



# 私隱政策 **PRIVACY POLICY**

## I. 私隱政策聲明 **PRIVACY POLICY STATEMENT**

非牟利獸醫服務協會/ NPV 動物醫院/ 非牟利獸醫診所（統稱「NPV」）致力保障動物/ 動物主人、其獲正式授權的代理人或對該動物具有法定或合法權限的人士/ NPV 的服務使用者/ NPV 的訪客（統稱「閣下」）的私隱。此政策聲明訂定在閣下使用 NPV 服務/ 到訪 NPV 時，NPV 如何從閣下收集或收集有關閣下的資料，以及如何使用或披露閣下的該等資料。The privacy of the animal(s)/ owner(s) of the animal(s), their duly authorized agent(s) or person(s) with statutory or other lawful authority over the animal(s)/ user(s) of our service(s)/ our visitor(s) (collectively, you) is of utmost importance to Non-Profit making Veterinary Services Society/ NPV Animal Hospital / Non-Profit Making Veterinary Clinic (collectively, NPV, we, our or us). This statement establishes how we collect information from or about you from your use of our service(s)/ visit(s) of the NPV and how we use or disclose such information.

## II. 我們的政策 **OUR POLICY**

NPV 遵照《個人資料(私隱)條例》（第 486 章）（《個人資料(私隱)條例》）的規定，致力保障 NPV 所收集及持有的個人資料之私隱、保密和安全。如欲查閱《個人資料(私隱)條例》及相關指引資料，可登入香港個人資料私隱專員公署網站。We are committed to protecting the privacy, confidentiality, and security of personal data we collect and hold by complying with the requirements of the Personal Data (Privacy) Ordinance (Cap. 486) (PDPO). Please visit the website of Office of the Privacy Commissioner for Personal Data, Hong Kong, and the relevant guidance notes.

## III. 我們的實務 **OUR PRACTICES**

### 1 收集及持有個人資料的類型 **Types of Personal Data Collected and Held**

- 1.1 為確認閣下之身份、向閣下提供醫療、治療及/ 或設施（統稱「該等服務」）及為其他目的，NPV 可能從閣下及/ 或已獲閣下授權的第三方，及/ 或透過使用 NPV 的臨床診斷程序，收集有關閣下的個人資料，並持有該等個人資料，當中包括，但不限於，下列各項：  
For identification, provision of services, treatments and/or facilities (collectively, Services) to you and other purposes, we may collect from you and/or third parties authorized by you, and/or by means of our clinical diagnostic procedures, and hold personal data about you, including, but not limited to, the following:

- 1.1.1 閣下個人的資料（包括閣下的姓名、性別、出生日期、身份證明文件種類和號碼）；  
your personal particulars (including your name, gender, date of birth, identification



document type and number);

1.1.2 閣下的通訊資料（包括通訊地址、電話號碼及電郵地址）； your contact information (including correspondence address, telephone number, and email address);

1.1.3 閣下的醫療紀錄/ 情況、藥物紀錄及/ 或其他與閣下健康相關的資料。 your medical history/ condition, drug history and/or other relevant information relating to your health.

1.2 透過向 NPV 發送電子郵件，閣下可能已向 NPV 發送了個人的資訊（如姓名、地址、電郵地址）。我們可能儲存閣下所提供的資料以作回覆查詢或其他跟進工作，以解決閣下在電郵中所提出的事情。 By sending us an electronic mail message, you may be sending us personal information (for example, name, address, email address). We may store this information provided by you in order to respond to the request or to otherwise resolve the subject matter of your email.

1.3 NPV 可能要求閣下在索取特定資料及/或服務時填寫登記表格。其他可能透過 NPV 而被收集的資料（如透過調查問卷、收集意見表格或其他方式），將有助 NPV 分析及了解閣下的關注事宜，藉以促進 NPV 提供更佳服務的目標。 NPV may require you to fill out registration forms when you request specific information and/or services. Other information that may be collected by NPV (for example, through questionnaires, feedback forms or other means) enables us to determine your interests, thereby in furtherance of our goal to provide better service.

## 2 個人資料的使用 Use of Personal Data

2.1 閣下的個人資料可能主要被使用於以下各項目的或任何與以下任何目的直接有關的目的： Your personal data may be used mainly for the following purposes or any purposes directly relating to any of them:

2.1.1 有關閣下的醫護及/ 或一般為醫療或治療的目的，包括 NPV 向閣下提供該等服務； purposes relating to your healthcare and/or generally for medical care or treatment purposes, including provision of the Services to you by us;

2.1.2 為教學、教育、研究及/ 或統計的目的； teaching, education, research and/or statistical purposes;

2.1.3 為閣下及職員安排運作和保養 NPV 的電子信息系統； operation and maintenance of our information systems for you and staffs;



- 2.1.4 根據下方第 4 條，向閣下提供 NPV 及/ 或關聯機構的宣傳和直接促銷資訊（「關聯機構」指與 NPV 相關人士和機構及彼等各自的附屬公司和聯營公司，連同該等股東、控股公司、附屬公司和聯營公司各自之有關提供醫護服務的聯營業務、合伙及/ 或協作）；  
provision of our and/or our Affiliates' promotional and direct marketing materials to you pursuant to paragraph 4 below (our "Affiliate" means any person(s) and organization(s) related to NPV, and their respective subsidiaries and associated companies, together with their respective joint ventures, partnerships and/or collaborations relate to the provision of healthcare services);
- 2.1.5 評估、計劃及改善 NPV 及/ 或關聯機構所提供的服務；  
evaluation, planning and improvement of services which we and/or our Affiliates provide;
- 2.1.6 就有關 NPV 及/ 或關聯機構與閣下聯絡；  
communication with you in relation to us/our Affiliates;
- 2.1.7 為 NPV 的認可、審核、服務質量控制和行政的目的；  
our accreditation, audit, service quality control and administrative purposes;
- 2.1.8 調查和處理投訴或爭議；  
investigation and processing of complaints or disputes;
- 2.1.9 預防或偵查罪案；  
prevention or detection of crime;
- 2.1.10 遵守任何法例、規則、規例、守則或指引（統稱「法律」），或根據任何法律所容許或要求而作出披露；及  
compliance with or disclosure as permitted or required by any law, rule, regulation, code or guideline (collectively, Law); and
- 2.1.11 任何閣下與 NPV 均同意的其他目的，包括就 NPV 向閣下提供特定服務/ 設施而作出的任何書面通訊或相關條款及細則中所列明的目的。  
any other purposes as may be agreed between you and us, including purposes set out in any written communication or terms and conditions for the supply of specific services/facilities to you by us.
- 2.2 當 NPV 從閣下收集個人資料時，NPV 將以適當的格式及方式向閣下提供個人資料收集聲明（「個人資料收集聲明」），以向閣下指明收集閣下的個人資料的目的，以及 NPV 可能向那類型的第三方披露閣下的個人資料  
When we collect personal data from you, we will provide you with a personal information collection statement (PICS) in an appropriate format and manner to identify to you the purposes for which your personal data are collected and the types of third parties to whom we may disclose your personal



data.

### 3 披露個人資料 Disclosure of Personal Data

3.1 NPV 將把閣下的個人資料保密，但 NPV 可就於相關的個人資料收集聲明中所列明的目的，向 NPV 職員及於該個人資料收集聲明中所列明的第三方（如閣下的主診獸醫/ 醫護人員、閣下的承保人、關聯機構、NPV 的代理人和服務提供者及法律所容許向其披露的該等其他人士）轉移或披露閣下的個人資料。NPV 亦將根據任何法律所要求披露閣下的個人資料。We will keep your personal data confidential, but we may, in addition to our staff, transfer or disclose your personal data to third parties (such as your attending veterinarian(s)/ healthcare provider(s), your insurer(s), our Affiliates, our agent(s) and service provider(s) or such other person(s) as permitted by any Law) for the purpose(s) as set out in the relevant PICS. We will also disclose your personal data as required by any Law.

3.2 除以上所述，在未獲得閣下的事先同意的情況下，NPV 將不會向任何第三方轉移或披露閣下的個人資料。Except as stated above, we will not transfer or disclose your personal data to any third party without your prior consent.

### 4 直接促銷 Direct Marketing

4.1 根據《個人資料(私隱)條例》，NPV 不會在未獲得閣下的事先同意的情況下，為直接促銷之目的使用閣下的個人資料。By virtue of PDPO, we will not use your personal data for direct marketing purposes without your prior consent.

4.2 如閣下已經給予同意而其後並無撤回該同意，NPV 可使用閣下的個人資料，藉以透過不同的通訊方法（如短訊及電郵）向閣下送交有關 NPV/ 關聯機構所提供的醫護服務的宣傳和直接促銷資訊。With your consent which is not subsequently opted out, we may use your personal data for sending you promotional and direct marketing materials in relation to healthcare services provided by us / our Affiliates through various communication channels (such as SMS and electronic mail).

4.3 如閣下想 NPV 停止在直接促銷中使用閣下的個人資料，閣下可隨時把閣下的要求發送至 [cs@npv.com.hk](mailto:cs@npv.com.hk)，或透過 NPV 不時公佈的該等其他途徑發送有關要求。If you wish us cease to use your personal data in direct marketing, you may send your request at any time to [cs@npv.com.hk](mailto:cs@npv.com.hk) or through such other channels as we may announce from time to time.

### 5 個人資料的保存 Retention of Personal Data



NPV 不會把個人資料保存至超過達致原來收集以作使用，或予以使用，的目的（包括任何直接有關的目的）之所需時間。根據 NPV 的個人資料保存政策，不同的保存期將適用於 NPV 所收集和持有之不同類型的個人資料。We will not keep personal data for longer than is necessary for fulfilling the purposes (including any directly related purposes) for which they are, or are to be, used. Different retention periods apply to different types of personal data collected and are held by us in accordance with our retention policies.

## 6 Cookie

6.1 NPV 的網站使用 Cookie 技術來提供更好的使用體驗及分析網站流量。Cookie 會幫助網站記住您的訪問習慣及喜好，使您在下次訪問時更方便。NPV's website uses cookies to enhance your browsing experience and analyze website traffic. Cookies help the website remember your preferences and browsing habits, making your next visit more convenient.

### 6.2 使用的 Cookie 類型 Types of cookies :

6.2.1 必要的 Cookie：這些 Cookie 對於網站的正常運作是必需的，它們包含了您在網站上瀏覽的基本功能。Necessary cookies: These cookies are essential for the proper functioning of the website. They include basic functionalities.

6.2.2 功能性 Cookie：這些 Cookie 用於記錄您在網站上的選擇及設定，並提供更加個性化的功能。Functional cookies: These cookies record your choices and settings on the website, providing more personalized features.

6.2.3 分析 Cookie：我們使用分析 Cookie 來收集匿名信息，以評估網站的使用情況和流量。這些數據將幫助我們了解訪客對我們網站的興趣，以便我們可以改進網站的內容和功能。Analytical cookies: We use analytical cookies to collect anonymous information to evaluate website usage and traffic. This data helps us understand visitor interests and allows us to improve website content and functionality.

### 6.3 您的選擇 Your choices :

6.3.1 您可以選擇接受或拒絕 Cookie。大部分瀏覽器預設會自動接受 Cookie，但您可以根據自己的需要在瀏覽器中修改設定，拒絕或限制 Cookie 的使用。請注意，如果您選擇拒絕 Cookie，可能會影響您在網站上的使用體驗和某些功能的運作。You can choose to accept or decline cookies. Most browsers automatically accept cookies by default, but you can modify your browser settings according to your preferences



to reject or limit the use of cookies. Please note that choosing to decline cookies may impact your browsing experience on the website and certain features may not function properly.

## 7 個人資料的準確性和安全性 Accuracy and Security of Personal Data

7.1 NPV 設有適當的程序，藉以在 NPV 使用個人資料於收集該等個人資料的目的時，在合理的切實可行範圍內保持該等個人資料的準確性、完整性和相關性。We have appropriate procedures in place to maintain, so far as is reasonably practicable, the accuracy, completeness and relevance of the personal data used by us in relation to the purposes for which the personal data are collected.

7.2 NPV 採取適當步驟保障 NPV 所持有的個人資料，以防止個人資料在未經授權或意外的情況下被查閱、處理、刪除、丟失或使用。We take appropriate steps to protect the personal data we hold against unauthorized or accidental access, processing, erasure, loss, or use.

## 8 查閱及改正個人資料 Access and Correction of Personal Data

8.1 閣下有權要求查閱及/或改正 NPV 持有之閣下的個人資料。閣下須以書面形式向 NPV 的數據保護主任作出查閱或改正資料要求的申請，請致函下列地址或電郵地址：You have the right to request access to and/or correction of your personal data held by us. You must make your data access or correction request in writing to our Data Protection Officer by post or email to:

地址：九龍太子基隆街 24 號地下， Address: Data Management Office,  
非牟利獸醫服務協會， Non-Profit making  
數據管理部 Veterinary Services Society,

G/F, 24 Ki Lung Street,  
Prince Edward, Kowloon

電郵地址：[cs@npv.com.hk](mailto:cs@npv.com.hk)

Email: [cs@npv.com.hk](mailto:cs@npv.com.hk)

NPV 將要求閣下或代表閣下作出該要求的任何其他人士提供合適的文件或資料以核實身份及/或確認授權。We will require you or any other person who makes such request on your behalf to provide suitable document or information for verification of identity and/or confirmation of authorization.

8.2 至於查閱資料要求申請，閣下可使用 NPV 的「醫療報告申請表」或下載個人資料私隱專員指明的「查閱資料要求表格」。NPV 將就查閱資料要求申請收取合理費用。For data access request, you may use the “Medical Report Application Form” or download the form



specified by the Privacy Commissioner for Personal Data. Data access request is subject to payment of a reasonable fee.

## 9 查詢 Retention of Personal Data

如閣下就本政策聲明有任何疑問或欲獲取關於 NPV 私隱政策和實務的進一步資料，請致函至 [cs@npv.com.hk](mailto:cs@npv.com.hk) . If you have any enquiries on this statement or wish to obtain further information on our privacy policies and practices, please write to [cs@npv.com.hk](mailto:cs@npv.com.hk) .

## 10 本私隱政策聲明的變更 Change to this Privacy Policy Statement

本私隱政策聲明的任何修改或更新，將於在 NPV 發佈後立即生效。Any change or update to this Privacy Policy Statement will be effective immediately upon posting in NPV.

## 11 版本 Governing Versions

NPV 為本私隱政策聲明提供了中文及英文版本作參考。中英文版本如有歧異，概以英文版本為準。NPV has provided a English and Chinese translation of this Privacy Policy Statement for reference. If there is any inconsistency or conflict between the English and Chinese versions, the English version shall prevail.

## IV. 收集個人資料聲明 PERSONAL INFORMATION COLLECTION STATEMENT

向非牟利獸醫服務協會/NPV 動物醫院/非牟利獸醫診所（統稱「NPV」）提供個人資料之前，請細閱本聲明。Please read this statement before you provide personal data to Non-Profit making Veterinary Services Society/ NPV Animal Hospital / Non-Profit Making Veterinary Clinic (collectively, NPV, we, our or us).

### 1 收集個人資料的目的 Purposes of Collection

NPV 職員及/ 或 NPV 的聯繫獸醫和醫護人員可能要求閣下提供個人資料（包括，但不限於，閣下的姓名、性別、出生日期、身份證明文件種類和號碼、通訊資料、緊急聯絡人的姓名及聯絡資料、以及健康資料），及/ 或從任何合適並已獲閣下授權的第三方及/ 或 NPV 的臨床診斷程序取得閣下的醫療紀錄/ 情況、藥物紀錄及/或任何相關資料，以使用於下列的目的及任何與下列任何目的直接有關的目的：Our staff member(s) and/or our affiliated veterinarian(s) and healthcare provider(s) may ask you to provide personal data (including, but not limited to, your name, gender, date of birth, identification document type and number, contact information, emergency contact person's name and contact details, and health information) and/or obtain from any appropriate third party authorized by you and/or by means of our clinical diagnostic procedures your medical



history/condition, drug history and/or other relevant information for the following purposes or any purposes directly relating to any of them:

- 1.1 有關閣下的醫護及/ 或一般為醫療或治療的目的：purposes relating to your healthcare and/or generally for medical care or treatment purposes:
  - 1.1.1 核實閣下的身份；verification of your identity;
  - 1.1.2 為閣下安排及/ 或提供醫療、治療及/或設施（統稱「該等服務」）；arrangement and/or provision of medical care, treatments and/or facilities (Services) to you;
  - 1.1.3 就該等服務的安排/ 提供與閣下聯絡；及 communication with you in relation to arrangement/provision of Services;
  - 1.1.4 處理繳費及/ 或保險索償事宜及/ 或向閣下收取未繳之費用；processing of payment and/or insurance claims and/or collection of amount(s) due from you;
- 1.2 為教學、教育、研究及/ 或統計的目的；teaching, education, research and/or statistical purposes;
- 1.3 為閣下及職員安排運作和保養 NPV 的電子信息系統；operation and maintenance of our information systems for you and staffs;
- 1.4 在依照《個人資料（私隱）條例》的規定而獲得閣下的同意下，向閣下提供 NPV 及/ 或關聯機構#的宣傳和直接促銷資訊（#「關聯機構」指與 NPV 相關人士和機構及彼等各自的附屬公司和聯營公司，連同該等股東、控股公司、附屬公司和聯營公司各自之有關提供醫護服務的聯營業務、合伙及/ 或協作。）；provision of our and/or our Affiliate#s promotional and direct marketing materials to you after receiving your consent in accordance with the Personal Data (Privacy) Ordinance (#Our "Affiliate" means any person(s) and organization(s) related to NPV, and their respective subsidiaries and associated companies, together with their respective joint ventures, partnerships and/or collaborations relate to the provision of healthcare services.);
- 1.5 評估、計劃及改善 NPV 及/ 或關聯機構所提供的服務；evaluation, planning and improvement of services which we and/or our Affiliates provide;
- 1.6 與閣下聯絡及/ 或就回應閣下對有關 NPV 及/ 或關聯機構的查詢或要求與閣下聯絡；communication with you and/or in response to your query or request in relation to us/our Affiliates;





- 1.7 為 NPV 的認可、審核、服務質量控制和行政的目的； our accreditation, audit, service quality control and administrative purposes;
- 1.8 調查和處理投訴或爭議；及 investigation and processing of complaints or disputes; and
- 1.9 預防或偵查罪案及/ 或為遵守任何法例、規則、規例、守則或指引（統稱「法律」）。 prevention or detection of crime and/or compliance with or disclosure as permitted or required by any law, rule, regulation, code, or guideline (Law).

提供個人資料給 NPV 是自願性的。閣下須確保所提供的個人資料是準確和完整的。如閣下未能提供任何所需的，或準確和完整的個人資料，將可能影響 NPV 向閣下提供該等服務。It is voluntary for you to provide your personal data to us. You must make sure that the personal data provided is accurate and complete. If you fail to provide any required or accurate and complete personal data, it may affect our ability to provide the Services to you

## 2 披露個人資料 Disclosure of Personal Data

NPV 可能為於本聲明內所列出的目的，把從閣下收集的，或有關閣下的，個人資料交予 NPV 職員及下方所列人士（不論該等人士是否位於香港境內或境外）：We may make personal data collected from or about you available to the following parties (whether within or outside Hong Kong) in addition to our staff for the purposes stated in this statement:

- 2.1 閣下的主診獸醫/ 醫護人員； your attending veterinarians/ healthcare providers;
- 2.2 非 NPV 職員或聯繫獸醫和醫護人員的獸醫/ 醫護人員，但彼等須為有關閣下的醫護的目的而需要閣下的個人資料； veterinarian(s)/ healthcare provider(s) who are not our staff member(s) or affiliated veterinarian(s) and healthcare provider(s) but who require them for purposes relating to your healthcare;
- 2.3 閣下的承保人或其中介人或經紀人及/ 或 NPV 的銀行、及/ 或支付服務供應商； your insurer or its agent or broker and/or our bank(s), and/or payment service provider(s);
- 2.4 向 NPV 提供與 NPV 的該等服務、營運及/ 或業務相關之服務（包括，但不限於，提供臨床、化驗或技術支援服務、賬單及會計、資訊科技支援、法律和其他專業服務）的 NPV 的代理人及服務提供者（包括專業顧問）； our agent(s) and service provider(s) (including professional advisor(s)) who provide to us service(s) in connection with our Services, operation(s) and/or business(es) (including, but not limited to, clinical, laboratory or technical service(s), billing and accounting, information technology support, legal and other professional service(s));



- 2.5 關聯機構；our Affiliate(s);
- 2.6 由 NPV 為教學、教育、研究及/ 或統計的目的而授權的該等醫院、醫護或教育機構的訪客/ 職員/ 學者/ 學生/ 實習生；visitor(s/ staff(s)/ academic(s)/ student(s) /trainee(s) from hospital(s), healthcare or educational institution(s) who are authorized by us for teaching, education, research and/or statistical purpose(s);
- 2.7 認證機構；及 accreditation institution(s); and
- 2.8 法院（如被法庭命令或傳召）或 NPV/ 關聯機構因法律要求或容許而向其交予的該等其他人士。 the court if ordered or subpoenaed by the court or such other person(s) as we/our Affiliate(s) are required or permitted by any Law.

NPV 將會在得到閣下的同意後，才為其他目的使用/ 披露閣下的個人資料。We will obtain your consent before using/disclosing your personal data for other purposes.

### 3 查閱/ 改正資料要求 Data Access/Correction Requests

閣下有權要求查閱及/或改正 NPV 持有之閣下的個人資料。閣下須以書面形式向 NPV 的數據保護主任作出查閱或改正資料要求的申請，請致函下列地址或電郵地址: You have the right to request access to and/or correction of your personal data held by us. You must make your data access or correction request in writing to our Data Protection Officer by post or email to:

地址： 九龍太子基隆街 24 號地下，  
非牟利獸醫服務協會，  
數據管理部

Address:Data Management Office,  
Non-Profit making  
Veterinary Services Society,  
G/F, 24 Ki Lung Street,  
Prince Edward, Kowloon

電郵地址: [cs@npv.com.hk](mailto:cs@npv.com.hk)

Email: [cs@npv.com.hk](mailto:cs@npv.com.hk)

至於查閱資料要求申請，閣下可使用 NPV 的「醫療報告申請表」或下載個人資料私隱專員指明的「查閱資料要求表格」。NPV 將就查閱資料要求申請收取合理費用。For data access request, you may use the “Medical Report Application Form” or download the form specified by the Privacy Commissioner for Personal Data. Data access request is subject to payment of a reasonable fee.

### 4 私隱政策聲明 Privacy Policy Statement

閣下須把本聲明與 NPV 的私隱政策聲明一起閱讀。如本政策的中英文版本有任何不一致或衝突，



非牟利獸醫服務協會  
Non-Profit making Veterinary Services Society

客戶服務部

Customer Services Department

獸醫服務，貧富共享

地址：九龍太子基隆街24號  
No.24, Ki Lung Street, Prince Edward, Kowloon  
Hotline : 2393 2070  
E-mail : cs@npv.org.hk

慈善機構 Charitable Organization 91 / 8166

[www.npv.org.hk](http://www.npv.org.hk)

概以英文版本為準。如您想參考此表格的英文版本，請聯繫您主治獸醫或接待員索取副本。You should read this statement together with our Privacy Policy Statement. Should there be any inconsistency or conflict between the English and Chinese versions of the Policy, the English version shall prevail. Should you wish to refer to the English version of this form, please contact our receptionist or your attending veterinarian for a copy.