

個人資料私隱政策

私隱政策

本私隱政策旨在闡明【澳門香港機場直達】(下稱「澳門香港機場直達」)就個人資料之收集及處理的立場及操作方式。澳門香港機場直達一向致力於保障其客戶的個人私隱。

在其業務營運過程中澳門香港機場直達不時會因應各種的營運需要而向客戶收集其個人資料。

澳門香港機場直達保證收集資料的方式及所有收集到的資料均會依據並遵照香港特別行政區一切適用法例及指引而進行。

個人資料收集

為保證澳門香港機場直達能向客戶提供高質素及令客戶滿意的服務，澳門香港機場直達在不同情況下均可能需向客戶收集其個人資料。

澳門香港機場直達將確保客戶清晰知道收集其個人資料的目的及用途。同時澳門香港機場直達亦會明確的知會客戶，說明其擁有拒絕提供資料的權利及其行使有關權利的後果。倘若客戶拒絕提供澳門香港機場直達所要求之資料，澳門香港機場直達將不能確保可以跟進客戶之個案又或提供予客戶其所要求的服務。若客戶利用澳門香港機場直達網站連線至其它網站，客戶須清楚知道連線一旦成功則表示客戶已離開了澳門香港機場直達的網站。客戶必須明白其轉到之其它網站並不屬於澳門香港機場直達亦當然不受澳門香港機場直達控制或監管；因此之故，澳門香港機場直達謹此聲明，若任何人仕在經澳門香港機場直達網站連線至其它網站後向該等網站提供其個人資料，就此等行為而引致的一切後果，澳門香港機場直達通均將不予負責。

準確性及保存

雖然澳門香港機場直達在可行情況下將盡力確保所收集到之資料的準確性；唯客戶有責任確保並因應有關資料收集的目的向澳門香港機場直達提供真確、最新、準確及完整的資料。

澳門香港機場直達保留所收集到的客戶個人資料的期間將會與其需要使用有關資料的期間相同。

使用個人資料

收集之個人資料將用作下述 (或與之直接相關的) 用途：

- 在提供服務或產品予客戶時用以核實客戶身份；
- 客戶使用澳門香港機場直達服務或作訂位之用；
- 跟進客戶意見/諮詢/投訴；
- 就澳門香港機場直達的任何產品及/或服務之推廣、推銷及宣傳；
- 澳門香港機場直達之營運策劃及為提高提供予客戶的產品及/或服務之質素；
- 處理任何與提供予客戶的產品及服務相關的得益；
- 就澳門香港機場直達向客戶提供之產品及服務對客戶之信譽、付款情況及/或狀況作出分析、核實及/或查詢；
- 處理或應客戶之請求處理因澳門香港機場直達向客戶提供產品及服務之付款指示、直接轉賬及/或透支程序；
- 致使澳門香港機場直達能就所提供的產品及服務在有需要情況下能與其它行業的操作相連接或與第三者或政府機關的操作相連接；
- 防止或偵測違法行為；
- 在法例允許情況下或應法律要求而作出的披露；及
- 任何客戶及澳門香港機場直達均同意的目的(包括於任何時間在為提供產品及服務而設的任何申請表或條款內所述的目的)。

資料保安

澳門香港機場直達將採取合理的步驟及措施以防止客戶的個人資料被未經授權人仕查閱、處理或刪除。所有收集到之個人資料將嚴禁未獲授權人仕接觸。授權亦祇會在有需要情況下及因應有關員工之職責及所接受的相關訓練而予以授予。

個人資料的轉移

澳門香港機場直達所收集之個人資料在下述情況下可能被轉移：

- a) 當澳門香港機場直達須遵照法律要求、法庭命令又或按執法機構的指示行事。
- b) 當客戶以信用咭或在網上其他方式就澳門香港機場直達的服務付款引致澳門香港機場直達因應處理付款程序而需將資料轉移。

查閱及更正個人資料

根據香港法例第 486 章個人資料(私隱)條例，曾對澳門香港機場直達提供其個人資料的客戶有權向澳門香港機場直達查核澳門香港機場直達是否持有其個人資料並要求查閱有關之資料。唯澳門香港機場直達有權要求核實上述要求查閱其個人資料的客戶的身份並且若有關客戶之身份未能得以證實則澳門香港機場直達可以拒絕該查閱資料之要求。澳門香港機場直達將盡快處理任何查閱要求並在由收到要求日起計不多於四十天給予回覆。除下段所述，澳門香港機場直達將就每個查閱要求作出收費。澳門香港機場直達得不時無須事先通知而就查閱收費作出調整。若客戶之查閱或更正要求與申請成為會員時所曾提供之個人資料有關，則澳門香港機場直達將不會就有關之要求作出前段所提及之收費。因為就本段所述之事宜，客戶可直接連接到以網址- <https://www.macauhkairportbus.com/> 並自行進行查閱及/或更正。

Personal Data Privacy Policy

Privacy Policy

This Privacy Policy aims to clarify the stance and operational methods of [Macau Hong Kong Airport Direct] (hereinafter referred to as "Macau Hong Kong Airport Direct") regarding the collection and processing of personal data. Macau Hong Kong Airport Direct has always been committed to safeguarding the personal privacy of its customers.

During its business operations, Macau Hong Kong Airport Direct may, from time to time, collect personal data from customers to meet various operational needs. Macau Hong Kong Airport Direct guarantees that the methods of data collection and all collected data will be handled in accordance with all applicable laws and guidelines of the Hong Kong SAR.

Personal Data Collection

To ensure that Macau Hong Kong Airport Direct can provide high - quality and customer - satisfying services, it may need to collect personal data from customers under different circumstances.

Macau Hong Kong Airport Direct will ensure that customers are clearly aware of the purpose and use of collecting their personal data. At the same time, Macau Hong Kong Airport Direct will also clearly inform customers that they have the right to refuse to provide data and the consequences of exercising this right. If a customer refuses to provide the data requested by Macau Hong Kong Airport Direct, Macau Hong Kong Airport Direct cannot ensure that it can follow up on the customer's case or provide the services requested by the customer. If a customer uses the Macau Hong Kong Airport Direct website to connect to other websites, the customer must be clearly aware that once the connection is successful, it means that the customer has left the Macau Hong Kong Airport Direct website. The customer must understand that the other websites they are redirected to do not belong to Macau Hong Kong Airport Direct and are naturally not controlled or supervised by Macau Hong Kong Airport Direct. Therefore, Macau Hong Kong Airport Direct hereby states that if any person provides their personal data to such websites after connecting to them through the Macau Hong Kong Airport Direct website, Macau Hong Kong Airport Direct will not be responsible for any consequences arising from such actions.

Accuracy and Retention

Although Macau Hong Kong Airport Direct will make every effort to ensure the accuracy of the collected data whenever possible, it is the customer's responsibility to ensure and provide true, up - to - date, accurate, and complete data to Macau Hong Kong Airport Direct in accordance with the purpose of the data collection.

The period for which Macau Hong Kong Airport Direct retains the collected customer personal data will be the same as the period during which it needs to use the relevant data.

Use of Personal Data

The collected personal data will be used for the following (or directly related) purposes:

- To verify the customer's identity when providing services or products to the customer;
- For customers to use the services of Macau Hong Kong Airport Direct or for reservation purposes;
- To follow up on customer comments / inquiries / complaints;
- For the promotion, marketing, and publicity of any products and / or services of Macau Hong Kong Airport Direct;
- For the operational planning of Macau Hong Kong Airport Direct and to improve the quality of products and / or services provided to customers;
- To handle any benefits related to the products and services provided to customers;
- To analyze, verify, and / or make inquiries about the customer's reputation, payment status, and / or situation regarding the products and services provided by Macau Hong Kong Airport Direct to the customer;
- To process or, at the customer's request, handle payment instructions, direct transfers, and / or overdraft procedures for the products and services provided by Macau Hong Kong Airport Direct to the customer;
- To enable Macau Hong Kong Airport Direct to connect the operations of the products and services provided, if necessary, with those of other industries or with the operations of third parties or government agencies;
- To prevent or detect illegal acts;
- To make disclosures when permitted by law or as required by law; and
- Any purpose agreed upon by the customer and Macau Hong Kong Airport Direct (including any purpose stated in any application form or terms for the provision of products and services at any time).

Data Security

Macau Hong Kong Airport Direct will take reasonable steps and measures to prevent customers' personal data from being accessed, processed, or deleted by unauthorized persons. All collected personal data will be strictly prohibited from being accessed by unauthorized persons. Authorization will only be granted when necessary, in accordance with the duties of relevant employees and the relevant training they have received.

Transfer of Personal Data

The personal data collected by Macau Hong Kong Airport Direct may be transferred under the following circumstances:

- a) When Macau Hong Kong Airport Direct is required to comply with legal requirements, court orders, or instructions from law enforcement agencies.
- b) When a customer pays for the services of Macau Hong Kong Airport Direct by credit card or other online means, resulting in the need for Macau Hong Kong Airport Direct to transfer data in response to the payment processing procedures.

Access to and Correction of Personal Data

According to the Personal Data (Privacy) Ordinance, Chapter 486 of the Laws of Hong Kong, customers who have provided their personal data to Macau Hong Kong Airport Direct have the right to check with Macau Hong Kong Airport Direct whether it holds their personal data and request access to the relevant data. However, Macau Hong Kong Airport Direct has the right to verify the identity of the customer requesting access to their personal data, and if the identity of the relevant customer cannot be verified, Macau Hong Kong Airport Direct may refuse the request to access the data. Macau Hong Kong Airport Direct will process any access request as soon as possible and respond within no more than forty days from the date of receipt of the request. Except as described in the following paragraph, Macau Hong Kong Airport Direct will charge a fee for each access request. Macau Hong Kong Airport Direct may adjust the access fee from time to time without prior notice. If the customer's access or correction request is related to the personal data provided when applying to become a member, Macau Hong Kong Airport Direct will not charge the fee mentioned in the previous paragraph for the relevant request. Because for the matters described in this paragraph, the customer can directly connect to the website - <https://www.macauhkairportbus.com/> and conduct access and / or correction on their own.

The Chinese version shall prevail in case of any discrepancy or inconsistency between the Chinese version and its English translation.