

Personal Information Collection Statement

1. HKBN Group (“we”, “us” or “our” means HKBN Ltd, its subsidiaries, affiliates and associated companies (including but not limited to Hong Kong Broadband Network Limited, HKBN Enterprise Solutions Limited and HKBN Enterprise Solutions HK Limited)) collect and hold subscriber’s personal data in accordance with our privacy policy statement. Personal data collected and held by us may be used by us for:-
 - (a) Following up and processing your application for our services;
 - (b) Enabling the provision of our services to you;
 - (c) Conducting identity verification and/or credit checks at the time of your application for our services;
 - (d) Processing of payment instructions or collection of outstanding amounts from you in relation to the provision of our services;
 - (e) Marketing of the products and services (see paragraph 3 below);
 - (f) Providing information about our customer loyalty program or the like;
 - (g) Any purposes ancillary or incidental to the operation or administration of our customer loyalty program or the like;
 - (h) Marketing of the products and services of our business partners (see paragraph 3 below);
 - (i) Designing our services for you;
 - (j) Conducting market research or customers’ surveys;
 - (k) Provision of customer services;
 - (l) Following up and handling your complaints and enquiries;
 - (m) Sending you newsletters, promotions and offers;
 - (n) Establishing and maintaining your logged-on identity so that you can use our websites, mobile applications or other platforms without having to log on again;
 - (o) Making such disclosures as required by applicable laws, rules and regulations;
 - (p) Any other purposes as may be separately notified to or agreed with you, including the purposes stated in any special terms and conditions, other terms and conditions and application for the supply of specific goods and services; and
 - (q) Any other purposes directly related to the purpose for which the personal data were originally collected.

2. We will not transfer your personal data to third parties except for the specific classes of data transferees listed in this paragraph. Personal data collected and held by us will be kept confidential, but where disclosure is necessary for us to (1) comply with any statutory or legal obligations or requirements, or (2) provide our services to you, or (3) carry out the original purpose, or a directly related purpose specified above, for which the personal data were collected, those data may be provided to the following parties (whether within or outside Hong Kong):-
 - (a) Competent court of law, law enforcement agencies, governmental, statutory or regulatory authorities, institutions or organizations;
 - (b) Our subsidiaries, associated and/or related company(ies) engaging in the provision of our services (or any part thereof);

- (c) Banks, financial institutions, credit card issuing companies, debt collection agencies, telecommunications service operators, data hosting service providers, cloud service providers and other service providers involved in the sale, administration, promotion or provision of the Services (or any part thereof)
- (d) Any person who is acting for or on behalf of or jointly with us;
- (e) Any other person or company who is under a duty of confidentiality to us provided he/she is able to prove the right to the data;
- (f) Our dealers, agents, contractors, suppliers, other telecommunication information service providers and content providers and professional advisers;
- (g) Our partners in joint promotional activities; and
- (h) Persons who may be entitled to disclosure under circumstances described in Part VIII of the Personal Data (Privacy) Ordinance (Cap. 486) (“PDPO”) (meaning personal data exempt from Data Protection Principal 3 of the PDPO).

3. Direct Marketing on our Products and Services and our business partners

Apart from the above purposes, we also intend to use your name and contact details including the email address(es), service phone number(s) for the services subscribed and phone number(s) and address(es) made known to us for direct marketing of our products and services including but not limited to our latest offers, gifts, discounts, benefits, information relating to telecommunications and internet network services and the following products and services of our business partners: consumer products and services; shopping and dining; living, leisure and entertainment, recreation; financial, investment, banking and credit cards; transportation and travel; education; telecommunications; and non-profitable services including solicitation of donations sought by charitable organizations.

We may not so use your personal data unless we have received your consent. Your consent may be communicated to us at the time when you provide such information to us or in writing to our Personal Data Officer. You acknowledge that telephone calls with our staff may be recorded and used as evidence by us. You may also write to us at the address or email in paragraph 4 below if you wish to withdraw any consent given to us.

- 4. You have the right to request access to and the correction of your personal data held by us. If you wish to exercise such rights or if you have any query in relation to this statement, please write to:-

Hong Kong Broadband Network Limited
Personal Data Officer
(Marked Confidential)
Address: P.O. Box No. 73910, Kowloon Central
Post Office
Email: privacy@hkbn.net

HKBN Enterprise Solutions Limited
& HKBN Enterprise Solutions HK Limited
Personal Data Officer
(Marked Confidential)
Address: P.O. Box No. 72819, Kowloon Central
Post Office
Email: privacy@hkbnes.net