

Privacy Policy Statement

U Care Hong Kong Medical Limited (the “Company”, “we”, “us”, “our”) is a wholly owned subsidiary of AIA Group Limited. AIA Group Limited, together with its subsidiaries and affiliates (collectively referred to in this Privacy Policy Statement as the “AIA Group” and individually referred to as an “AIA Group Company”), recognise our responsibilities in relation to the collection, use, disclosure and other processing and storage of personal data.

Among the most important assets of AIA Group is the trust and confidence placed to properly handle information. Customers and potential customers expect us to maintain their information accurately, protected against manipulation and errors, secure from theft and free from unwarranted disclosure. We protect data security of our customers and potential customers by complying with all relevant data protection laws and regulations, and ensure compliance by our staff with strict standards of security and confidentiality.

This statement provides you with notice as to how and why your personal data is collected, how it is intended to be used, to whom your personal data may be transferred to, how to access, review and amend your personal data, and our policies on direct marketing and the use of cookies. You may be asked to consent to the practices and policies in this statement when you access, or interact with us via, this website. Otherwise, by using this website, you are accepting the practices and policies in this Privacy Policy Statement. If you object to any practices and policies in this statement, please do not use this website to submit your personal information to the Company.

This website is for general information purpose only. While we use reasonable efforts to ensure the accuracy of the information on this website, the Company does not warrant its absolute accuracy or accept any liability for any loss or damage resulting from any inaccuracy or omission. Without prior permission from the Company, no information contained on this website may be copied, except for personal use, or redistributed.

The Company recognises its responsibilities in relation to the collection, holding, processing or use of personal data. The provision of your personal data is voluntary. You may choose not to provide us with the requested data, but failure to do so may inhibit our ability to provide information and services to you or to respond to your enquiries. The Company will not collect any information that identifies you personally through this website unless and until you use and browse the website, use our services, interact with us, or otherwise communicate with us (including where requesting technical support).

This website, and our social media platforms (if any) are not intended for persons in jurisdictions that restrict the distribution of information by us or use of such website or social media platforms (if any). If this is applicable to you, we would advise you to make yourself familiar with and observe the relevant restrictions, and the Company does not accept liability in this respect.

How do we collect data?

We will collect and store your personal data either:

- directly when you provide such information to us (for example, when you send us enquiries or communications);
- indirectly through your use of our websites, apps or social media platforms (if any); or
- where you have provided it to us through any other means.

We may obtain lawfully collected personal or non-personal data about you from affiliated entities, business partners and other independent third parties' sources. We may also collect some information about your computer or other devices used when you visit this website, apps or social media platforms (if any).

The personal data we collect (which includes sensitive personal data as defined under relevant applicable laws and regulations), includes the following:

- name, address, occupation, contact details, date of birth, nationality and health-related information, identity card and/or passport numbers and place and date of issue thereof;
- current employer, nature of position, medical benefits and benefit usage information;
- information obtained by the Company in the ordinary course of its business;
- information obtained from a medical professional for a reference on the health condition of customers;
- technical information – such as IP address, browser type and version, time zone settings, browser plugin types, operating systems and platform, device information (including where mobile device the IMEI number, wireless networks and general network information); and
- information which is in the public domain.

If you make use of any social media features or platforms, either on our website, an application we provide, or otherwise through a social media provider, if any, we may access and collect information about you via that social media provider in accordance with their policies. When using a social media feature, we may access and collect information you have chosen to make available and to include in your social media profile or account, including but not limited to your name, gender, birthday, email address, address, location etc. Our access to this information may be limited or blocked based on your privacy settings with the relevant social media provider.

We will usually identify any information which is mandatory when we collect the information from you. You may choose not to provide us with the requested data, but failure to do so may inhibit our ability to do business with you or to respond to your enquiries.

Why do we collect your personal data and how may it be used?

Personal data is collected for the following purposes:

- provision of our services, including processing requests and enquiries from time to time in relation to our services, and any functions and activities incidental to the provision of our services;
- performing statistical or other research and data matching related to our services provided;
- marketing of our services, subject to paragraph 4 of the Personal Information Collection Statement;
- communicating with you, or your authorized organizations and persons;
- 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
- purposes relating thereto.

Unless permitted by applicable laws and regulations, we will obtain consent from you if we wish to use your personal data for purposes other than those stated in this Privacy Policy Statement.

The Company may retain your information for as long as necessary to fulfil the purpose(s) for which it is collected or as otherwise required to ensure compliance with applicable laws and regulations. The Company applies reasonable security measures to prevent unauthorised or accidental access, processing, erasure, loss or use including limiting physical access to data within the Company's systems and encryption of sensitive data when

transferring such data. Reasonable steps will be taken to delete or destroy the information when it is no longer necessary for any of the purpose above.

For our policy on use of your personal data for promotional or marketing purposes, please see the section entitled “Use of Personal Data for Direct Marketing Purposes”.

Who may be provided with your personal data?

Personal data will be kept confidential but may, where permitted by law or where such disclosure is necessary to satisfy the purpose or a directly related purpose for which the personal data was collected, provide such personal data to the following parties:

- 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 services;
- 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
- 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.

For our policy on sharing of your personal data for promotional and marketing purposes, please see the section entitled “Use of Personal Data for Direct Marketing Purposes”.

From time to time, AIA Group or we may purchase a business or sell one or more of our businesses (or portions thereof) and your personal data may be transferred or disclosed as a part of the purchase or sale or a proposed purchase or sale. 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 Privacy Policy Statement 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 Privacy Policy Statement.

Your personal data may be provided to any of the above persons who may be located in other jurisdictions or territories to that in which you are located. Your information may be transferred to, stored, and processed in other jurisdictions where any AIA Group entity is located, or jurisdiction where a third-party contractor is located or from which the third-party contractor provides us services. Where required under relevant law, we may seek your consent to the transfer of such information outside your jurisdiction to our facilities or to those third parties with whom we share it as described above. Your personal data will only be transferred to other locations, where we are satisfied that adequate levels of protection exist to protect the integrity and security of your personal data, which as a minimum are comparable to the jurisdiction or territory in which you provided such personal data.

Access Rights to Personal Data

Under applicable laws and regulations, you may have the right to:

- verify whether the Company holds any personal data about you and to access any such data;
- require the Company to correct any personal data relating to you which is inaccurate;
- withdraw your consent for use or provision of personal data for direct marketing;

- make a complaint about the Company's data handling; and
- enquire about the Company's policies and practices in relation to personal data.

Requests for access, correction, complaints, or other queries relating to your personal data should be addressed to:

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

Under applicable laws and regulations, the Company has the right to charge costs which are directly related to and necessary for the processing of any personal data request.

You also have the right to lodge a complaint with a supervisory authority in certain jurisdictions if you consider that the processing of your personal data infringes applicable law.

Use of Personal Data for Direct Marketing Purposes

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 (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 (i) above to all or any of its alliance program partners described above for use by them in marketing those services, products, advice and subjects described in paragraph (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 (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 the section "Access Rights to Personal Data" above.

Use of Cookies

Cookies are small text containing small amounts of information which are downloaded and may be stored on any of your web browsers or internet enabled devices (e.g. your computer, smartphone or tablet) that can later be read by the server - like a memory for a web page.

The Company may use cookies and other tools on the website. By continuing to use the website, you are agreeing to us placing cookies on your computer. The information collected (including but not limited to: your IP addresses (and domain names), browser software, types and configurations of your browser, language settings, geo-locations, operating systems, referring website, pages and content viewed, and durations of visit) will be used to ensure operation of the website and enable you to log in securely, for compiling aggregate statistics on how our visitors reach and browse our websites for web enhancement and optimisation purposes, and to help us understand how we can improve your experience on it.

The cookies also enable our website to remember you and your preferences, and tailor the website for your needs. Advertising cookies will allow us to provide advertisements on our websites that are as relevant to you as possible, e.g. by selecting interest-based advertisements for you, or preventing the same advisement from constantly reappearing to you.

External links

If any part of this website contains links to other websites, those sites may not operate under this Privacy Policy Statement. You are advised to check the privacy statements on those websites to understand their policies on the collection, usage, transferal and disclosure of personal data.

Amendments to this Privacy Policy Statement

The Company reserves the right, at any time and without notice, to add to, change, update or modify this Privacy Policy Statement, simply by notifying you of such change, update or modification. If we decide to change our personal data policy, those changes will be notified on our website so that you are always aware of what information we collect, how we use the information and under what circumstances the information is disclosed. Any such change, update or modification will be effective immediately upon posting. Where required by applicable law, we may also notify you in the event of material changes to this Privacy Policy Statement and, where required, seek your consent to those changes.

Additional Information

Should you have any questions on any part of this Privacy Policy Statement or would like additional information regarding the Company's data privacy practices please do not hesitate to contact us by the contact details above.