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(Distribution list: This Policy should be read by all staff and members of HKICP, Professional Council and its committees, and the general public.)

1. Objective


The Hong Kong Institute of Clinical Psychologists (HKICP) commits to abide by the principles of the Personal Data (Privacy) Ordinance, Cap 486 (PDPO). This Privacy Policy Statement (PPS) describes the privacy policy and practices adopted by HKICP in handling personal data. This PPS is accessible to the public via HKICP's website at www.icphk.org.hk.

2. Statement of Policy

- 2.1 The protection of privacy in relation to personal data is the concern of every person in the HKICP. We respect personal data privacy and are committed to fully implementing and complying with the data protection principles and all relevant provisions under the PDPO. The Professional Council of HKICP monitors and supervises compliance with the Ordinance within the HKICP.
- 2.2 When we collect personal data from individuals, we will provide them with a Personal Information Collection Statement (PICS) on or before the collection in an appropriate format and manner (e.g. in the same paper form or web page that collects the personal data).

3. Statement of Practice

- 3.1 Purpose of data collection and guidelines for the use of personal data.
 - 3.1.1 Provision of one's personal data to HKICP is voluntary. However, if the data provider does not provide sufficient personal data, HKICP may not be able to process the related application for membership, manage the related membership and related matters or provide services.
 - 3.1.2 HKICP exercise the powers conferred by the Accredited Registers Scheme for Healthcare Professionals of the Department of Health and its subsidiary guidelines, rules and regulations.
 - 3.1.3 The functions of HKICP are performed in accordance with its Memorandum and Articles of Association and the attainment of the objects for which HKICP is established, which include provision of services to members, making of arrangements for dissemination of information to the profession by all manner

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of means, promotion of knowledge of psychology subjects by lectures, books, correspondences, pamphlets or otherwise and making of arrangements of social and recreational activities for members of the profession.

- 3.1.4 HKICP may use the personal data collected (including, but not limited to, individual's name, title, company name, address, telephone number and email address) for the purpose of communication and association matters. Such data shall be used only for lawful purposes which are directly related to the services or activities organised, co-organised or supported by HKICP.
- 3.1.5 Except for the purposes stated in HKICP's PPS and the PICS, HKICP will not disclose individual's personal data to any third parties without the individual's prior consent unless permitted or required by law.

4. Kinds of Personal Data Held

The kinds of personal data held by HKICP are categorised as follows:

- 4.1 Admission and Practising Records: These include personal data from applications for admission, membership renewal and/or registration certificates as Clinical Psychologists in the Accredited Register (members of HKICP) and their annexures; registration numbers assigned by HKICP; records of qualifying examinations; clinical training documentation; applications, statements, declarations, returns, information, notifications, and professional indemnity records provided by individuals related to their clinical practices, and other relevant information regarding the registration status in other medical / health professional organizations, in particular if there has been a history of admission, rejection or removal from register(s).
- 4.2 Membership Records: These encompass personal data from membership applications (including student and associated records) and annexures, registration certificates issued, educational and professional qualifications, and related information, participation records for Continuing Professional Development, risk management education programs, training courses, seminars, workshops, and other activities organized by HKICP.
- 4.3 Overseas or Non-local Records: These include certificates of registration as clinical psychologists and other relevant information regarding the registration status in other medical / health professional organizations, in particular if there has been a history of admission, rejection or removal from register(s), records pertaining to overseas / non-local psychological, medical or health associations, professional indemnity records, and communications between HKICP and individuals or overseas / non-local organizations.

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- 4.4 Complaints, Investigations, and Disciplinary Records: These comprise personal data collected concerning complaints received by HKICP, compliance checks, inspections, investigations, disciplinary hearings, and related meetings, enforcement actions, and regulatory activities conducted in accordance with HKICP’s Policies and Procedures for Handling Complaints and other applicable rules.
- 4.5 HKICP Personnel Records: These consist of information included in job applications, staff personal details, job particulars, details of salary, payments, benefits, leave and training records, mandatory provident schemes participation, performance appraisals, and disciplinary matters, etc.
- 4.6 For HKICP members’ online services: These include email addresses, login IDs, and passwords, membership status and undertaking, declarations required for HKICP’s membership, records related to Professional Indemnity Insurance, Continuous Professional Development, registration fee payment etc., collected from members for the provision of members’ online services, in addition to communications between HKICP and its members.
- 4.7 Other Miscellaneous Records: These cover inquiries from the media, non-members and related communications, and personal data recorded in minutes and records of meetings involving HKICP’s Board of Directors, Professional Council members, committees, working parties, and panels, including personal data in applications for co-option to these bodies; all of which is collected by HKICP’s Secretariat for its administrative and executive functions, and personal data collected by HKICP when exercising its referral, approval or accreditation functions.

5. Main Purposes for Data Use

Personal data is retained for:

- 5.1 Admission and Practising Records: These records are maintained to enable HKICP to perform its functions regarding admission and matters relating to members’ registration or membership status, as well as adherence to the Code of Ethics and all the policies, procedures and guidelines of HKICP and other applicable regulations.
- 5.2 Membership Records: These are retained to facilitate HKICP’s functions and powers under its Memorandum and Articles of Association, Policies, Procedures, and Guidelines while providing information to the public to help the identification of members, as well as the contacts and services these members offer.
- 5.3 Overseas or Non-local Records: These records are held to support HKICP in managing registration matters and related policies, procedures, guidelines and regulations, and the management of all matters incidental thereto.

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- 5.4 Complaints, Investigations, and Disciplinary Records: These records are essential for HKICP’s regulatory functions, addressing complaints against members and related parties, conducting investigations, and implementing regulatory actions or other enforcement actions, including the disclosure of member’s identity and applied sanctions through the website of HKICP in accordance with HKICP’s Policies and Procedures on Handling of Complaints.
- 5.5 HKICP Personnel Records: These are necessary for human resources management, including recruitments, appointments, salary and benefits administration, medical claim processing, tax filings, performance evaluations, disciplinary and termination records and record-keeping of employment service.
- 5.6 Webserver Records: These are utilized to manage web services provided by HKICP.
- 5.7 Other Miscellaneous Records: These records support HKICP’s Secretariat in executing its administrative and executive duties, assisting the Board of Directors, Professional Council, committees, panels and conducting various programs organized or endorsed by HKICP.


6. Information Collected When You Visit HKICP’s Websites

When an individual visit HKICP’s websites, the visit will only be recorded as a “hit”. The webserver makes a record of the visit that includes the IP addresses (and domain names), the types and configurations of browsers, language settings, geo-locations, operating systems, previous sites visited, the time/duration and the pages visited (webserver access log). We use the webserver access log for the purpose of maintaining and improving our websites such as to determine the optimal screen resolution, which pages have been most frequently visited, etc. We use such data only for website enhancement and optimization purposes. We do not use, and have no intention to use the visitor data to personally identify anyone. Our websites do not use cookies to collect personal data.

7. Outsourcing Arrangement

The HKICP’s internal IT systems are developed and maintained by in-house staff and a local third-party service provider. The third-party service provider has designated personnel who has access to personal data stored in the IT system for carrying out specific tasks or trouble-shooting on the system assigned and under the supervision of HKICP staff.

The HKICP websites are developed and maintained by local third-party service providers. All HKICP service providers are bound by contractual duty to keep any data they come into contact with confidential and against unauthorised access, use and retention.

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8. Protection Measures

HKICP takes appropriate steps to protect the personal data we hold against unauthorised or accidental access, processing, erasure, loss or use (which includes disclosure or transfer). Appropriate physical, technical, and administrative measures have been implemented to safeguard and secure the personal data HKICP collected. HKICP's web servers are hardened, protected behind firewalls and monitored. Notwithstanding the foregoing, no data transmission over the internet or any other public network can be guaranteed to be completely secure, even if it is encrypted.

9. Retention

HKICP maintains and executes retention policies of records containing personal data to ensure that personal data is not kept longer than is necessary for the fulfilment of the purposes for which the data is or is to be used. Different retention periods may apply to various kinds of personal data collected and held by HKICP with all relevant statutory and regulatory requirements observed.

10. Disclosure of Personal Data


10.1 HKICP publishes the following personal data of our members on our website for public access.

10.1.1 The names (English and Chinese), registration numbers, and work/clinic address (optional) of our members. The main purpose of publishing such information on the Register is to protect the public who, through the Register, are informed of clinical psychologists meeting prescribed standards of training and practice in Hong Kong.

10.1.2 To protect the interest of the general public and in accordance with the Policy and Procedures for Handling of Complaints against Registrants of HKICP, HKICP shall update the membership register on our website where appropriate, and to publish the names (English and Chinese), registration numbers, the written outcomes and sanctions, if any, of its disciplinary inquiries.

10.1.3 To facilitate professional development, the names (English and Chinese) and registration numbers of a list of HKICP's Accredited Clinical Supervisors are published on our website.

10.2 The personal data collected for complaint, investigation, compliance check and enquiry purposes is used only for purposes directly related to the discharge of our regulatory and administrative functions and activities. In so doing, such personal data may be transferred to parties contacted by HKICP during the handling of the case, including the party being complained against and/or other

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parties concerned. The personal data collected by HKICP in the performance of its regulatory functions may be disclosed to agencies who are authorised to receive information relating to investigation, disciplinary and appeal proceedings, review of decisions, or law enforcement.

10.3 The personal data collected for complaint, investigation, disciplinary and appeal matters may be disclosed to parties contacted by the HKICP during the related process. The parties include the applicant's legal representative(s) (if any), the respondent (including his legal representative(s), if any), the HKICP's legal representative(s), if any, the members of involved panels and other parties concerned. The personal data collected may also be disclosed to agencies or organisations who are authorised to receive such data relating to law enforcement, prosecution or challenge against the HKICP's decisions.

11. Personal Information Collection Statement (PICS)

When HKICP collect personal data from individuals, we will provide them with a PICS on or before the collection in an appropriate format and manner (e.g. in the same paper form or web page that collects the personal data).

The PICS will state the purposes for which personal data will be used, whether it is obligatory or voluntary for the individuals to supply their personal data, the consequences for failing to supply the obligatory information, the classes of persons to whom the personal data may be transferred or disclosed, requisite information about the use and/or provision of personal data for any other purposes (if applicable), individuals' rights of access and correction of their personal data and contact details of our Executive Officer (Data Protection Officer) who will handle such access and correction requests.

12. Request for Access and Correction of Personal Data

12.1 Data providers have the right to request access to and the correction of their personal data. Any data access request should be submitted by completing the specified Data Access Request Form (OPS003) as prescribed under the PDPO and sending it to the following person:

**The Executive Officer,
Hong Kong Institute of Clinical Psychologists,
Room K4, Unit 2101, 21/F, Gala Place,
56 Dundas Street, Mongkok, Kowloon,
Hong Kong**

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12.2 Please note that when handling a data access or correction request, HKICP will check the identity of the requester to ensure that the requester is the person legally entitled to make the data access or correction request. A fee is chargeable by the HKICP for complying with a data access request.

13. Enquiries

Any enquiries regarding personal data privacy policy and practice may be addressed to the Executive Officer (Data Protection Officer) via email at icp@icphk.org.hk.

14. Attachments

14.1 **Appendix 1:** Data Access Request Form


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Appendix 1: Data Access Request Form

PERSONAL DATA (PRIVACY) ORDINANCE DATA ACCESS REQUEST FORM


Important Notice to Requestor

1. Please read this Form and the footnotes carefully before completing this Form. Where this Form contains a summary of the relevant requirements under the Personal Data (Privacy) Ordinance (“the PDPO”), the summary is provided for reference purpose only. For a complete and definitive statement of the law, please refer to the PDPO itself.
2. This Form is specified by the Privacy Commissioner for Personal Data (“the Commissioner”) under section 67(1) of the PDPO with effect from 1 October 2012. The data user may refuse to comply with your data access request (“your request”) if it is not made in this Form (see section 20(3)(e) of the PDPO).
3. Please complete this Form in Chinese or English. The data user may refuse to comply with your request if your request is not made in either language (see section 20(3)(a) of the PDPO).
4. To make a data access request, you must either be the data subject or a “relevant person” as defined in section 2 or 17A of the PDPO (please refer to Part III of this Form).
5. You are not entitled to access data which is not personal data or personal data not belonging to you (see section 18(1) of the PDPO). The data user is only required to provide you with a copy of your personal data rather than a copy of the document containing your personal data. In most situations, the data user may elect to provide a copy of the document concerned. If the personal data you request is recorded in an audio form, the data user may provide a transcript of that part of the audio record which contains your personal data.
6. It is important that you specify in this Form clearly and in detail the personal data that you request. The data user may refuse to comply with your request if you have not supplied him with such information as he may reasonably require to locate the requested data (see section 20(3)(b) of the PDPO). If you supply any false or misleading information in this Form for the purpose of having the data user comply with your request, you may commit an offence (see section 18(5) of the PDPO).
7. Do not send this Form to the Commissioner. The completed Form should be sent directly to the data user to whom you make your request.
8. The data user may require you to provide identity proof such as your Hong Kong Identity Card and may charge a fee for complying with your request (see sections 20(1)(a) and 28(2) of the PDPO).
9. The data user may refuse to comply with your request in the circumstances specified in section 20 of the PDPO.

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Important Notice to Data User

1. You are required by section 19(1) of the PDPO to comply with a data access request **within 40 days** after receiving the same. To comply with a data access request means: (a) if you hold the requested data, to inform the requestor **in writing** that you hold the data and supply a copy of the data; or (b) if you do not hold the requested data, to inform the requestor **in writing** that you do not hold the data (except that the Hong Kong Police may inform the requestor **orally** if the request is whether it holds any record of criminal conviction of an individual). A mere notification given to the requestor to collect the requested data or a note sent to the requestor for payment of a fee is insufficient. In complying with the request, you should omit or otherwise not disclose the names or other identifying particulars of individuals other than the data subject.
2. If you are unable to comply with the data access request within the 40-day period, you must inform the requestor by notice **in writing** that you are so unable and the reasons, and comply with the request to the extent, if any, that you are able to **within the same 40-day period**, and thereafter comply or fully comply, as the case may be, with the request as soon as practicable (see section 19(2) of the PDPO).
3. If you have a lawful reason for refusing to comply with the request pursuant to section 20 of the PDPO, you must give the requestor **written notification** of your refusal and your supporting reasons **within the same 40-day** period (see section 21(1) of the PDPO).
4. It is an offence not to comply with a data access request in accordance with the requirements under the PDPO. Any data user convicted of such an offence is liable to a fine at level 3 (currently set at HK\$10,000) (see section 64A(1) of the PDPO).
5. You may charge a fee for complying with a data access request, but section 28(3) of the PDPO provides that “no fee imposed for complying with a data access request shall be excessive”. The PDPO does not define the meaning of “excessive” with regard to imposing a data access request fee. According to the principle laid down in the decision of Administrative Appeal No. 37/2009, a data user is only allowed to charge the requestor for the costs which are “directly related to and necessary for” complying with a data access request.
6. You shall refuse to comply with a data access request –
 - (a) if you are not supplied with such information as you may reasonably require –
 - (i) in order to satisfy you as to the identity of the requestor;
 - (ii) where the requestor purports to be a relevant person, in order to satisfy you –
 - (A) as to the identity of the individual in relation to whom the requestor purports to be such a person; and
 - (B) that the requestor is such a person in relation to that individual;
 - (b) subject to section 20(2) of the PDPO, if you cannot comply with the request without disclosing personal data of which any other individual is the data subject unless you are satisfied that the other individual has consented to the disclosure of the data to the requestor; or

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- (c) in any other case, if compliance with the request is for the time being prohibited under the PDPO or any other Ordinance.
(see section 20(1) of the PDPO)


Section 20(2) of the PDPO provides that section 20(1)(b) (i.e. paragraph 6(b) above) shall not operate -

- (a) *so that the reference in that subsection to personal data of which any other individual is the data subject includes a reference to information identifying that individual as the source of the personal data to which the data access request concerned relates unless that information names or otherwise explicitly identifies that individual;*
- (b) *so as to excuse you from complying with the data access request concerned to the extent that the request may be complied with without disclosing the identity of the other individual, whether by the omission of names, or other identifying particulars, or otherwise.*

7. You may refuse to comply with a data access request if –
- (a) the request is not in writing in the Chinese or English language;
- (b) you are not supplied with such information as you may reasonably require to locate the personal data to which the request relates;
- (c) the request follows 2 or more similar requests made by-
- (i) the individual who is the data subject in respect of the personal data to which the request relates;
- (ii) one or more relevant persons on behalf of that individual; or
- (iii) any combination of that individual and those relevant persons, and it is unreasonable in all the circumstances for you to comply with the request;
- (d) subject to section 20(4), any other data user controls the use of the data in such a way as to prohibit you from complying (whether in whole or in part) with the request;
- (e) the request is not made by use of this Form (but you are strongly advised to respond to the request if it substantially contains the scope and details of the requested data because reliance of this ground of refusal is merely technical and the requestor may simply lodge another request using this Form);
- (ea) you are entitled under the PDPO or any other Ordinance not to comply with the request; or
- (f) in any other case, compliance with the request may for the time being be refused under the PDPO, whether by virtue of an exemption under Part VIII or otherwise.
(see section 20(3) of the PDPO)

Section 20(4) of the PDPO provides that section 20(3)(d) (i.e. paragraph 7(d) above) shall not operate so as to excuse you from complying with the data access request concerned –

- (a) *in so far as the request relates to section 18(1)(a), to any extent;*
- (b) *in so far as the request relates to section 18(1)(b), to any extent that you can comply with the request without contravening the prohibition concerned.*

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Part I: Data User
Particulars of the Data User to whom this data access request is made

Name¹ (full name in block letters): _____

 (for the attention of ² _____)
 Address: _____

Part II: Data Subject
Particulars of the Data Subject making this data access request

Name in English (full name in block letters, surname first): _____
 Name in Chinese (if any): _____
 Personal identifier, e.g. Hong Kong Identity Card number³/ passport number or other identification number previously assigned by the Data User (if any, such as student number, staff number, patient number, account number, membership number or other reference number): _____
 Correspondence address: _____

 Day time contact phone number: _____
 Email address (if any): _____


[This part must be completed if this request is made by a Requestor other than the Data Subject]

Part III: The Requestor
Particulars and capacity of the Requestor⁴

Name in English (full name in block letters, surname first): _____
 Name in Chinese (if any): _____
 Correspondence address: _____

 Day time contact phone number: _____
 Email address (if any): _____

¹ Please fill in the full name of the Data User to whom the data access request is addressed.
² If you have previously been informed by the Data User of the name and/or job title of the person to whom such a data access request may be made, please fill in here the name and/or job title of such person.
³ For Data Subject who is Hong Kong Identity Card holder. Please note that the information may assist the Data User to retrieve or locate the Requested Data. The identity card number needs not be provided in this Form if you have reasonable grounds to believe that this will not be necessary for the unique identification of the Data Subject by the Data User in the circumstances.
⁴ The Data User may require reasonably sufficient personal information from you to satisfy itself as to your identity before it can comply with this data access request.

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This data access request is made in my capacity as a “relevant person” on behalf of the Data Subject as follows:

the Data Subject is a minor and I have parental responsibility over the Data Subject;
 the Data Subject is incapable of managing his/her own affairs and I have been appointed by a court to manage those affairs;
 the Data Subject is mentally incapacitated within the meaning of section 2 of the Mental Health Ordinance (Cap. 136), and :-
 (i) I have been appointed under section 44A, 59O or 59Q of that Ordinance to be his/her guardian; or
 (ii) I have been vested the guardianship of the Data Subject or I have to perform the functions of the appointed guardian under section 44B(2A) or (2B) or 59T(1) or (2) of that Ordinance; or
 I am authorized in writing by the Data Subject to make this data access request on his/her behalf.

(Please give a tick in the appropriate box)

In proof of my above capacity, I hereby enclose the following:-

copy of birth certificate
 copy of court order
 written authorization
 others, please specify : _____

(Please tick and complete where appropriate)

Part IV: The Requested Data


This data access request is made under section 18(1) of the PDPO for the following personal data of the Data Subject, except those specifically excluded under Part V of this Form:-

Description of the Requested Data⁵:

Date around which or period within which the Requested Data was collected (if known):

The name of the branch or staff member of the Data User who collected the Requested Data (if known):

⁵ Please specify clearly and in detail the personal data requested (e.g. personal data contained in appraisal reports, medical records, credit reports) including further information, if any, such as the particular incident or transaction in association with it, the circumstances under which the personal data was collected or held, etc. to facilitate the location of the Requested Data. Too general a description of the Requested Data, such as “all of my personal data”, may render the request being refused by the Data User pursuant to section 20(3)(b) of the PDPO where the Data User is not supplied with such information as it may reasonably require to locate the personal data to which the request relates.

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Part V: Exclusions

I do not require any personal data⁶ which is:

- contained in documents which had previously been provided to the Data User by the Data Subject (e.g. letters to the Data User and/or the Requestor from the Data Subject)
- contained in documents which had previously been provided to the Data Subject by the Data User (e.g. letters to the Data Subject and/or the Requestor from the Data User or documents the Data User had provided to the Data Subject and/or the Requestor pursuant to a previous request)
- in the public domain (e.g. newspaper clippings or entries in public registers concerning the Data Subject)
- set out below (please describe as fully as possible):

(Please tick and complete where appropriate)

Part VI: The Request

I hereby request you:-

- (a) to inform me whether you hold the Requested Data⁷
- (b) to supply to me a copy of the Requested Data that you hold⁸, subject to the exclusions in Part V above
- both (a) and (b)

(Please give a tick in the appropriate box)

Part VII: Preferred Manner of Compliance

I would prefer that you⁹:

- send by registered mail a copy of the Requested Data to me at my correspondence address given in this Form
- send by ordinary mail a copy of the Requested Data to me at my correspondence address given in this Form
- supply to me a copy of the Requested Data in the *English/Chinese/in the language in which the data is held¹⁰ (*Please delete where appropriate).
- supply to me a copy of the Requested Data in the form of _____ (e.g. computer disk, microfilm, etc.)¹¹

(Please tick and complete where appropriate)

⁶ Please tick to exclude, as far as possible, any personal data that you do not wish to include in the scope of the Requested Data. This may help to avoid any unnecessary delay or charge in complying with the data access request.


⁷ By ticking this box, the Requestor indicates that he is requesting only for a confirmation of “Yes” or “No” as to whether the Data User holds the Requested Data and is not requesting the Data User to provide a copy of the Requested Data.

⁸ By ticking this box, the Requestor indicates that he is requesting only for a copy of the Requested Data. If the Data User does not hold the Requested Data, the Data User will need to notify the Requestor in writing that it does not hold the data. Please refer to paragraph 1 of “Important Notice to Data User” for exception to written notification.

⁹ However, compliance with the data access request may not be in the preferred manner where it is not reasonably practicable to do so.

¹⁰ If the language specified is not the language in which the data is held, subject to section 20(2)(b), it will be sufficient for the Data User to provide a true copy of the document which contains the data.

¹¹ If the Data User is unable to supply the form as specified because it is not practicable for the Data User to do so, it will be sufficient to supply the data in the form which it is practicable for the Data User to supply and accompanied by a written notice to inform the Requestor of the same.

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Part VIII: Further Information and Payment

I understand that before complying with this request, you may require me to provide¹²:

- (a) proof of my identity;
- (b) proof of the Data Subject's identity if I am making this request as a relevant person and further proof of my status as a relevant person;
- (c) such further information as may be reasonably required for you to locate the Requested Data;
- (d) payment of a fee charged under section 28 of the PDPO¹³.

Part IX: Use of Personal Data

Except with the prescribed consent of the individual concerned, the personal data provided in this Form will be used for the purpose of processing this data access request and other directly related purposes only.

Date

Signature of the Requestor

¹² Failure to provide the information as required by the Data User under this Part may result in the data access request being refused, or not being complied with to the desired extent.

¹³ Sections 28(2) and (3) of the PDPO provide that a fee may be charged for complying with a data access request made under section 18(1)(a) or (b), which fee shall not be excessive. According to section 28(5) of the PDPO, compliance with a data access request may be refused unless and until any such fee has been paid.