



Privacy Policy for HGC Marketplace Users

Last Updated: 3 July, 2019

This Privacy Policy is applicable to HGC Global Communications Limited in relation to use of or access to the HGC Marketplace website (the "Site"), including any use or ordering of the products and services purchased or accessed through the Site. Accordingly, references to "we", "us", or "our company" shall mean, as the case may be, the relevant aforesaid company.

Please note that this Privacy Policy may be amended from time to time without prior notice. You are advised to check for the latest version on the HGC Marketplace website on a regular basis. If there is any inconsistency or conflict between the English and Chinese versions of this Statement, the English version shall prevail.

1. Our Pledge

We are committed to safeguarding the privacy of individuals with respect to your personal data. We, as a data user of your personal data, assure that our policies and practices, and those adopted by our affiliated companies and agents in relation to the collection, use, retention, disclosure, transfer, security and access of your personal data comply with the requirements under the Personal Data (Privacy) Ordinance (Chapter 486) (the "**Ordinance**") under the laws of Hong Kong, as well as the relevant codes of practice and guidance notes issued by the Office of the Privacy Commissioner for Personal Data, Hong Kong ("**PCPD**"). The terms "personal data" and "data user" adopted in this Privacy Policy are defined in the Ordinance.

Where our operations are subject to privacy legislation other than that of Hong Kong (such as due to our carrying out of operational functions outside of Hong Kong), this Privacy Policy shall apply so far as it is consistent with such overseas legislation.

2. Collection of Personal Data

As a user of HGC Marketplace, when you sign up for our service, you are required to provide us with your personal data including, but not limited to the following:

- your first and last name;
- billing or shipping address;
- credit card or payment information;
- email address;
- phone number;
- purchase information and history;
- your account number; and
- a combination of your username and password used to access the Website.

Refusal to provide such information may render us unable to handle any application or request you are making, or may deny you access to certain parts of our websites, or may otherwise defeat the objectives of your visit. If you are under the age of 18, consent from your parent or guardian is required before you provide us with any personal data.

Information relating to your use of our services, such as usage of data and other value added services, voice call connection time, duration, origin and destination, may be automatically collected for our accurate reporting and administration of your accounts. Some of our websites may disclose non-personally identifiable aggregate statistics relating to our visitors to advertisers. Some of our websites may collect aggregate information about our visitors, e.g. statistics on the number of visits. This type of data may include, but is not limited to, the browser type and version, operating system, IP address and/or domain name.



Calls between you and our Customer Service may be recorded for the purposes of staff training, improvement of service quality and clarification of contractual issues.

3. Use of Cookies

When you visit our HGC Marketplace website, we will record your visit only but will not collect any personal data from you unless otherwise stated. Cookies used (if any) in any part of our HGC Marketplace website will not be deployed for collecting personal data. For your information, Cookies are small computer files that can be stored in web surfers' computers for the purposes of obtaining configuration information and analyzing web surfers' viewing habits. They can save you from registering again when re-visiting a website and are commonly used to track your preferences in relation to the subject matter of the website. You may refuse to accept Cookies by modifying the relevant Internet options or browsing preferences of your computer system, but to do so you may not be able to utilize or activate certain available functions in our websites. Our websites may bar users who do not accept Cookies.

4. Purposes of Collection and Use of Personal Data

As a user of the HGC Marketplace service, it is necessary for you to provide us with your personal data when you apply to us and/or subscribe any service and/or product on HGC Marketplace.

If your personal data is incomplete or incorrect, we may not be able to provide or continue to provide the services to you. We 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 requirements under the Ordinance and this Privacy Policy.

We may use and retain the personal data provided by you for the following purposes and for other purposes as shall be agreed between you and us or as required by law from time to time:

- processing of your order and application, and provisioning of the products and services (either via HGC or third parties service providers);
- managing your account with us;
- processing of any benefits for you arising out of the use of the Site and the products and services purchased or accessed through the Site and carrying out market research to enhance service quality or experience;
- analyzing, verifying and/or checking of your credit, payment and/or account status in relation to the provision of the services;
- processing of any payment instructions, direct debit facilities and/or credit facilities requested by you;
- facilitating the daily operation of your account, provisioning of customer services and/or the collection of overdue amounts in your account in relation to the services;
- enabling us to perform any obligations on interconnection or conform with other industry practices, or to comply with any requests stipulated by governmental or regulatory authorities; and
- enabling us in prevention of crime.

5. Use of Personal Data in Direct Marketing

Where you are a customer of HGC Marketplace, we intend to use your data in direct marketing and we require your consent (which includes an indication of no objection) for that purpose.

Subject to your consent which we will collect from you in accordance with the Ordinance, we may use your personal data (including name, gender, telephone number, fax number, postal address, email address, month and year of birth, as well as the information on ordering or usage of products



and services and relevant account and service numbers) for marketing the categories of goods and/or services as set out below.

The classes of products, services and subjects which may be marketed by us:

- a. telecommunications, software or technology related products and services;
- b. reward, loyalty, co-branding or privileges programmes and related products and services;
- c. products and services offered by our co-branding partners (the names of such co-branding partners will be provided during the application for the relevant products and services, as the case may be); and
- d. the above products, services and subjects may be provided by us and/or:
 - i. any member of the HGC Group;
 - ii. third party suppliers or service providers;
 - iii. third party reward, loyalty, co-branding or privileges programme providers; and
 - iv. co-branding partners of ours or any member of the HGC Group (the names of such co-branding partners will be provided during the application of the relevant products and services, as the case may be).

We do not provide your personal data to third parties for their use in direct marketing.

If you have given us your consent for us to use your personal data in direct marketing, we may dispatch to you the promotional information via direct marketing telephone calls, e-mail, e-message, facsimile, direct mailings etc.

If at any time in the future you do not wish to receive direct marketing promotional information from us with respect to the telecommunication and/or other categories of products/services mentioned above, or do not wish us to use your personal data for direct marketing purposes, please contact us via email: suggestion@hgc.com.hk, or by mail to PO Box 33, Tsuen Wan Post Office, Hong Kong or call our Customer Services Hotline 1220 (Voice/IDD Service) / 1222 (Internet Service).

6. Disclosure of Your Personal Data

The products that you request on HGC Marketplace may be provided by affiliated or third party service providers such as Microsoft, Dropbox, Symantec, DocuSign and SkyKick, etc. Such third party service providers (whether in Hong Kong or overseas) will collect and use your personal data as a data user. HGC is not responsible for the protection of your personal data which has been transferred to such third party service providers upon your request.

We may also engage and use affiliated or third party data processors (whether in Hong Kong or overseas) in providing our services to you. We have complied with the requirements under the Ordinance in relation to the engagement of processors. We have adopted contractual or other means to prevent any personal data transferred to the data processor from being kept longer than it necessary for processing and data. We have also adopted contractual or other means to prevent unauthorized or accidental access, processing, erasure, loss or use of the data transferred to the data processor for processing.

We may disclose and transfer (whether in Hong Kong or overseas) your personal data to the following parties to use, disclose, process or retain your personal data for the purposes mentioned in Paragraph 4 above:

- our affiliated or third party service providers or data processors as referred to above;
- our agents and contractors (including IT, network, customer service, sales agents and contractors), telecommunications operators, and service providers for the provision of our services;
- our affiliated companies and business partners;
- banks, financial institutions and credit providers engaged by us;
- debt collection agencies, credit reference agencies and security agencies engaged by us;
- any regulatory bodies, law enforcement agencies and courts; and



- our professional advisers.

We may also promote on-line stores or service providers operated by third party merchants on our HGC Marketplace website. We will only transfer your personal data to these third party merchants upon your request. If you want to use or order any services or products from them, please note that once the information that you provided is transferred to the relevant merchant upon your request, it will be beyond our control and thus outside the scope of protection afforded by us.

7. Transfer of Your Personal Data Outside Hong Kong

At times it may be necessary and prudent for us to transfer certain personal data to places outside of Hong Kong in order to carry out the purposes as set out in Paragraph 4 above, or directly related purposes, for which the personal data were collected. Where such a transfer is performed, it will be done in compliance with the requirements of the Ordinance.

Under section 33 of the Ordinance (which is not effective as of the date of this Privacy Policy), a data user shall not transfer personal data to a place outside Hong Kong unless one of the following conditions is met:

- the place is specified by the PCPD by notice in the Gazette that there is in force any law which is substantially similar to, or serves the same purposes as, the Ordinance;
- the data user has reasonable grounds for believing that there is in force in that place any law which is substantially similar to, or serves the same purposes as, the Ordinance;
- the data subject has consented in writing to the transfer;
- the data user has reasonable grounds for believing that the transfer is for the avoidance or mitigation of adverse action against the data subject; it is not practicable to obtain the consent in writing of the data subject to that transfer; but if it was practicable, such consent would be given;
- the data is exempt from Data Protection Principle (“DPP”) 3 by virtue of an exempt ion under Part VIII of the Ordinance; or
- the data user has taken all reasonable precautions and exercised all due diligence to ensure that the data will not, in that place, be collected, held, processed, or used in any manner which, if that place were Hong Kong, would be a contravention of a requirement under the Ordinance.

8. Security of Your Personal Data

We use various encryption techniques to transmit via the Internet your personal data, which can only be accessed by our authorized personnel. Given the operational nature of the Internet, we cannot guarantee that the transmission is fully secure.

We have also taken steps to ensure that any personal data collected by us via our websites is safe and secure to avoid unauthorized interference by third parties.

While internet is not an inherently secure environment for communications, security of internet communications can be enhanced by the application of appropriate technology. However, internet security is not solely a technical issue, knowledge on security of personal and transaction data as well as general measure are equally important. "Hackers" could only attack a system through a "door". However, in most cases imprudent transmission and handling of sensitive data such as confidential documents, password, and personal identifiers etc. would facilitate unauthorized access to such a "door" by "hackers". Hence, internet users should be cautious when handling such kind of sensitive documents and data.

In order to prudently preserve all personal data obtained from users of our websites, apart from firewalls and other sophisticated technical facilities, we also provide and maintain other stringent security measures so as to protect our system as well as the information and data retained therein from accidental or malicious destruction or damage.



Our staff members are required to strictly adhere to our Internal Guidelines on Record Retention and Access to Personal Data. Physical records containing personal data are securely stored in locked areas when not in use. Access to such physical and/or computer records is strictly controlled and requires management approval for each access. Approvals for access to customers' personal data are granted only on a "need to know" basis. Where we retain, use and/or transmit customers' personal data, we have put in place adequate measures to protect it from accidental and/or unauthorized disclosure, modifications, loss and/or destruction.

9. Accuracy of Personal Data

We aim to keep your personal data on our records accurate and up-to-date.

Your application for our services on HGC Marketplace may be subject to credit assessment and verification of your personal details. If we regard results of such checking is unsatisfactory, we will not enter into an agreement with you. Under certain circumstances, data provided by you will be validated by using generally accepted practice. We may also require you to show the original documentation before the data may be used, such as personal identification document and/or proof of address.

10. Data Access and Correction

Under the Ordinance, you have the right to:

- check whether we hold any of your personal data;
- access your personal data held by us;
- request us to correct any inaccurate personal data held by us; and
- ascertain our policies and practices established (from time to time) in relation to personal data and the types of personal data held by us.

If you want to access and/or correct your personal data which you have given us via application form, internet or other means, or if you want to ascertain our policies and practices in relation to personal data and the kind of your personal data held by us, please contact our Data Protection Officer in writing, we will respond within 40 days after receiving your valid request in accordance with the Ordinance. We may charge you a reasonable fee for each personal data access. However, no fee will be charged by us if the data access is made for the purpose of correcting your personal data.

11. Retention of Personal Data

If you are a HGC Marketplace customer, your personal data which you have given us via the online sign-up form, will be retained for a reasonable period after termination of your subscription to our service. We will erase any unnecessary personal data from our system in accordance with our internal policy.

12. Enquiries

Should you have any enquiries concerning this Privacy Policy, please feel free to contact our Data Protection Officer in writing at:

Data Protection Officer
P.O. Box 33
Tsuen Wan Post Office
Hong Kong