

明愛青少年及社區服務 服務質素標準 14

14.3 服務使用者檔案及個人資料處理工作指引

- 1) 當職員處理服務使用者個人資料時，應設法確保其他人不能查閱到紀錄中之資料。例如：儘管職員只是短暫離開工作間，亦須將紀錄妥善地收藏，使用電腦的職員須關閉處理中之檔案並將磁碟妥善收藏方可離開。
- 2) 職員應盡量避免委派非中心職員打字或編輯(無論是用電腦或其他方法)載有服務使用者之個人資料的紀錄。
- 3) 職員應設法妥善地使用電郵、社交媒體及傳真等，確保紀錄傳送予有關職員之手上，而不會被他人意外地查閱。如資料經手提電話傳送，收妥後應通知對方刪除自己手機內的傳送文件，而職員使用資料後，亦應刪除該文件。
- 4) 服務使用者資料只供負責職員查閱及跟進，而文書同事則負責更新服務使用者資料。
- 5) 服務使用者可以書面要求查閱自己之個人資料。
- 6) 職員在獲得服務使用者同意後，方可向其他機構索取服務使用者的資料，或為其他機構提供其資料，或將其資料轉交另一機構。

**Caritas Youth and Community Service
Service Quality Standards 14**

14.3 Guideline on Processing Personal Data and Records of Service Users

- 1) At the time of processing individual personal records of service users, no one is allowed to view such personal data, except the assigned staff, who must take reasonable precautions to lock up all such data or switch off his/her computer when he/she is away from workplace.
- 2) Staff should not assign non-staff to handle (i.e. type or input) records of personal data of service users.
- 3) Staff needs to handle personal data of service users with care during data transmission through electronic mails and facsimile to avoid data leakage. After receiving the personal data, staffs should delete information to avoid any storage in the mobile/emails. Moreover, staffs should inform the service users to delete the data in their electronic devices.
- 4) Personal data of service users are merely provided to assigned unit staff for information and follow-up purposes. Clerical staff is only responsible for updating personal data of service users.
- 5) Service users may request Service Units to provide their own personal data in writing for examination.
- 6) Staff can only obtain personal data from other organization or refer the same to other organization with permission of service users.

Date of Review and Revision : 2 November 2023