

Department of Health
Statement of Purposes for Collection of Personal Data
under the Complaints Handling System

Purposes of Collection

1. The personal data you provide to the Department of Health (DH) will be used for the following purposes:

- (a) to facilitate communication and follow up action as required in handling complaints; and
- (b) for record/statistical purpose.

If you do not provide sufficient information, we may not be able to accede to your request or conduct a thorough investigation into the matter.

Classes of Transferees

2. The personal data provided are mainly for use within this Department, but they may also be disclosed to other Government bureaux and departments for the purpose stated in paragraph 1 above, if required. Apart from this, the data 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.

Access to Personal Data

3. You have the right of access and correction with respect to your personal data as provided for in Sections 18 and 22 and Principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance. Your right of access includes the right to obtain a copy of your personal data provided by you during the occasions as mentioned in paragraph 1 above. A fee may be imposed for complying with a data access request.

Enquiries

4. Enquiries on the personal data you provided, including access and making corrections, should be addressed to *Respective Services*:

Address:

Tel:

Fax :

e-mail :