the identity of the requester to ensure that he/she is the person legally entitled to make the data access or correction request. A fee may be imposed for complying with a data access request.

Please note that the HKCMGC shall or may refuse to comply with a data access request in the circumstances specified in section 20 of the Ordinance.



### **Enquiries**

Enquiries concerning personal data provided, including the making of access and correction should be addressed to us. Please contact us at [info@hkcmgc.com](mailto:info@hkcmgc.com).

### **Updates**

HKCMGC reserves the right to change the privacy practices and the terms of this Statement at any time, provided such changes are permitted by applicable law. You are encouraged to review this policy periodically to ensure that you are aware of any updates. The date at the bottom of this Privacy Policy will be updated for each revision.

November 5, 2018