



愛護理服務集團有限公司
iLoveCare Service Group Limited

香港 九龍 尖沙咀 梳士巴利道 18 號
維港文化匯 K11 辦公大樓 7 樓
Level 7, K11 Atelier, Victoria Dockside,
18 Salisbury Road, Tsim Sha Tsui,
Kowloon, Hong Kong
電話 Tel: (852) 5584 6684
電郵 E-mail: Service@iLoveCare.com.hk
網址 Web: <http://www.iLoveCare.com.hk>

www.iLoveCare.com.hk 私隱政策及個人資料收集聲明 (“私隱聲明”)

請注意：我們可能對此聲明作出更正修改而不作預先通知。請您定時查閱。本中文譯本僅供參考之用，倘若中、英文本之文義有異，應以英文原文為準。

私隱政策

1. 服務承諾

為致力保障個人資料的私隱權，本公司確保在收集、使用、保留、轉移及查閱個人資料方面的政策及常規，均符合香港法例第 486 章個人資料(私隱)條例的規定(“條例”)。

Cookies

在瀏覽本網站之時，除非另有說明，否則本公司祇會記下您曾經到訪，而不會收集任何可辨識個人身份的資料(即關於您及可用於辨識您身份的資料)。本網站任何部分所使用的 Cookies(如有)，並非用於收集可辨識個人身份的資料。Cookies 是細小的電腦檔案，可儲存於上網人士的電腦內，用於獲取配置資料以及分析上網人士的瀏覽習慣。Cookies 可免除您每次瀏覽網站時重新登記的麻煩，並通常用於追蹤您喜歡選擇的網頁主題。您如不希望接受 Cookies，可以修改有關互聯網選項或您電腦系統的瀏覽選項，但您可能因此無法使用或啟動本網站的若干功能。

收集個人資料

您或須不時提供可辨識您個人資料，包括但不限於您的姓名、性別、出生日期、國籍、電話號碼、傳真號碼、郵寄地址、電郵地址、信用卡資料、銀行戶口號碼、教育程度、職業、家庭收入、個人收入、婚姻狀況及興趣 (“個人資料”)。如您拒絕提供有關資料，便可能無法登入網站的部分內容，並可能令本公司無法處理您的申請或要求，因而令您無法達到瀏覽網站的目的。如您未滿十八歲，必須先得到家長或監護人的同意，方可向本公司提供任何個人資料。



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收集個人資料的用途

有關您個人資料的特定用途，詳見第二部份之個人資料收集聲明。

個人資料的保存

您與本公司進行業務往來之時，本公司將保存您的網上交易紀錄以作審核之用。本公司的一般政策是將有關資料保存一段合理時間。按照我們的內部政策，這些紀錄之後會從我們的系統中被刪除。

查閱及更正資料

根據有關條例，您有權：

查核本公司是否持有您任何個人資料；

查閱本公司持有您的個人資料；

要求本公司更正任何不正確的個人資料；

確定本公司就個人資料(不時)採取的政策及常規，以及本公司持有的個人資料之類別。

如欲查閱或更正個人資料，或索取有關政策和常規以及本公司所持個人資料類別的資料，請以下列途徑提出要求：

郵寄：

香港 九龍 尖沙咀 梳士巴利道 18 號

維港文化匯 K11 辦公大樓 7 樓

愛護理服務集團有限公司

醫療護理服務部主管



愛護理服務集團有限公司
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我們會於收到你的要求後 20 個工作天內作出回應。本公司對您每次成功查閱個人資料，可酌收不時釐定之合理費用。然而，倘您確實是為作出合理更正而查閱個人資料，則將獲豁免有關費用。

2. 收集個人資料聲明

您作為生活易及/或我們的網站的瀏覽者或會員或顧客，在向本公司申請及/或繼續使用本公司服務及/或產品時，可能需要向本公司提供您的個人資料。倘有關個人資料並不完整或不正確，本公司可能無法向您提供或繼續提供有關服務。

本公司時刻將您的個人資料保密處理。本公司有關收集、使用、保存、披露、轉移、保密及查閱個人資料的政策及常規，均符合條例規定，並已載於本私隱聲明內。

本公司可使用及保存你提供的個人資料，以配合以下用途和您與本公司可能同意或法律不時要求的其他用途：

- 1) 處理您的服務申請；
- 2) 向您提供服務；
- 3) 在閣下同意的情况下，使用閣下的個人資料(包括：姓名、性別、出生日期、國籍、電話號碼、傳真號碼、住址、電郵地址、教育程度、職業、婚姻狀況、興趣、最喜歡的活動和購買行為) 推銷、推廣及客戶管理我們、我們的聯營公司、合作夥伴之服務及/或產品。

如閣下不希望收到我們所發送上述有關之產品/服務之直銷宣傳推廣資料，或不希望我們披露、轉移或使用閣下的個人資料作上述直銷用途，請以下列途徑提出要求：



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Privacy Policy and Personal Information Collection Statement (the “Privacy Statement”)

Last Update: 18 August 2023

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

1. Privacy Policy

Our Pledge

We are committed to safeguarding the privacy of individuals with respect to personal data. We ensure that our policies and practices in relation to the collection, use, retention, transfer and access of personal data comply with the requirements of the Personal Data (Privacy) Ordinance (Chapter 486) under the laws of Hong Kong (the “Ordinance”).

Cookies

When you visit our web site(s), we will record your visit only and will not collect any personally identifiable information (i.e. information that is about you and identifies you) from you unless otherwise stated. Cookies used (if any) in any part of our web site will not be deployed for collecting personally identifiable information. For your information, Cookies are small computer files that can be stored in web surfers' computers for the purposes of obtaining configuration information and analysing web surfers' viewing habits. They can save you from registering again when re-visiting a web site and are commonly used to track your preferences in relation to the subject matter of the web site. 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 web sites.



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Collection of personal data

At times, you may be required to give your personal data including, but not limited to, your name, gender, date of birth, nationality, telephone number, fax number, postal address, email address, credit card information, bank account number, educational level, occupation, household income, personal income, details of online transactions marital status and interests (collectively "personal data"). Refusal to provide such information may deny you of access to certain parts of our web site, or may render us unable to handle any application or request you are making, 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 give us the Personal Data.

Use of Personal Data Collected

Specific purposes for which your personal data may be used are set out in our Personal Information Collection Statement in Part 2 below.

Retention of Personal Data

In your dealings with us and for auditing purposes, your personal data and records of your online transactions will be kept and retained by us for a reasonable period. Such information will be erased from our system in accordance with our internal policy.

Access to and Correction of Personal Data

Under the Ordinance, you have the right to:

Check whether we hold any of your personal data;

Access your personal data held by us;

Require us to correct any personal data which is inaccurate;



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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 the personal data that you have provided to us, 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 call our customer services hotline or contact our Head of Customer Services in writing either by post or email at:

By post:

iLoveCare Service Group Limited

Level 7, K11 Atelier, Victoria Dockside,

18 Salisbury Road, Tsim Sha Tsui,

Kowloon, Hong Kong

(Attn: Medical and Nursing Service Manager)

By email:

Service@iLoveCare.com.hk

We will respond within 20 business days after receiving the request. We may charge you a reasonable fee for each personal data access. However, such fee will be waived if the data access is made for the purpose of correcting your personal data.

2. Personal Information Collection Statement



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As a customer of our company or as a visitor of our website(s), it may be necessary for you to provide us with your personal data when you apply to us and / or continue to subscribe with us for a service and / or product. If your personal data is incomplete or incorrect, we may not be able to provide or continue to provide 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 the Ordinance and this Privacy Statement.

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

- 1) Processing your service application;
- 2) Providing you with the services;
- 3) Subject to your consent, we may use your personal data (including name, gender, date of birth, nationality, telephone number, fax number, home address, email address, education level, occupation, marital status, interests, favourite activities and buying behaviour) for marketing, promotional and customer relationship management purposes certain nature of goods and/or services relating to us.

Any of our actual or proposed assignees or transferees of our rights with respect to you.

If you do not wish to receive direct marketing promotional information from us with respect to the products/services mentioned above, or do not wish us to disclose, transfer or use your personal data for the aforesaid direct marketing purposes, please call our customer services hotline or write or email to our Head of Customer Services at:

By post:

iLoveCare Service Group Limited

Level 7, K11 Atelier, Victoria Dockside,

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(Attn: Medical and Nursing Service Manager)

By email:

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1. Our websites means all the websites operating under iLoveCare Service Group Limited including, but not limited to www.iLoveCare.com.hk
2. E-message means electronic messages delivered via the following means: mobile short messaging service (SMS) / multimedia messaging services (MMS) / cross-platform mobile messaging application (e.g. smartphone messaging application).