

PCCW Group Data Access Request Form

Important Notice

1. This Data Access Request Form (“Form”) should be completed in the Chinese or English language, failing which we (i.e. the Data User, as defined in Part 1 of this Form) may refuse to comply with your Data Access Request (“Request”). The Data Access Request Form (Form OPS003) specified by the Privacy Commissioner for Personal Data of Hong Kong may also be used in lieu of this Form for submitting a Request.
2. To make a Request, the individual making the request (“Requestor”) must either be the Data Subject or a “Relevant Person” as defined under sections 2 and 17A of the Personal Data (Privacy) Ordinance (“Ordinance”), respectively. You must provide sufficient evidence for identity verification. Where you are the Data Subject, you should provide a photocopy of your identity card or passport issued by relevant authority, and where you are the Relevant Person, you should provide a photocopy of your identity card or passport together with relevant supporting document including a written authorisation from the relevant Data Subject (where applicable) and a photocopy of the Data Subject’s identity card or passport. Alternatively, identity documentation may be produced for verification in person at our designated retail shop at 14/F PCCW Tower, Taikoo Place, 979 King’s Road, Quarry Bay, Hong Kong.
3. The Requestor should specify in sufficient detail and clarity the Personal Data requested in order to facilitate location of the requested data by the Data User. Failure to supply such information which we may reasonably require to locate the requested data may result in us being unable to process the Request.
4. As the Data User, we are required under section 19 of the Ordinance to provide you with a copy of your Personal Data upon your Request. We may elect to provide a copy of your Personal Data in a form distinct from the original form containing your Personal Data.
5. Any Personal Data provided on this Form will be used for the purpose of completing this Request and as is necessary for us to administer our obligations to comply with the Request.
6. Upon receipt of the Request, based on the information provided by you in the Form and verification of appropriate identification information, we will process and duly comply with the Request (or notify you of the reasons why we are unable to process/comply with the Request) within the 40-day stipulated statutory time period. Please note that a copy of the “Privacy Statement”, setting out our policy regarding the collection, holding, processing and use of Personal Data may be accessed at www.pccw.com/legal/privacy.html.
7. As the Data User, we reserve the right to impose on the Requestor a fee proportionate to our cost incurred in complying with the Request. Where the fee payable is higher than the standard fee as shown in our Fee Schedule, we will advise you the details for your acceptance before we proceed. For details, please refer to the Fee Schedule below.

Please send the completed Form and supporting documentation, including a cheque of the amount specified in the Fee Schedule (payable to “HKT Limited”), to Privacy Compliance Officer, PCCW Limited, GPO Box 9872, Hong Kong.

Fee Schedule

- | | |
|--|---|
| For obtaining photocopy of Requested Data | : HKD250 (standard, subject to change according to cost) |
| For obtaining a copy of Requested Data in form other than paper-based copy | : HKD250 and any additional fee proportionate to our additional cost incurred in complying with the Request |

PCCW Use Only
Date received:
Reference:



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Part 1: Particulars of the Data User

(i.e. the Company(ies) of the PCCW Group to whom this Data Access Request is made)

Part 2: Particulars of the Data Subject making this Data Access Request

Full Name	(English, surname first)	(Chinese, if applicable)
Hong Kong Identity Card/Passport Number		
Correspondence Address		
Email Address (if any)		
Contact Number	+852	

Part 3: Particulars and capacity of the Requestor

(To be completed where Requestor is not the Data Subject)

Full Name	(English, surname first)	(Chinese, if applicable)
Hong Kong Identity Card/Passport Number		
Correspondence Address		
Email Address (if any)		
Contact Number	+852	
Relationship with the Data Subject		

Declaration (please indicate using a tick "✓"):

☐ I make this Data Access Request in my capacity as a Relevant Person of the Data Subject and (where applicable) I am authorised in writing by the Data Subject to make this Request on his/her behalf.

Part 4: The Requested Data

This Data Access Request is made for the following Personal Data of the Data Subject, except those specifically excluded under Part 5 of this Form:-

Description of the Requested Data (in sufficient detail and clarity)	
Data around which or period within which the Requested Data were collected or is concerned	

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Part 5: Exclusions

For avoidance of doubt, the Requested Data do not include any Personal Data (please indicate using a tick "✓"):-

contained in documents previously provided to the Company by the Data Subject (e.g. letters to the Company from the Data Subject)	
contained in documents previously provided to the Data Subject by the Company (e.g. letters to the Data Subject from the Company)	
in the public domain (e.g. newspaper clippings or entries in public registers concerning the Data Subject)	
other excluded Personal Data (please specify):	

Part 6: The Request

I hereby request you (please indicate using a tick "✓"):-

(a) to inform me whether you hold the Requested Data	
(b) if you hold any of the Requested Data, to supply me of a copy of such Data that you hold	
Both (a) and (b)	

Part 7: Preferred Manner of Compliance

In your complying with this data request, I would prefer you (please indicate using a tick "✓"):-

Notify me when a copy of the Requested Data is ready for collection	
Send by mail a copy of the Requested Data to me at my correspondence address given in this Form	
Send by email a copy of the Requested Data to me at my email address given in this Form	
Supply to me a copy of the Requested Data in the form of _____ (e.g. computer disk, etc.) *Where no "form" is indicated, the Company will supply the Requested Data as paper-based copy or in a form reasonably practicable for the Company	

Part 8: Further Information

I understand that before complying with my request, I am required to provide:

(a) proof of my identity	
(b) where I am making this request on behalf of the Data Subject, proof of the identity of the Data Subject and further proof of my capacity as a Relevant Person or authorisation for me to make the request	
(c) such further information as may be reasonably required for you to locate the Requested Data	

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Date	Signature of Requestor
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