

明愛青少年及社區服務

服務質素標準 14

14.1 保障個人私隱的執行措施

1. 於熱線服務中，服務使用者有權選擇是否提供任何個人資料。社工需於熱線輔導的尾聲，邀請服務使用者提供其個人資料，包括中或英文全名、電話號碼。社工需向服務使用者解釋，所有收集的個人資料均會保密，其用途只限於方便服務使用者於日後再次來電時，社工可以查閱其過去的電話輔導記錄，也可以讓服務使用者於提出投訴、意見反映或查閱資料時使用。如服務使用者拒絕提供個人資料，社工需向服務使用者解釋，他／她不能於日後作出任何投訴、意見反映或查閱資料的要求。
2. 社工在利用電話提供輔導時，需盡量降低聲浪，以免其他人士收聽到講話內容。
3. 社工須使用獨立房間接見服務使用者；除得到服務使用者同意外，社工不應在公眾地方與服務使用者討論他的個案問題。
4. 在推行小組／活動時，社工須注意地點不受滋擾及盡量確保小組過程不受其他人士偷窺或竊聽。
5. 社工如需攝錄輔導過程或小組過程，須事前向服務使用者解釋其用途及取得他們簽署的「《接受錄音、錄影和督導小組同意書》(SQS14.1/Form1C)」
6. 單位須於當眼處張貼收集個人資料之前致當事人通知書 (SQS14.1/Notice1C) 及(SQS14.1/Notice1E)，讓他們明瞭其個人私隱和保密權利均受到保障。
7. 在以下情況，社工會考慮運用豁免權，在未徵得當事人同意下，提供其資料與有關人士：
 - * 當事人可能作出傷害自己的行為；
 - * 當事人可能作出傷害別人的行為；
 - * 有足夠的理由懷疑有虐待兒童、虐待配偶或長者或傷殘人士的行為發生；
 - * 當事人經被診斷需入院接受治療；
 - * 當法庭訴訟需要提供有關當事人的資料。
8. 單位如基於保安或其他理由需要安裝閉路電視監察措施，使用時需要留意以下守則：
 - * 參考香港個人資料私隱專員公署有關《閉路電視監察措施指引》，確保已經進行評估安裝的需要性及採取步驟保障服務使用者的私隱。
 - * 閉路電視攝錄機不應不必要地侵犯個人私隱。整個閉路電視系統應獲妥善保護，避免遭人故意破壞或非法盜用。
在鏡頭拍攝範圍的當眼處張貼告示，提醒場地使用者有關「閉路電視監察措施」之安裝及運作 (SQS14/SWS/141.2/A3)。有關告示應載有操作閉路電

- 視系統的機構資料、監察的特定目的，以及負責處理個人資料私隱問題的人士的聯絡資料。
- * 閉路電視系統於辦公時間運作，由指定職員負責監管攝錄機的操作及儲存攝錄影像的硬碟或器材的存放安全，避免受到未獲准許的查閱，以及只可以在得到適當授權下為特定目的而檢視、提取或處理有關硬碟或器材。
 - * 定期進行循規查察行動及審查，以檢討閉路電視系統的保安措施及程式的成效。
 - * 由於閉路電視監察措施及其於保安、當中的攝錄內容，不會對外公開。
9. 為保障服務使用者、職員的安全及單位服務的質素，單位主管須每六個月抽查閉路電視監察系統內的其中 15 分鐘片段，並記錄於閉路電視監察系統抽查記錄表內。
10. 使用便攜式儲存裝置指引：
- * 參考香港個人資料私隱公署有關《使用便攜式儲存裝置指引》，以確保個人資料私隱得到保障。
 - * 服務使用者的個人資料絕對不應使用便攜式儲存裝置，如 USB 記憶棒、磁帶、磁碟、外置式硬碟(固定在辦公室內或用於備份伺服器資料者除外)等。獲豁免之外置式硬碟必須牢固鑲嵌於穩固的地方，不能移離中心，或存放於堅固而有鎖的櫃內，如夾萬，鎖匙或密碼由單位主管或其授權人士保管，在進行必要的工作(如備份或復原程序等)時才能取出，完成後即須立刻鎖回櫃內。
 - * 如必須透過電郵傳遞服務使用者的個人資料，便應使用檔案加密方法，以免資料外洩。
 - * 所有由機構單位名義發出的手提電話及平板電腦等流動裝置，除通訊錄之姓名電話等通訊資料外，不能儲存任何其他個人資料，如身份證號碼、銀行資料、病歷等，若這些個人資料被傳送至裝置中，亦應在使用後立刻刪除。而這些裝置亦必須小心保管及使用密碼開關，以避免當中之個人資料外洩。

明愛青少年及社區服務
接受錄音／錄影／督導小組的觀察

同 意 書

本人明白香港明愛會盡力保障當事人在本同意書中所表達的意願。

本人同意本人/本人子女在輔導過程中，一切面談過程接受錄音、錄影和督導小組的觀察』，並作為促進（請參考備註）：

- 1) 改善輔導員的專業工作
- 2) 訓練和專業討論
- 3) 學術研究及發表

本人自願簽署此同意書及明白可以在任何時間停止參與輔導或禁止錄音／錄影帶被使用。

服務使用者 姓名： _____	簽 名 (年滿 18 歲之服務使 用者適用)： _____
家長姓名： (如適用) _____	家長簽署 (未滿 18 歲之服務 使用者適用) _____
見 証 人： _____	簽 名： _____
日 期： _____	
檔案編號： _____	

檢討及更新日期：2023 年 11 月 2 日

備 註

當事人可參考以下的情況，作出選擇：

- (1) 改善輔導員的專業工作
供輔導員，督導主任／小組觀看，提供專業意見，以改善服務質素。當輔導工作終止後，有關之錄音／錄影帶即被洗掉。
- (2) 訓練和專業討論
錄音／錄影帶只限於培訓社會工作者及專業人士之用，通常會於訓練工作坊及經驗交流會中播放。
- (3) 學術研究及發表
抽取個案資料，以作分析、研究及出版之用；而當事人之身份將會被隱藏。

明愛青少年及社區服務

收集個人資料之前致資料當事人的通知書

向明愛青少年及社區服務屬下單位提供個人資料之前，請先細閱本通知書。

收集資料的目的

1. 明愛青少年及社區服務會根據你所提供的個人資料，提供適當援助或服務，並進行監察及檢討各項服務，包括研究及調查。服務提供將會透過電話聯絡、會談、家訪的形式進行，如有需要亦會以信件溝通。向本服務提供個人資料，純屬自願。並且請你確保所提供之資料準確無誤，倘資料有所改動，請通知本服務作修正。如你未能提供足夠的個人資料，本服務可能無法處理你的申請或向你提供援助/服務。

向其轉介資料的人士的類別

2. 你所提供的個人資料，會作保密處理，主要供本服務在工作上有需要知道該等資料的職員使用。除此之外，本服務職員在需要時亦會向下列有關方面披露該等資料：
 - (a) 其他涉及評定你的申請，或向你提供服務/援助的有關單位，例如政府決策科/部門、非政府機構及公用事業公司；或
 - (b) 你曾同意向其披露資料的有關單位；或
 - (c) 由法律授權或法律規定須向其披露資料的有關單位。

查閱個人資料

3. 除了【個人資料（私隱）條例】規定的豁免範圍外，你有權就本服務備存有關於你的個人資料提出查閱及改正要求，但已刪除的個人資料除外。你的查閱權利包括在繳付所需費用後，取得你個人資料的複本一份。查閱或改正資料要求應以申請表格或書信提出。你可到各明愛青少年及社區服務單位索取申請表格。

對你申請的服務的查詢、查閱及改正個人資料的要求

4. 請確保你所提供的資料正確無誤。如你對所提交的援助/服務申請有任何查詢，或對所提供的資料有任何更改，亦請聯絡向你收集資料的服務單位。
5. 你可向下列人士提出查閱本服務收集的個人資料的要求，以及在查閱個人資料後改正所得資料的要求：

職位名稱 _____

地址 : _____

電話 : _____

檢討及更新日期：2023年11月2日

Caritas Youth and Community Service

Notice to data subject collection of personal data

Please read this notice before you provide any personal data to unit of Caritas Youth and Community Service.

Purpose of Collection

1. The personal data supplied by you will be used by the Caritas Youth and Community Service to provide appropriate assistance or service which is relevant to your needs, including monitoring and review of services and conducting research and surveys. The service is mainly provided through the means of telephone contact, office interview and home visit. However, letter will be used if necessary. The provision of personal data to the Service is voluntary. Please ensure that the data you provide is accurate. If there are changes in the data you provide, please contact the Service for correction. If you do not provide sufficient personal data, we may not be able to process your application or provide assistance / service to you.

Classes of Transferees

2. The personal data you provide will be handled with confidentiality. The data will be made available mainly to persons working in the service on a need-to-know basis. Apart from this, they may be disclosed to the relevant parties listed below: -
 - (a) Other parties such as government branches / department, non-government organizations and public utility companies if they are involved in the assessment of application from or provision of service / assistance to you;
 - (b) where you have given consent to such disclosure; or
 - (c) where such disclosure is authorized or required by law.

Access to Personal Data

3. Apart from exemptions provided under the Personal Data (Privacy) Ordinance, you have a right of access to and correction of personal data held on you except where the data have been erased. Your right of access includes the right to obtain a copy of your personal data subject to payment of a fee. Applications for access to and correction of data should be made either on application form or by a letter. Application forms are available at offices / units of the Service.

Enquiries, access to and correction of personal data

4. Please ensure that the data you provide are accurate. If you have enquiries concerning your application for assistance / service or if there are changes in the data you provide, please contact the office / unit which collected the data from you.

5. Requests for access to personal data collected by the Service and correction of data obtained from a data access request should be addressed to:

Post title :

Address :

Tel. No. :

 Caritas Youth and Community Service

Service Quality Standards 14

14.1 Guidelines for Protection of Personal Privacy

1. During hotline conversations, service users have the right to choose whether to disclose their personal information. At the end of the counselling session, social workers should invite the user to provide personal information, including Chinese or English full name, telephone number, the first English letter and three digits of the Hong Kong identification number. Social workers should explain to the user that all personal data will be kept confidential and limited to the use of social workers to check on previous consultation conversations if he or she shall call again. The user will also have the right to use such records to complain, give feedback or examine any related information. If the user refuses to provide personal information, the social worker will need to inform the user that he or she cannot make complaints, give feedback or examine related information in the future.
2. During phone counselling, social workers should keep their voice level down, in order to prevent other parties from over hearing the conversation.
3. Social workers should use private rooms to meet service users. Unless with obtained permission from service users, social workers should not discuss his or her case with the user in public.
4. When delivering group activities or programs, social workers should ensure that the venue is free from disturbance and any possibility of prying or eavesdropping.
5. If the social worker needs to record the counseling or group session, he or she has to inform service users the purpose of the recording, and collect their signature for 'Audio/Video Recording and Group Supervision Consent Form'. (SQS14/SWS/141.2/A1)
6. All units should put up the 'Notice to data subject before collection of personal data' (SQS14/SWS/141.2/A2C) and (SQS14/SWS/141.2/A2E) at an easily accessible open spot, in order to let service users understand that their rights to privacy and confidentiality are protected.
7. Under the following circumstances, social workers may be exempted from the

provisions of Personal Data Ordinance to provide personal data to relevant parties without prescribed consent of data subjects:

- * The litigant may harm his or her own self;
 - * The litigant may harm others;
 - * Has reasonable doubt that the litigant has abused children, spouse, elderly or the Handicapped;
 - * The litigant needs to be sent to hospital for treatment after diagnosis;
 - * The court requests information of the litigant.
8. If the unit has to install CCTV due to security and other reasons, it has to comply with the following guidelines:
- * Make reference to the ‘Guidance on CCTV Surveillance’ issued by Office of the Privacy Commissioner for Personal Data to ensure that the need to install a CCTV system has been assessed and that practicable steps to protect the privacy of the service users have been taken.
 - * The CCTV should not unnecessarily intrude into the privacy of individuals. The system should be well protected from vandalism and unlawful access.
 - * Conspicuous notice should be put up in the monitored area to explicitly inform venue users about ‘CCTV surveillance installations and operations’ (SQS14/SWS/141.2/A3). Such notice should contain details of the data user operating the CCTV system, the specific purpose of surveillance and the person to whom matters relating to personal data privacy issues can be raised.
 - * The CCTV should operate during office hours and assign a designated staff to monitor the camera, handle the safe storage of the hard drive and equipment. No unauthorized access of CCTV should be allowed. Any viewing, access and handling of the hard disk or equipment for specific reasons should be restricted to authorized persons only.
 - * Regular compliance checks and audits have to carried out to review the effectiveness of the safeguards and procedures for the CCTV system.
 - * The recorded data will not be disclosed to the public due to surveillance measures and security.
9. In order to protect the safety of service users and staff and the quality of unit services, service supervisors must randomly check 15 minutes of footage in the CCTV surveillance system every six months and record it in the CCTV surveillance system inspection record.
10. Guidelines for using portable storage devices

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- * Make reference to ‘Guidance on the Use of Portable Storage Devices’ published by Office of the Privacy Commissioner for Personal Data to ensure personal data privacy be protected.
 - * Service users’ personal data should not be stored in any portable storage device, including Such as USB memory sticks, tapes, floppy disks, external hard disks (except those fixed in the office or used to back up server data), etc. The exempted external hard disk must be firmly mounted in a stable place, and cannot be removed from the center, or stored in a strong and locked cabinet. For example, the key or password should be kept by the supervisor of the unit or its authorized person. The work (such as backup or recovery procedures, etc.) can only be taken out, and must be locked back into the cabinet immediately after completion.
 - * If such data is to be transferred via emails, files should be encrypted to prevent leakage of data.
 - * All mobile devices such as mobile phones and tablet computers issued in the name of Caritas cannot store any other personal information, such as ID card numbers, bank information, medical records, etc., except for communication data such as the name and phone number in the address book. If these personal data are sent to the device, they should be deleted immediately after use. The devices must also be carefully stored and used with password switches to avoid leakage of personal data.

明愛青少年及社區服務
服務質素標準 14

閉路電視監察系統抽查記錄表

記錄年度: _____

檢查日期	抽查片段日期及時間	抽查片段記錄地點	抽查片段內容	片段人物	負責抽查主管
				<input type="checkbox"/> 服務使用者 <input type="checkbox"/> 導師 <input type="checkbox"/> 職員	
				<input type="checkbox"/> 服務使用者 <input type="checkbox"/> 導師 <input type="checkbox"/> 職員	

檢討及更新日期：2023年11月2日