

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)*