

Personal Information Collection Statement (the “PICS”)

U Care Hong Kong Medical Limited (the “Company”) is a wholly owned subsidiary of AIA Group Limited. AIA Group Limited, together with its subsidiaries and affiliates are collectively referred to in this PICS as the “AIA Group” and individually referred to as an “AIA Group Company”.

In compliance with the Personal Data (Privacy) Ordinance (the “Ordinance”), the Company would like to inform you of the following:

- (1) From time to time, it is necessary for you to supply the Company with, and for the Company to collect, hold, process, use and/or obtain from any appropriate third party authorized by you, your personal data in connection with the provision of medical, healthcare and related services through panel clinics, doctors, physiotherapists and other medical practitioners, and services related to administration, processing, investigation or analysis of claims (the “Services”). Failure to supply such data may result in the Company being unable to provide the Services to you. During the course of your relationship with the Company, data may also be collected by the Company from you in the ordinary course of the Company’s business, for example, when you communicate verbally or in writing with the Company, by means of documentation, telephone recording system or otherwise, as the case may be. If you provide personal data to the Company about another individual person, you confirm that you are either (i) that individual person’s parent or legal guardian or (ii) you have obtained that individual person’s consent to provide such personal data to the Company for its use in accordance with the purposes and to allow the Company to transfer that individual person’s personal data to the classes of persons as set out in this PICS.

(2) PURPOSES FOR COLLECTING PERSONAL DATA

Personal data relating to you held or collected by the Company may be used for the following purposes (“Purposes”):

- (i) provision of the Services, including processing requests and enquiries from time to time in relation to the Services, and any functions and activities incidental to the provision of Services;
- (ii) performing statistical or other research and data matching related to the Services provided;
- (iii) marketing the Services of the Company, subject to paragraph 4 of this PICS;
- (iv) communicating with you, or your authorized organizations and persons;
- (v) meeting any disclosure requirements imposed by any legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations binding on or applying to the Company or the AIA Group or with which the Company or the AIA Group is expected to comply; and
- (vi) purposes relating thereto.

(3) TRANSFER OF PERSONAL DATA

Personal data held by the Company relating to you will be kept confidential but the Company may provide such data to the following parties, whether inside or outside of Hong Kong to fulfill the Purposes:-

- (i) any third party service provider, including but not limited to any service provider within the AIA Group, which provides services to the Company in connection with the operation of its business including administrative, telecommunications, computer, payment, data processing, storage, investigation, debt collection services, technology outsourcing, call centre services, mailing and printing services in connection with the Company’s operation and the Services;
- (ii) any authorized person or organization in connection with the Services provided by the Company to you (such as the employer for your applied job, the insurance company or your appointed broker for your applied insurance products); and
- (iii) any person or entity to whom the Company or the AIA Group is under an obligation or otherwise required to make disclosure under the requirements of any law or regulations, code of practice, guidelines or guidance given or issued by any legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations binding on or applying to the Company or the AIA Group or with which the Company or the AIA Group is expected to comply, all of which may be within or outside Hong Kong and may be existing currently and in the future;

From time to time, AIA Group or we may purchase a business or sell one or more of our businesses (or portions of the business). In the event that AIA Group or we purchase(s) a business, the personal data received with that business would be treated in accordance with this PICS, if it is practicable and permissible to do so. In the event that AIA Group or we sell(s) a business, provisions will be included in the selling contract requiring the purchaser to treat your personal data in the same manner required by this PICS.

(4) USE AND PROVISION OF PERSONAL DATA IN DIRECT MARKETING

Subject to your consent, the Company may use your personal data in direct marketing and provide your personal data to the Company's alliance program partners (as defined in paragraph 4(iii) below) for their use in direct marketing. In this connection, please note that:

- (i) the name and contact details, transaction pattern and behavior, financial background and demographic data of you held by the Company from time to time may be used by the Company in direct marketing;
- (ii) the following services, products, advice and subjects may be marketed:
 - (a) insurance, annuities, mandatory provident fund schemes or occupational retirement schemes, wealth management, credit cards, financial, banking and related services and products;
 - (b) reward, loyalty, lucky draw programs or privileges programs and related services and products;
 - (c) services and products offered by the co-branding partners and/or marketing partners of the Company and/or any AIA Group Company (the names of such co-branding partners and/or marketing partners can be found in the application form(s) and/or promotional material for the relevant services and products, as the case may be);
 - (d) medical and healthcare services; and
 - (e) charitable/ non-profitable, educational, recruitment and training causes;
- (iii) the above services, products, advice and subjects may be provided by the Company and/or the persons/providers below:
 - (a) any AIA Group Company;
 - (b) third party reward, loyalty, co-branding or privileges program providers;
 - (c) co-branding partners and/or marketing partners of the Company and/or any AIA Group Company (the names of such co-branding partners and/or marketing partners can be found in the application form(s) and/or promotional material for the relevant services and products, as the case may be); and/or
 - (d) medical service providers (collectively "alliance program partners");
- (iv) in addition to the Company marketing the above services, products, advice and subjects itself, the Company also intends to provide the personal data described in paragraph 4(i) above to all or any of its alliance program partners described in paragraph 4(iii) above for use by them in marketing those services, products, advice and subjects described in paragraph 4(ii) above by contacting you, and the Company requires your written consent (which includes an indication of no objection) for that purpose; and
- (v) the Company may receive money or other property in return for providing the personal data to its alliance program partners in paragraph 4(iii) above.

If you have previously provided the Company with your consent but you do not wish the Company to use or provide to its alliance program partners your personal data for use in direct marketing as described above or to transfer such data to third parties to conduct direct marketing anymore, you may exercise your opt-out right by notifying the Company. To exercise your opt-out right, you may write to the Corporate Data Protection Officer of the Company at the address or the email address provided in paragraph (5) of this PICS.

(5) DATA ACCESS AND CORRECTION RIGHT

In accordance with the Ordinance, you have the right to request access to and the correction of any of your personal data held by the by writing to the Corporate Data Protection Officer of the Company at the following address and email:

The Corporate Data Protection Officer
U Care Hong Kong Medical Limited
54/F, Hopewell Centre
183 Queen's Road East
Wanchai, Hong Kong
Email: info@ucare.com.hk

According to the Ordinance, the Company has the right to charge a reasonable fee which is directly related to and necessary for the processing of any data access request.

- (6)** You also have the right, to request for the Company's policies and practices in relation to personal data and to be informed of your personal data that is held by the Company by writing to the Company's Data Protection Officer at the address and email provided in paragraph (5) of this PICS.
- (7)** Should you have any query in relation to this PICS, please do not hesitate to contact our Customer Service Hotline at 2523 1830.
- (8)** Nothing in this PICS shall limit your rights under the Ordinance.
- (9)** The Company retains the right to change this PICS.

*Issued by U Care Hong Kong Medical Limited
(202405)*

個人資料收集聲明 (「本聲明」)

明康醫療香港有限公司 (「本公司」) 乃友邦保險控股有限公司的全資附屬公司。在本聲明內，友邦保險控股有限公司連同其附屬公司及聯營公司將統稱為「友邦保險集團」，並單獨稱為「友邦保險集團公司」。

為依從個人資料 (私隱) 條例 (「條例」)，本公司特此通知閣下以下事項：

(1) 為向閣下就透過專門診所、醫生、物理治療師及其他醫療從業人員提供的醫療、醫護保健及相關服務，以及與行政、處理、調查或分析索賠相關的服務 (「訂明服務」)，閣下有需要不時向本公司提供與上述服務相關的個人資料；另外，本公司亦有需要不時收集、持有、處理、使用及/或透過閣下授權的任何適當的第三方獲取閣下的個人資料。若閣下未能提供該等資料，可能會令本公司無法向閣下提供服務。在閣下與本公司來往過程期間，本公司亦可能會在日常業務運作的過程中向閣下收集資料，例如當閣下以口頭或以書面形式，透過文件、電話錄音系統或其他方式 (視乎情況而定) 與本公司聯繫。如果閣下向本公司提供有關其他人的個人資料，則閣下確認閣下是 (i) 該其他人的父母或法定監護人，或 (ii) 就向本公司提供該其他人的個人資料，以供本公司根據個人資料收集目的使用，及允許本公司將該其他人的個人的資料轉移到本聲明中規定的人員類別，閣下已獲得該其他人的同意。

(2) 個人資料收集目的

本公司所存有或收集的關於閣下的個人資料可能會用作下列用途 (「訂明用途」)：

- (i) 提供訂明服務，包括不時處理與訂明服務相關的請求和查詢，以及與提供訂明服務相關的任何功能和活動；
- (ii) 進行與訂明服務有關的統計或研究及資料配對；
- (iii) 推廣本公司的訂明服務 (受本聲明第 (4) 段所規限)；
- (iv) 與閣下或閣下授權之機構及人士通訊；
- (v) 履行任何法律、監管、政府、稅務、執法或其他機關，或自律規管機構、行業組織或協會所施加的對本公司及 / 或友邦保險集團具有約束力或適用於或期望本公司及 / 或友邦保險集團遵守的就披露資料的規定；及
- (vi) 與上述有關的用途。

(3) 個人資料的轉移

閣下存於本公司的個人資料將會保密，但本公司可能會向以下香港境內或境外的各方透露該等資料作訂明用途：

- (i) 向本公司提供與其業務及訂明服務有關的服務 (包括但不限於行政、電訊、電腦、付款、資料處理、儲存、調查、收債服務、科技外判、電話服務中心服務、郵寄及印刷服務) 之任何第三方服務供應商，包括但不限於友邦保險集團內的任何服務提供者；
- (ii) 與本公司向閣下提供訂明服務有關的任何授權人士或組織 (例如：閣下應徵工作的僱主、為閣下申請保險產品的保險公司或閣下指定的經紀人)；及

- (iii) 本公司或友邦保險集團為遵守任何法律規定，或根據法律、監管、政府、稅務、執法或其他機關，或自律規管機構或行業組織或協會所作出或發出對本公司或友邦保險集團具有約束力或適用或期望本公司或友邦保險集團遵守的規則、規例、實務守則、指引或指導（以上不論於香港境內或境外及不論目前或將來存在的），而有義務或以其他方式被要求向其作出披露的任何人士或機構；

友邦保險集團或本公司可能會不時購買一項業務或出售我們的一項或多項業務（或部分業務）。如果友邦保險集團或本公司購買某業務，則在可行且允許的情況下，將根據本聲明處理隨該業務收到的個人資料。如果友邦保險集團或本公司出售業務，出售合約中將包含條款，要求買方按照本聲明要求的相同方式處理閣下的個人資料。

(4) 直接促銷中個人資料的使用及提供

如本公司已取得閣下的同意，本公司可能會把閣下的個人資料用於直接促銷，及把閣下的個人資料提供予本公司的聯盟計劃合作夥伴(如下文第 4(iii) 段定義)作直接促銷之用。就此，請注意：

- (i) 本公司可能把本公司不時持有閣下的姓名、聯絡資料、交易模式及行爲、財務背景及人口統計數據用於直接促銷；
- (ii) 本公司可能就下列服務、產品、建議及促銷標的進行促銷：
- (a) 保險、年金、強積金或職業退休計劃、財富管理、信用卡、財務、銀行及相關服務及產品；
 - (b) 獎賞、客戶或會員、抽獎或優惠計劃及相關服務及產品；
 - (c) 本公司及 / 或任何友邦保險集團公司的品牌合作夥伴及/或營銷夥伴提供之服務及產品（該等品牌合作夥伴及/或營銷夥伴的名稱會在有關服務和產品的申請表格及 / 或宣傳資料上列明（視乎情況而定））；
 - (d) 醫療及醫護保健服務；及
 - (e) 慈善/ 非牟利、教育、招聘及訓練事務；
- (iii) 上述服務、產品、建議及促銷標的可能由本公司及 / 或下列人士或供應商提供：
- (a) 任何友邦保險集團公司；
 - (b) 第三方獎賞、客戶或會員、品牌合作或優惠計劃供應商；
 - (c) 本公司及 / 或任何友邦保險集團公司之品牌合作夥伴及/或營銷夥伴（該等品牌合作夥伴及/或營銷夥伴的名稱會在有關服務和產品的申請表格及 / 或宣傳資料上列明（視乎情況而定））；及 / 或
 - (d) 醫療服務供應商，
(統稱為「聯盟計劃合作夥伴」)；
- (iv) 除本公司促銷上述服務、產品、建議及促銷標的外，本公司同時擬將以上第 4(i) 段所述的個人資料提供予第 4(iii) 段所述的所有或任何聯盟計劃合作夥伴，以供該等人士通過聯絡閣下以促銷以上第 4(ii) 段所述的服務、產品、建議及促銷標的，而本公司為此用途須獲得閣下的書面同意（包括表示不反對）；及

- (v) 本公司可能會因如第 4(iv) 段所述將個人資料提供予我們的聯盟計劃合作夥伴而獲得金錢或其他財產的回報。

如閣下曾向本公司表示同意使用閣下的個人資料作上述直接促銷用途，或提供閣下的個人資料予我們的聯盟計劃合作夥伴作上述直接促銷用途或將閣下的個人資料提供予第三方以進行直接促銷，但其後不再希望本公司繼續使用閣下的個人資料作該等用途，閣下可通知本公司行使閣下拒絕促銷的選擇權。閣下可根據本聲明第(5)段所提供的聯絡方法以書面或電郵方式向本公司的個人資料保障主任提出有關要求。

(5) 查閱及改正資料權利

根據條例規定，閣下有權提出查閱及更正任何本公司所持有的閣下之個人資料。閣下如欲行使有關權利，請以書面或電郵方式經以下聯絡方法向本公司的個人資料保障主任提出：

明康醫療香港有限公司
香港灣仔皇后大道東 183 號合和中心 54 樓
個人資料保障主任
電郵：info@ucare.com.hk

根據條例，本公司有權就與任何查閱資料要求直接相關且是必要的處理收取合理費用。

- (6) 閣下亦有權透過本聲明第(5) 段中所提供的聯絡地址及電郵，以書面形式向本公司的個人資料保障主任索取本公司有關個人資料私隱的政策及實務運作資料，並被獲告知本公司持有的閣下之個人資料。
- (7) 如閣下就本聲明有任何疑問，請致電本公司的客戶服務熱線 2523 1830。
- (8) 本聲明不會限制閣下在條例下所享有的權利。
- (9) 本公司保留修改本聲明的權利。

由明康醫療香港有限公司發出
(202405)