



明愛青少年及社區服務

服務質素標準（十四）

尊重服務使用者保護私隱和保密的權利

保障個人私隱及尊嚴之政策

服務單位尊重服務使用者保護私隱和保密的權利。

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明愛青少年及社區服務
服務質素標準 14
14. 尊重服務使用者保護私隱和保密的權利
保障個人私隱及尊嚴之政策

政策

作為一個促進服務使用者的福祉的服務機構，香港明愛社會工作服務的職員，必須保障服務使用者之個人資料不得外泄。

惟此項原則不適用於下列情況：

1. 披露資料能防止嚴重、可預見及即將發生在服務使用者或其他人士身上的傷害；或
2. 法例或法律強制披露的資料。在此等情況下，職員應只披露最少且只直接與法律要求之資料。

目的

1. 在提供服務時，職員以保障服務使用者的私隱及尊嚴為基本原則。
2. 所有職員均有責任保證上述政策能有效地執行。
3. 職員需確保服務使用者能清晰知道有關權利。

服務使用者資料保密程序

為達致「個人資料(私隱)條例」所要求之個人資料保密，職員必須遵循以下程序：

1. 職員只可在服務使用者之個人資料可以保密之情況下，方可討論與服務使用者有關之個人隱密資料。故此，職員應避免於公開場合作出討論。
2. 當法律程序在進行時，在法律許可的情況下，職員應保持服務使用者個人資料之隱密。即使應法庭之要求，所披露的資料亦只符合法例之必須要求，職員不應披露多於與情況無關之資料。
3. 職員應採取步驟以確保個人資料不會通過電腦、電子郵件、電話、電話留言，與其他電子或電腦科技等途徑被外泄。並應避免披露可識別身份之資料。
4. 於教學、訓練及尋求顧問意見時，除非取得服務使用者之同意，職員應避免披露能識別其身份的資料。

Caritas Youth and Community Service**Service Quality Standards 14****14. Protection of Personal Data and Privacy of Service Users****Policy of Protection of Individual Privacy and Dignity****Policy**

As a charitable organization to promote welfare service for service users, Caritas – Hong Kong and its staffs are prohibited from disclosing any personal data of service users with the exception of the following circumstances:

- 1) Disclosure of personal data to help prevent any serious and foreseeable situation to be occurred.
- 2) Disclosure of relevant part(s) of personal data of service users obliged by the local legal authority.

Mission

- 1) At the time of providing services to service users, protection of their personal data and dignity is the fundamental obligations of staffs of individual service units.
- 2) Staffs of individual services units are required to acquaint themselves with this policy and execute it in effective manner.
- 3) Staffs are urged to clearly inform service users of their rights in this respect.

Procedure for Protecting Personal Data of Service Users

To comply with the requirements of the “Guidelines on Personal Data (Privacy) Ordinance, staffs are required to adhere to the following procedure:-

- 1) Under no circumstances may staffs discuss any personal data of service users unless such discussion is under a confidential mode.
- 2) When case is under legal proceedings, personal data of service user must be kept confidentially. Only appropriate and relevant personal data can be released to fulfill the requirements of Court order.

- 3) Staffs need to take every cautionary step to prevent leakage of personal data of service users during data transmission via personal computers, electronic emails, telephone calls, voice mails and/or any other electronic means or I.T. technologies. Staffs must avoid from disclosing personal identity of any particular service users.
- 4) At time of teaching, training and/or seeking opinions, staffs should not disclose information on personal data of individual service users, unless permission is sought from them.

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： _____	

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 : _____

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 be 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

- * 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	

明愛青少年及社區服務
服務質素標準 14
14.2 私隱條款—收集個人資料指引

1. 香港明愛承諾會引用及遵守個人資料（私隱）條例（簡稱「條例」）的原則及規定，保障服務使用者個人資料的私隱。
2. 香港明愛會以合法及公正的方式收集、保存及使用各項個人資料，這些資料僅供香港明愛進行業務運作及其他有關活動之用。
3. 香港明愛在搜集服務使用者的個人資料時，僅供作指定用途，此外亦需得使用者同意才作其他用途。
4. 香港明愛將設法保存最新及正確的服務使用者的個人資料。
5. 香港明愛會將服務使用者的個人資料保密儲存，並會訓練職員認識個人資料私隱條例。香港明愛僱員會尊重服務使用者的私隱，絕不會向未獲授權人士透露任何資料。
6. 香港明愛容許提供個人資料的人士，查閱及更改香港明愛所保存有關其本身的個人資料。
7. 明愛青少年及社區服務會員，可以以書面申請要求刪除其會籍內的個人資料識別記錄，單位將於十二個工作天內刪除相關之記錄，但是已繳交之會員費則概不發還。
8. 若因跟進個案而需向其他機構索取服務使用者之個人資料時，應先取得其口頭或書面同意。

Caritas Youth and Community Service**Service Quality Standards 14****14.2 Privacy Ordinance – Guideline on Collection of Personal Data**

- 1) Caritas – Hong Kong pledges to introduce and adhere to the requirements as stipulated in the “Personal Data (Privacy) Ordinance” (Ordinance) for protecting personal data of its service users.
- 2) Collection and maintenance of service users’ personal data is executed by Caritas – Hong Kong in a legal and impartial manner. Such data is to merely be utilized for its own operational needs and other related activities.
- 3) When collecting personal data of its service users, Caritas – Hong Kong pledges to use such data for specified purposes. Should there be any chance to make use of such data for other purposes, permission needs to be sought from individual service users concerned.
- 4) Caritas – Hong Kong is obliged to accurately maintain the most updated personal data of individual service users as far as possible.
- 5) To ensure that personal data of service users are properly maintained under the custody of Caritas – Hong Kong, its staffs are well trained to acquaint with the “Personal Data (Privacy) Ordinance”. They are also required to respect privacy of individual service users and must not disclose such personal data to any other third party without permission of individual service users.
- 6) Service users are permitted to view and update their personal data with Caritas – Hong Kong from time to time.
- 7) Members of Caritas Youth and Community Service could request to remove his membership personal data identification record. This unit would delete all related records in conformance with the request within 12 working days. However, all membership fees paid would not be refunded.
- 8) Should there be needs to obtain personal data of service users from any other organization(s) for follow-up purpose, verbal or written permission must be sought from service users.



香港明愛

查閱個人資料申請表

填寫表格前，請先細閱表格末的附註。

（請在適當方格內加✓）

- ☐ 申請人為個人資料當事人（請填寫下列第一及第三部份）
☐ 申請人為個人資料當事人之代表（請填寫下列第一至第三部份）

第一部份：資料當事人詳情

- (a) 姓名：_____
- (b) 年齡：_____歲（可不填寫） (c) 性別：男／女*（可不填寫）
- (d) 香港身份證／護照*號碼：_____
- (e) 出生證明書號碼：（只適用於沒有身份證或護照的未成年人）

- (f) 地址：_____

- (g) 日間聯絡電話號碼：_____
- (h) 其他電話號碼：_____

第二部份

如由有關人士代資料當事人申請查閱並收集資料，則須填寫這部份，否則不用填寫。

(1) 有關人士詳情

- (a) 姓名：_____
- (b) 年齡：_____歲（可不填寫） (c) 性別：男／女*（可不填寫）
- (d) 香港身份證／護照*號碼：_____
- (e) 出生證明書號碼：（只適用於沒有身份證或護照的未成年人）

- (f) 地址：_____

- (g) 日間聯絡電話號碼：_____
- (h) 其他電話號碼：_____

*請刪去不適用者

- (2) 請說明有關人士與資料當事人的關係。請在適當方格填上「✓」號，並在遞交申請表時，提交右面所列的書面證據。

關係所需書面證據

有關人士是：

☐ 2a. 資料當事人是未成年人，本人對資料當事人有作為父母親的責任

證明雙方關係的文件的真實複本一份
(如資料當事人的出生證明書)

☐ 2b. 資料當事人無能力處理其本身事務，本人由法庭委任以處理該等事務

由法庭發出以委任該名人士的文件的真實複本一份

☐ 2c. 本人獲資料當事人書面授權代表他/她提出此項查閱資料要求

由資料當事人簽署的授權書正本，授權書中須寫上有關人士的姓名及身份證明文件號碼(這些資料須與連同本申請表遞交的身份證明文件相符)。

☐ 2d. 資料當事人屬《精神健康條例》(第 136 章)第 2 條所指的精神上無行為能力，而：

如選擇 2(d)項，請提供有關人士被委任監護人/獲轉歸監護/獲授權執行監護人職能的日期：_____

(i) 本人根據該條例第 44A、59O 或 59Q 條獲委任擔任他/她的監護人；或

(ii) 社會福利署署長就《精神健康條例》第 44B(2A)或 59(T)(1)條獲轉歸資料當事人的監護；或

(iii) 社會福利署署長，或監護委員會認可的人士，根據《精神健康條例》第 44B(2B)或 59(T)(2)條獲授權執行資料當事人的職能。

上述 2(d)項的委任/轉歸//獲授權執行是否仍然有效?

☐ 是 ☐ 否

(3) 有關人士已於_____ (日期)*知會資料當事人/獲得資料當事人同意是項申請。(*請刪去不適用者)

第三部份

(1) 要求查閱的個人資料詳情

請在以下空位說明所要求的個人資料詳情，例如：期間、紀錄的類別、持有關資料的服務單位名稱及檔號。該服務單位可能是向資料當事人收集資料的單位，或是資料當事人向其申請服務的單位。

如空位不足，請另紙填寫。如需進一步資料以確定有關個人資料所在，有關職員稍後會與申請人聯絡。

(2) 要求的性質

請在適當方格填上「✓」號（可同時在以下兩個方格填上「✓」號）：

- ☐ 本人希望知道_____（單位名稱）是否持有上述第三部份(1)所載的資料當事人的個人資料。
- ☐ 如_____（單位名稱）持有上述第三部份(1)所載的個人資料，本人希望該單位提供一份複本給本人。本人同意繳付下頁附註(6)所列明的收費。

資料當事人簽署

有關人士簽署（如適用）

日期

日期

附註：

- (1) 根據【個人資料（私隱）條例】，資料當事人（指屬該等資料的當事人的個人），可向資料使用者提出查閱資料及更正資料要求，但是在若干情況下，資料使用者可根據條例的規定及有關豁免的條文而拒絕依從該項要求。如希望取得有關個人資料的複本，則需繳付費用。該名資料當事人亦可要求條例中所界定的有關人士，代他／她提出要求，以及收集個人資料。

- (2) 在本申請表內填報的資料，會用作處理有關的查閱資料要求。向本服務提供個人資料純屬自願，如所提供的資料不足，本服務可能無法處理你的申請。請確保所提供的資料正確無誤。若需要更正個人資料，請另行使用「要求更正個人資料申請表」。
- (3) 遞交本申請表時，請提交以下文件：
- (a) 如申請人是資料當事人
該當事人的身份證、護照或出生證明書的真實複本一份
- (b) 如申請人是有關人士
- (i) 資料當事人及有關人士的身份證、護照或出生證明書的真實複本一份，以及
- (ii) 表格第二部份(2)所需的文件。
- (4) 你所提供的個人資料，會提供予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) 涉及評定這項申請，或向你提供服務／援助的政府決策科／部門及非政府機構；或
- (b) 已獲取你的同意向其披露資料的人士或機構；或
- (c) 由法律授權或法律規定須向其披露資料的人士或機構。
- (5) 如對本表格有任何疑問，包括有關收集個人資料及查閱個人資料等方面，請向各服務單位之單位主管查詢。
- (6) 收費標準
- (a) 專業介入報告：每份港幣 500 元
- (b) 使用服務證明：每份港幣 50 元（60 歲或以上半價）
- (c) 個案記錄副本：每張港幣 5 元

Caritas - Hong Kong
Application form for data access request
(in connection with personal data only)

Please read the notes at the bottom of this form before you fill in the form.

SECTION I

(Please tick as appropriate)

_____ applicant is the data subject (please fill in Section I and Section III below)

_____ applicant is the representative of the data subject (please fill in Section I to Section III below)

Details of the data subject whose personal data are being requested in this application.

- (a) Name : _____ (English)
 Surname Name
- _____ (Chinese)
- (b) Age : _____ (c) Sex : Male/Female*
- (d) HK Identity Card/Passport* No. : _____
- (e) Birth Certificate No. (only for minor without Identity Card or Passport) : _____
- (f) Address : _____
- (g) Telephone Number for contact in the daytime : _____
- (h) Other telephone number : _____

SECTION II

This section should only be completed if a relevant person applies for access including collection of data on behalf of the data subject.

(1) Details of the Relevant Person

- (a) Name : _____ (English)
 Surname Name
- _____ (Chinese)
- (b) Age : _____ (c) Sex : Male/Female*
- (d) HK Identity Card/Passport* No. : _____
- (e) Address : _____
- (f) Telephone Number for contact in the daytime : _____
- (g) Other telephone number : _____

*delete if not appropriate

(2) Please state the relationship between the data subject and the relevant person. Please tick as appropriate and provide the documentary evidence indicated on the right hand side when the application is submitted.

<u>Relationship</u>	<u>Documentary evidence required</u>
<u>The relevant person is a :</u>	
<input type="checkbox"/> 2a. The Relevant Person has parental responsibility for the Data Subject who is under age 18.	A true copy of documentary proof of the relationship e.g. birth certificate of the data subject.
<input type="checkbox"/> 2b. Person appointed by the court to manage the affairs of the data subject, if the data subject is incapable of managing his own affairs.	A true copy of the document issued by the court to appointing the Relevant Person to manage the affairs of the Data Subject who is incapable of managing his own affairs.
<input type="checkbox"/> 2c. Person authorized in writing by the data subject to submit the request and the Relevant Person is:	Original letter of authorization signed by the Data Subject. The letter should include the name and number shown on the same identification document of the relevant person attached with this application.
<input type="checkbox"/> 2d. The Data Subject is mentally incapable within the meaning of the Mental Health Ordinance and the Relevant Person is :	If the box in 2(d) is ticked, state the date when the Relevant Person was appointed a guardian / was vested the guardianship/was authorized to perform the functions of a guardian:
(i) Appointed as a guardian of the Data Subject by a court, magistrate or the Guardianship Board under section 44A, 59O or 59Q of the mental Health Ordinance;	_____
(ii) The Director of Social Welfare who, pursuant to section 44B(2A) or 59T(1) of the Mental Health Ordinance, is vested the guardianship of the Data Subject;	
(iii) The Director of Social Welfare or a person approved by the Guardianship Board who, pursuant to section 44B(2B) or 59T(2) of the	Is the appointment/vesting/authority to perform under 2(d) still subsisting? <input type="checkbox"/> Yes <input type="checkbox"/> No

Mental health Ordinance is
authorized to perform the
functions of a guardian for the
Data Subject

(3) The relevant person has informed /obtained the consent of* the data subject about this application on _____ (date).

*delete if not appropriate

SECTION III

(1) Details of personal data of the data subject under request

Please provide details of the personal data requested in the space below, for example, the period, types of records, our file reference and the name of the Service unit which keeps the data - this is probably the office which collected the data from the data subject or from which the data subject has applied for service.

(If the space provided is insufficient, please provide information on separate sheets. Officers of the Service may contact you later if further information are required to locate the personal data.)

(2) Nature of this request

Please tick as appropriate (you can tick both boxes):

- ☐ I would like to be informed whether the Service is holding any personal data of the data subject as described in Section III (1) above.
- ☐ I would like to be provided with a copy of the personal data kept by the Service, if any, as described in Section III (1) above. I understand that I will be required to pay a fee for the copy and I will be informed of the amount of fee later before I decide whether to obtain the copy.

Signature of data subject

Signature of relevant person, if any

Date

Date

Notes :

(1) In accordance with the Personal Data (Privacy) Ordinance, a Data subject (defined as an individual who is the subject of the data held) can request access to and correction of the data held by a data user, subject to the provisions and exemptions provided in the Ordinance and payment of a fee if you wish to obtain a copy of the personal data. The data subject can ask a relevant person as defined in the Ordinance to make the request and collect the personal data on behalf of him/her.

(2) The information provided in connection with this application form will be used for processing the data access request or provision of service/assistance by the Service. The supply of personal data to the Service is voluntary. If insufficient information is provided, we may not be able to process your application. Please ensure that the data you provide are accurate. Request of correction of personal data should be made on another form, namely, Application Form for Data Correction Request.

(3) Please provide the following documents when submitting this application :-

(a) if application is made by a data subject

a true copy of his/her identity card, passport or birth certificate

(b) if application is made by a relevant person

(i) a true copy of the identity card, passport or birth certificate of the data subject and the relevant person; and

(ii) document required in Section II (2) of this form.

(4) The personal data you provide will be made available to persons working in the Service on a need-to-know basis. Apart from this, they may only be disclosed to the relevant parties listed below :-

(a) other parties such as government branches/departments and non-governmental organizations, if they are involved in the assessment of this 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.

(5) Enquiries concerning requests for access to and correction of personal data should be addressed to the Centre Supervisor of the respective service of Caritas-Hong Kong.

(6) Fee Charging

- | | | |
|----|------------------------------------|--|
| a. | Report on social intervention | \$500 per copy |
| b. | Certification of receiving service | \$50 per copy
(half price for those aged 60 or above) |
| c. | Photo-copy of case record | \$5 for each page |

香港明愛

改正資料要求申請表

(只限於改正個人資料之用)

填寫表格前，請先細閱表格末的附註。

(請在適當方格內加✓)

- 第一部份：
- ☐ 申請人為個人資料當事人(請填寫下列第一及第三部份)
- ☐ 申請人為個人資料當事人之代表(請填寫下列第一至第三部份)

申請要求改正個人資料的資料當事人詳情

- (a) 姓名：_____
- (b) 年齡：_____歲 (c) 性別：男/女*
- (d) 香港身份證/護照*號碼：_____
- (e) 出生證明書號碼：(只適用於沒有身份證或護照的未成年人)
- _____
- (f) 地址：_____
- _____
- (g) 日間聯絡電話號碼：_____
- (h) 其他電話號碼：_____

第二部分

如由有關人士代資料當事人申請改正資料，並收集已改正的資料(如改正資料要求獲得依從)，則須填寫這部分，否則不用填寫。

(1) 有關人士詳情

- (a) 姓名：_____
- (b) 年齡：_____歲 (c) 性別：男/女*
- (d) 香港身份證/護照*號碼：_____
- (e) 地址：_____
- _____
- (f) 日間聯絡電話號碼：_____
- (g) 其他電話號碼：_____

*請刪去不適用

- (2) 請說明有關人士與資料當事人的關係，請在適當方格填上「✓」號，並在遞交申請表時，提交右面所列的書面證據。

關係所需書面證據

有關人士是：

<p><input type="checkbox"/> 2a. 資料當事人是未成年人，本人對資料當事人有作為父母親的責任</p> <p><input type="checkbox"/> 2b. 資料當事人無能力處理其本身事務，本人由法庭委任以處理該等事務</p> <p><input type="checkbox"/> 2c. 本人獲資料當事人書面授權代表他/她提出此項查閱資料要求</p> <p><input type="checkbox"/> 2d. 資料當事人屬《精神健康條例》(第 136 章)第 2 條所指的精神上無行為能力，而：</p> <p>(i) 本人根據該條例第 44A、59O 或 59Q 條獲委任擔任他/她的監護人；或</p> <p>(ii) 社會福利署署長就《精神健康條例》第 44B(2A)或 59(T)(1)條獲轉歸資料當事人的監護；或</p> <p>(iii) 社會福利署署長，或監護委員會認可的人士，根據《精神健康條例》第 44B(2B)或 59(T)(2)條獲授權執行資料當事人的職能。</p>	<p>證明雙方關係的文件的真實複本一份（如資料當事人的出生證明書）</p> <p>由法庭發出以委任該名人士的文件的真實複本一份</p> <p>由資料當事人簽署的授權書正本，授權書中須寫上有關人士的姓名及身份證明文件號碼（這些資料須與連同本申請表遞交的身份證明文件相符）。</p> <p>如選擇 2(d)項，請提供有關人士被委任監護人/獲轉歸監護/獲授權執行監護人職能的日期：_____</p> <p>上述 2(d)項的委任/轉歸/獲授權執行是否仍然有效？</p> <p><input type="checkbox"/> 是 <input type="checkbox"/> 否</p>
--	--

- (3) 有關人士已於_____（日期）*知會資料當事人/獲得資料當事人同意此項申請及有關第三部分之內容。（*請刪去不適用者）

第三部份

（如空位不足，請另紙填寫。如本服務需進一步資料以處理申請，本服務職員稍後會和你聯絡。）

- (1) 請述明本服務就有關資料當事人的查閱資料要求（即引起這次改正資料要求的前因）所發出的覆函的日期及檔號，或附上本服務因應查閱資料要求而提供的個人資料的複本一份。

- (2) 請說明你認為複本內的個人資料不正確的部分。你可在繼提出查閱資料要求後而收到的個人資料複本上，在你認為不正確的部分劃上底線，並將該複本連同本申請表一併遞交。

- (3) 請說明你認為個人資料不正確的理由，並提供支持這些理由的文件（如有的話）。

- (4) 如你對怎樣改正上述第(2)及(3)項的個人資料有任何建議，請在下面空位列出。

資料當事人簽署

有關人士簽署（如有的話）

日期

日期

附註：

- (1) 根據【個人資料（私隱）條例】，已向資料使用者取得其個人資料複本的資料當事人（指屬該等資料的當事人的個人），可向資料使用者提出改正資料要求，但是在若干情況下，資料使用者可根據條例的規定及有關豁免的條文而拒絕依從該項要求，該名資料當事人可要求條例中所界定的有關人士，代他/她提出要求，以及收集已改正的個人資料（如要求獲得依從）。
- (2) 在本申請表內填報的資料，會用作處理有關的改正資料要求。向本服務提供個人資料純屬自願，如所提供的資訊不足，本服務可能無法處理你的申請。請確保所提供的資料正確無誤。
- (3) 遞交本申請表時，請提交以下文件：
- (a) 如申請人是資料當事人
該當事人的身份證、護照或出生證明書的真實複本一份；及第三部分提及的個人資料的任何文件/複本。
- (b) 如申請人是有關人士
- (i) 資料當事人及有關人士的身份證、護照或出生證明書的真實複本一份；
- (ii) 表格第二部分（2）所需的文件；以及
- (iii) 第三部分提及的個人資料的任何文件/複本。
- (4) 你所提供的個人資料，會提供予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，本職員在需要時亦只會向下列有關方面披露該等資料：

- (a) 其他有關方面，例如涉及評定這項申請，或向你提供服/援助的政府決策科/部門及非政府機構；或
 - (b) 已獲取你的同意向其披露資料的有關方面；或
 - (c) 由法律授權或法律規定須向其披露資料的有關方面。
- (5) 如對本表格有關收集個人資料，包括查閱及改正個人資料方面，有任何疑問，請向各服務單位主管查詢。聯絡方法請參考本服務於各區之單位地址及電話。

Caritas - Hong Kong
Application form for data correction request
(in connection with personal data only)

Please read the notes at the bottom of this form before you fill in the form.

SECTION I

(Please tick as appropriate)

_____ applicant is the data subject (please fill in Section I and Section III below)

_____ applicant is the representative of the data subject (please fill in Section I to Section III below)

Details of the data subject whose personal data are being requested in this application.

- (a) Name : _____(English)
 _____(Chinese)
- (b) Age : _____
- (c) Sex : Male/Female* _____
- (d) HK Identity Card/Passport* No. : _____
- (e) Birth Certificate No. (only for minor without Identity Card or Passport) : _____
- (f) Address : _____
- (g) Telephone Number for contact in the daytime : _____
- (h) Oother telephone number : _____

SECTION II

This section should only be completed if a relevant person applies for correction including collection of the corrected data on behalf of the data subject, if the correction request is complied with. This section should only be completed if a relevant person applies for access including collection of data on behalf of the data subject.

(1) Details of the Relevant Person

- (a) Name : _____(English)
 _____(Chinese)
- (b) Age : _____
- (c) Sex : Male/Female* _____
- (d) HK Identity Card/Passport* No. : _____
- (e) Address : _____
- (f) Telephone Number for contact in the daytime : _____
- (g) Other telephone number : _____

*delete if not appropriate

(2) Please state the relationship between the data subject and the relevant person. Please tick as appropriate and provide the documentary evidence indicated on the right hand side when the application is submitted.

The relevant person is a :

- | | |
|--|---|
| <input type="checkbox"/> 2a. The Relevant Person has parental responsibility for the Data Subject who is under age 18 | A true copy of documentary proof of the relationship e.g. birth certificate of the data subject. |
| <input type="checkbox"/> 2b. Person appointed by the court to manage the affairs of the data subject, if the data subject is incapable of managing his own affairs. | A true copy of the document issued by the court to appointing the Relevant Person to manage the affairs of the Data Subject who is incapable of managing his own affairs. |
| <input type="checkbox"/> 2c. Person authorized in writing by the data subject to submit the request and the Relevant Person is: | Original letter of authorization signed by the Data Subject. The letter should include the name and number shown on the same identification document of the relevant person attached with this application. |
| <input type="checkbox"/> 2d. The Data Subject is mentally incapable within the meaning of the Mental Health Ordinance and the Relevant Person is : | If the box in 2(d) is ticked, state the date when the Relevant Person was appointed a guardian/ was vested the guardianship/ was authorized to perform the functions of a guardian: |
| (i) Appointed as a guardian of the Data Subject by a court, magistrate or the Guardianship Board under section 44A, 59O or 59Q of the mental Health Ordinance; | |
| (ii) The Director of Social Welfare who, pursuant to section 44B(2A) or 59T(1) of the Mental Health Ordinance, is vested the guardianship of the Data Subject; | |
| (iii) The Director of Social Welfare or a person approved by the Guardianship Board who, pursuant to section 44B(2B) or 59T(2) of the Mental health Ordinance is authorized to perform the functions of a guardian for the Data Subject. | Is the appointment/vesting/authority to perform under 2(d) still subsisting?
<input type="checkbox"/> Yes <input type="checkbox"/> No |

(3) The relevant person has informed /obtained the consent of* the data subject about this application on _____(date). (*delete if not appropriate)

SECTION III

(If the space provided below is insufficient, please provide information on separate sheets. Officers of the Service may contact you later if further information are requested to process the application.)

(1) Please indicate the date and reference number of our reply letter of the data access request which gave rise to this data correction request or attach a copy of the personal data provided by the Service in response to this data access request.

(2) Please describe the part(s) of the personal data you consider as inaccurate. You may underline these parts on a copy of the personal data you received as a result of the data access request and attach the copy with this application.

(3) Reason(s) why the personal data are considered inaccurate. Please provide documents in support of the reason(s), if available.

(4) If you have any suggestions on how the personal data mentioned in (2) and (3) above should be corrected, please set them out in the space below.

Signature of data subject

Date

Signature of relevant person, if any

Date

Notes :

- (1) In accordance with the Personal Data (Privacy) Ordinance, a data subject (defined as an individual who is the subject of the data held) who has already obtained a copy of his/her personal data from a data user can request correction of the data by the data user, subject to the provisions and exemptions provided in the Ordinance. The individual can ask a relevant person as defined in the Ordinance to make the request and collect a copy of the corrected personal data on behalf of him/her, if the request is complied with.
- (2) The information provided in connection with this application form will be used for processing the request for correction to the personal data held by the Service on the data subject or provision of service/assistance by the Service. The supply of personal data to the Service is voluntary. If insufficient information is provided, we may not be able to process your application. Please ensure that the data you provide are accurate.
- (3) Please provide the following documents when submitting this application :-
 - (a) if application is made by a data subject
a **true copy** of his/her identity card, passport or birth certificate; and any available document/ copy of personal data mentioned in Section III.
 - (b) if application is made by a relevant person
 - (i) a **true copy** of the identity card, passport or birth certificate of the data subject and the relevant person; and
 - (ii) document required in Section II (2) of this form; and
 - (iii) any available document/copy of personal data mentioned in Section III.
- (4) The personal data you provide will be made available to persons working in the Service on a need-to-know basis. Apart from this, they may only be disclosed to the relevant parties listed below :-
 - (a) other parties such as government branches/departments and non-governmental organizations **if** they are involved in the assessment of this application form 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.
- (5) Enquiries concerning requests for access to and correction of personal data should be addressed to the Centre Supervisor of the respective service unit.

《會員退會 / 刪除個人資料 申請表格》 (Form_sqs10.2_01c)



Form_SQS10.2_0
1c.pdf

****如未能直接使用超連結取得表格，請將連結复制到瀏覽器再開啟****

****如下載表格，請使用 PDF 格式，以方便保存格式****

Remove Membership / Deletion of Personal Data Application Form (Form_sqs10.2_01e)



Form_SQS10.2_0
1e.pdf

****If you cannot use the hyperlink to get the form directly, please copy the link to your browser and open it****

**** If downloading the form, please use the PDF format for the convenience of saving the format****

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.

明愛青少年及社區服務
服務質素標準 14
14.4 轉介服務行政指引

- 1) 職員需獲得服務使用者口頭或書面授權方可提供或轉介服務使用者資料到所需機構。(書面「個案轉介同意書」見附件。)
- 2) 轉介服務使用者個人資料時，職員需填寫「轉介紀錄」，及將之妥為保存。
- 3) 職員可讓服務使用者參閱其「轉介紀錄」。

《書面個案轉介同意書》 (Form_sqs14.4_01c)



Form_SQS14.4_0
1c.pdf

****如未能直接使用超連結取得表格，請將連結复制到瀏覽器再開啟****

****如下載表格，請使用 PDF 格式，以方便保存格式****

Caritas Youth and Community Service
Service Quality Standards 14
14.4 Guideline on Referral Service

- 1) Staff can only provide or transfer personal data of service users to other required organization (s) with verbal or written permission from service users. (Authorization of Case Referral – Appendix I refers).
- 2) When referring personal data of service users to other organization(s), staff needs to complete a “Referral Record Form” which must be properly retained in individual service units.
- 3) Details of “Referral Record Form” should be made known to service users.

Written Authorization Form of Case Referral (Form_sqs14.4_01e)



Form_SQS14.4_0
1e.pdf

****If you cannot use the hyperlink to get the form directly, please copy the link to your browser and open it****

**** If downloading the form, please use the PDF format for the convenience of saving the format****

明愛青少年及社區服務
服務質素標準 14
14.5 職員儲存服務使用者個人資料之工作指引

- 1) 所有與服務使用者有關之個人及參與服務紀錄檔案均需儲存於有鎖之櫃內。
- 2) 存放服務使用者之檔案櫃必須上鎖，而鎖匙需由單位主管委派特定職員負責保管。
- 3) 有關服務使用者之檔案及個人資料只供有關之職員查閱及跟進。
- 4) 所有服務使用者之個人資料在終止服務三年後將被銷毀。〔請參閱 SQS 3.10〕。

Caritas Youth and Community Service**Service Quality Standards 14****14.5 Guideline on Maintaining Personal Data of Service Users**

- 1) All personal data of individual service users and records of their participation in units' activities must be kept in locked cabinets.
- 2) Keys of locked cabinets must be kept by staff(s) designated by Service-in-charge.
- 3) Records of personal data of service users can only be handled and followed up by designated staff.
- 4) All personal data and records of service users are to be destroyed in 3 years after their termination of Caritas' services. (SQS 3.10 refers)

明愛青少年及社區服務

服務質素標準 14

14.6 閉路電視監察措施指引

政策目的

1. 在明愛青少年及社區服務(「本服務」)及屬下單位的公眾地方或公共範圍已採用閉路電視監察作保安用途。使用閉路電視的目的是以阻嚇、偵測非法行為，及確保職員及服務使用者處身於安全的環境。
2. 本服務及屬下單位承諾會引用及遵守個人資料(私隱)條例(簡稱「條例」)的原則及規定，保障職員及服務使用者個人資料的私隱。

閉路電視攝錄機及告示的設置

3. 本服務及屬下單位會在受監察範圍的出入口透過明顯的告示通知職員及服務使用者受到閉路電視監察，並在受監察範圍內再張貼告示。

告示樣本

本中心已安裝閉路電視監察錄影系統，
以作保安用途。如有查詢，請與本中心單位主管聯絡。

明愛 XXXX 中心示

妥善處理攝錄影像

4. 所有閉路電視攝影機所錄影之影像，本服務及屬下單位承諾會確保資料的準確性及不會保留個人資料超過實際需要。除非是有保安事故發生而需要保留所收集的個人資料，所有攝錄影像一般會於攝錄日期後 30 天依循環錄影方式自動刪除。
5. 本服務及屬下單位會推行安全保管資料的措施，保障從監察系統收集的個人資料，免被擅自或意外取得，或作不當用途。監察系統儲存錄像的硬碟/儲存器在沒有職員看管時存放於上鎖的地方，以避免有人惡意破壞或拷貝。
6. 閉路電視系統於辦公時間由當值社工及文職同事負責監管攝錄機的操作。單位主管定期檢查閉路電視系統以確定其操作正常，及確保儲存於硬碟的資料不會被其他人士翻看。如發現有誤用或濫用閉路電視系統的情況，應立即向單位主管匯報。
7. 本服務不會接受任何人士申請翻查或索取閉路電視錄影片段，只有法庭及警方進行刑事調查時，方保有權利申請翻查或索取閉路電視錄影片段。

8. 單位主管不應只依據口頭要求或普通的指稱便披露閉路電視的記錄。如有執法機構(例如警方) 要求提供閉路電視的錄影拷貝，以作出刑事調查時，單位主管應在有足夠資料信納有關記錄是符合條例下可應用豁免條文(例如根據條例第 58)，才可向有關執法機構提供相關的資料。
9. 本服務及屬下單位應定期檢討閉路電視系統作保安用途的成效及保安程序執行的情況。如檢討顯示使用閉路電視已屬不必要或可改用私隱侵犯程度較低的方法來達致同樣效果，本服務及屬下單位會停止使用閉路電視。

政策及實務的透明度及執行情序

10. 本服務及屬下單位會確保相關職員已獲悉並會遵從有關政策或程序。就如何遵從有關政策或程序，負責操作系統或使用影像的職員會獲相關的培訓，亦應有足夠的監督。
11. 若遇上任何與安全相關的突發事件發生，負責職員必須儘快填寫及遞交「突發事件報告」(表格請見服務質素標準 9.5c 文件)，單位主管必須作出合適跟進，包括知會服務總主任、與警方及執法機構跟進及處理保險事宜等。(詳情可參閱明愛青少年及社區服務之服務質素標準九-服務單位處理緊急事故的程序。)
12. 此措施由服務總主任/單位主管負責執行。職員如有查詢或其他匯報，可直接與他們或管理層聯絡。

參考文件：

- 1) 香港個人資料私隱專員公署 - 閉路電視監察措施指引 (二零一七年三月)
- 2) 香港個人資料私隱專員公署 - 個人資料(私隱)條例保障個人資料私隱指引：僱主監察僱員工作活動須知(二零一六年四月)

Caritas Youth and Community Service
Service Quality Standards 14
14.6 Guidelines on CCTV Surveillance Practices

The Aim

1. Most public places or common areas of Caritas Youth and Community Service (The “Service”) and service units are under surveillance of CCTV for security purpose. CCTV System is used for the prevention and/or detection of crime or other unlawful activities, and to ensure a safe environment for all staff members and service-users.
2. The Service and service units pledges to comply with the requirements stipulated in the “Personal Data (Privacy) Ordinance” the “Ordinance” for protecting personal data of staff members and service-users.

Positioning of CCTV cameras and notices

3. The Service and service units have expressly informed all staff members and service users that they are subject to CCTV surveillance. The Service units pledge to put notices visible to visitors at the entrance of the monitored area as well as inside the area.

Sample of the Notice

CCTV system has been installed within this Centre for security purpose. For enquiries, please contact the Centre Supervisor.

Caritas XXXXX Centre

Proper handling of the recorded images

4. The Service and service units pledge to ensure accuracy of all CCTV recorded images and would not have excessively retained any personal data. All recorded images would be deleted automatically after 30 days, unless any incident regarding to the Service’s/service unit’s security has been detected or reported.
5. The Service and service units promise to take all reasonable and practicable steps to protect personal data collected through the use of the CCTV system. In particular, the Service and service units would ensure that no unauthorized or accidental access would be permitted, and prohibit any processing, erasure or unauthorized use of the data. The data hard disk/device of the CCTV system should be locked up in order to prevent such data being destroyed or copied malevolently.
6. The CCTV system is operated and monitored by the social worker and clerical staff on duty during the office hour. The Centre Supervisor will check the CCTV system regularly to ensure proper operation. If there is any misuse or abuse, staff should report to the Centre Supervisor at once.
7. This service will not accept any person's application to search or request CCTV footage. Only when the court and the police are conducting criminal investigations, they reserve the right to apply to search or request CCTV footage.

8. Disclosure of CCTV records should not be based upon mere verbal request any/or general allegations. When the personnel of law enforcement agencies (e.g. police) request for copies of CCTV record to conduct criminal investigations, the Centre Supervisor of the service unit should ensure that the data fall within the exemption provisions of the relevant ordinance, (e.g. S.58 of the Ordinance), before releasing relevant information to the law enforcement agency.
9. Yearly review should be conducted upon the effectiveness of the CCTV system, in particular the Retention, Destruction and Protection of these data. If the review shows the use of CCTV has been unnecessary or could be replaced by less violating means achieving the same goal, the Service and service unit will stop the use of CCTV.

Transparency of policy and practice and procedures implementation

10. The Service and service units would ensure the related policies or procedures being communicated to and followed by the relevant staff members. Staff members who operate the systems or use the images will be trained to comply with policies or procedures. Adequate supervision will also be in place.
11. If any incident concerning the security of service units is detected, responsible staff should report the incident by completing the “Incident Report” (refer to SQS 9.5c document) as soon as possible. Upon receipt of the Report, the Centre Supervisor should take action to follow up the matter, by informing the Service Head, reporting the matter to the Police, law enforcement agencies, and/or insurance agencies.
12. The Service Head / Centre Supervisor are responsible for the implementation of and compliance with this policy. Any enquiries or reports should be addressed to them or the staff members at higher management levels.

Reference :

- 1) Guidance on CCTV Surveillance Practices (Jul 2010)
- 2) Personal Data (Privacy) Ordinance - Privacy Guidelines : Monitoring and Personal Data Privacy of Work (Dec 2004),
The Privacy Commissioner for Personal Data