

It is the policy of ISS EastPoint Facility Services Limited, its subsidiaries and associated companies (collectively "we" or "Our Company"), as one "Data User", in complying with the requirements of the Personal Data (Privacy) Ordinance, Chapter 486 of the laws of the Hong Kong SAR ("Ordinance"). In doing so, we will ensure compliance by our staff with the strictest standards of security and confidentiality.

Our Company safeguard all information provided by our Customers and web site Users ("Users"). We do not collect any personally identifiable information from Users during their browsing of our web sites. When Users visit our web sites we record their visit only as a 'hit' and do not collect any Personal Data from them. We will however make a record of their visit that shows only the Domain Name Server address, part of their e-mail address, and of the pages visited. We use such information only for preparing general statistics on the usage of our web sites.

If Personal Data are collected in the process of making enquires or submitting applications for services provided by different operations within our Company, Users will be informed via the respective [Personal Information Collection Statements] of our web sites of such purposes and uses, including the extent of their transfer and disclosure; and the right of access to and correction of the collected Personal Data.

Once we have obtained User's Personal Data, it will be maintained securely in our system. We shall retain Users' Personal Data for so long as he or she is a registered user of our Web sites. Only the authorized staff, who have been properly trained, will be permitted access to such Personal Data, and we shall not release such Personal Data to any external parties except those parties set out in our [Personal Information Collection Statements] without User's agreement.

We may from time to time send direct marketing materials promoting products and services to Users based on their Personal Data. Suitable opt-out facilities will be provided during the direct marketing process.

We shall make our best endeavours to ensure that the privacy of Users is properly protected. However, given the nature of the Internet, we cannot guarantee that there is "perfect security".

Should Users have any queries about our privacy policy and practice, please write via e-mail to our Customer Services Centre at [*\[customerservices@eastpointhk.com\]](mailto:customerservices@eastpointhk.com) or via mail to 18/F Warwick House West, Taikoo Place, 979 King's Road, Quarry Bay, Hong Kong.