



Privacy Policy Statement

General policy statement

Sun Mobility Insurance and Claims Service Limited (hereinafter referred to as the “Company”) recognises its responsibilities in connection with the collection, holding, processing, use and transfer of personal data under the Personal Data (Privacy) Ordinance (Cap. 486) (“PDPO”). The Company will collect personal data only for lawful and relevant purposes. The Company will endeavour to ensure security of the personal data and to avoid accidental or unauthorised erasure or access, or other uses.

Personal data is collected from you on a voluntary basis. Personal data may include name, address, telephone number, fax number, e-mail address, financial information, medical record, occupation, date of birth, identity card number etc. If you do not provide the Company with the requested personal data, the Company may not be able to provide the products, information or services you require or process your requests.

Purposes and uses: From time to time the Company needs to collect personal data which may be used, processed, stored, disclosed or transferred or shared by the Company for the following purposes and uses:

1. providing the products and services of the Company for you, and administering, operating and managing such products and services. Such products and services may include arranging insurance, provident fund or scheme, other financial products and services, and other related products and services, and handling claims;
2. processing any requests made by you for products or services offered by the Company;
3. providing subsequent services for you e.g. administering the insurance policies issued;
4. handling any claims made by or against or involving you in respect of any products or services provided by the Company;
5. designing products and services for you;
6. making disclosure as required by any applicable law, regulations, rules, or guidelines;
7. processing identity or credit checks, or debt collection;
8. complying with the laws’ requirements;
9. carrying out other services in relation to the Company’s operation and business; and
10. any other purposes related to any of the above purposes.

Transfer of personal data: Personal data will be kept confidential but may be provided for:

1. any companies or people associated with the Company, any insurance companies, claims investigation companies, fund management companies or financial institutions;
2. any people in relation to any claims made by or against or involving you in respect of any products or services provided by the Company;
3. any agents, contractors or third parties who supply administrative or other services to the Company;
4. credit reference agencies and debt collection agencies; and
5. any governmental or regulatory authorities.

Retention and accuracy: Personal data collected is retained for such period as necessary for the proper discharge of the Company’s services and obligations, and to fulfill various legal requirements.

Security: Company has in place security measures for preventing personal data collected from any misuse and unauthorised access. Access is limited to our authorised staff. Our staff handling personal data know this Privacy Policy Statement and will perform their duties to fulfill the Company’s obligations to you.

Access and correction of personal data: Under the PDPO, you have the right to check whether the Company is holding your personal data, to obtain a copy of the data, and to correct the data.

Requests for access, correction and information of personal data held by the Company should be made in writing to:

Personal Data Protection Officer

Sun Mobility Insurance and Claims Services Limited

23/F, Excel Centre, 483A Castle Peak Road, Lai Chi Kok, Kowloon, Hong Kong