

# **Pilot Rehabilitation Programme for Employees Injured at Work**

## **Privacy Policy Statement**

### **STATEMENT OF POLICY**

We, the Contractor of the Pilot Rehabilitation Programme for Employees Injured at Work (Pilot Programme), are committed to protecting the privacy, confidentiality and security of the personal information handled under the Pilot Programme by complying with the requirements of the Personal Data (Privacy) Ordinance (Chapter 486) (PD(P)O). We are equally committed to ensuring that all our service providers, including but not limited to clinics/ medical service centres, medical practitioners, physiotherapists, occupational therapists, as well as imaging examination and electrodiagnostic testing service providers, uphold these obligations.

### **STATEMENT OF PRACTICES**

#### **(1) Collection of Personal Data**

- (a) We collect personal information from the data subjects for particular purposes, such as ascertaining eligibility to join the Pilot Programme, charging and waiving fees, and providing rehabilitation treatment, case management and return-to-work facilitation services.
- (b) The personal information to be collected/ handled mainly include personal identification information, contact details, employees' compensation case information, Pilot Programme case information and healthcare-related information.

#### **(2) Retention of Personal Data**

Different retention periods apply to the various kinds of personal data collected and held by us. We take reasonably practicable steps to ensure that personal data will not be kept longer than is necessary for the fulfilment of the purpose (or any directly related purpose) for which the data is or is to be used, unless the retention is otherwise permitted or required by law.

### **(3) Main Purposes of Collecting Personal Data**

- (a) We collect personal data from the data subjects mainly for the following purposes:
  - (i) handling matters concerning their participation in the Pilot Programme, including but not limited to verifying eligibility to join the Pilot Programme, verifying whether they have complied with the requirements of the Pilot Programme (including checking the progress of medical clearance at Labour Department and through the “Employees’ Compensation Enquiry Service” at Labour Department’s website), charging and waiving fees, as well as providing rehabilitation treatment, case management and return-to-work facilitation services;
  - (ii) handling matters related to the healthcare of their work injuries;
  - (iii) for statistical, evaluation and research purposes on the condition that the resulting statistics or results of the evaluation/ research will not be made available in a form which will identify the data subjects or any of them; and
  - (iv) for any other legitimate purposes in connection with the handling of matters related to their work injuries.

### **(4) Disclosure of Personal Data**

The personal data collected will not be used, disclosed or transferred for any other purposes without the data subject’s express and voluntary consent, unless such use, disclosure or transfer is required, authorised or permitted by law.

### **(5) Security of Personal Data**

- (a) We will take reasonably practicable steps to ensure the security of the personal data and to protect them against any unauthorised or accidental access, processing, erasure, loss or use.
- (b) Access to the personal data is restricted to authorised personnel on a need-to-know basis.

## **(6) Outsourcing Arrangements**

Any service provider should not have access to personal data collected under the Pilot Programme except when such access is carried out under our monitoring or a contractual agreement with us, whereby clear security and confidentiality requirements and obligations exist. Such arrangements should comply with the requirements under Data Protection Principles (DPP)2(3) and DPP4(2) of the PD(P)O.

## **(7) Personal Data Access and Correction**

- (a) You have the right to request access to and correction of your personal data held by us in accordance with the provisions of the PDPO. Please note that all data access requests should be made by using the Data Access Request Form prescribed by the Privacy Commissioner for Personal Data, which can be obtained from the Work Injury Rehabilitation Office (WIRO) (Tel No.: 2293 7000) at Unit A, 11/F, TAL Building, 45-53 Austin Road, Tsim Sha Tsui, Kowloon, or can be downloaded from its website at <https://www.prp-wiro.gov.hk/>.
- (b) When handling a data access or correction request, we will check the identity of the requestor to ensure that he/she is the person legally entitled to make the data access or correction request.
- (c) A fee will be charged to cover the cost of photocopying personal data supplied in response to a data access request at the prevailing rate of photocopying charge as advised by the Secretary for Financial Services and the Treasury.

## **(8) Enquiries**

Any enquiries regarding this Privacy Policy Statement, or requests for access to or correction of personal data, can be made to the Senior Business & Compliance Manager of WIRO by post or email.

Address: Unit A, 11/F, TAL Building, 45-53 Austin Road, Tsim Sha Tsui, Kowloon

Email: [enquiry@prp-wiro.hk](mailto:enquiry@prp-wiro.hk)