



[S02] Code on Access to Information

[S02] 公開資料守則

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引言 Introduction

物業管理業監管局（監管局）的主要職能是規管在香港提供物業管理服務的公司及從業員和推動業界的專業化。為達致此目的，監管局明白到市民是需要充分認識監管局及其提供的服務，以及監管局監管制度下各方的權力和職責。

The principal functions of the Property Management Services Authority (“PMSA”) are to regulate the provision of property management services by companies and practitioners in Hong Kong, and to promote the professional development of the industry. To this end, the PMSA recognises the need for the community to be well informed about the PMSA, the services it provides and the rights and obligations of various parties under the PMSA regulatory regime.

本守則界定監管局擬向公眾提供資料的範疇，列出可按慣例或因應要求提供資料的方式，並訂明發放資料的程序。

This Code defines the scope of information that may be provided to the general public, sets out how the information will be made available either routinely or in response to request, and lays down the procedures governing its release.

本守則授權和規定監管局職員除有特別理由外，按慣例或因應要求提供資料。這些理由載列於第 2 部。若拒絕任何索取資料的要求，應提述這些理由並附以解釋。

The Code authorises and requires PMSA staff, routinely or on request, to provide information unless there are specific reasons for not doing so. These reasons are set out in Part 2 and should be cited with explanation if a request for information is refused.

任何索取資料的要求均須盡快及妥善地處理，如有需要，有關人員會協助市民闡明其要求，並建議其可進一步聯絡的政府部門 / 組織（如合適）。有關的程序會盡量精簡。

Request for information will be handled as promptly and properly as possible and if necessary, members of the public may be approached to clarify their request or directed to the Government department/organisation they may approach further (if appropriate). Procedures will be kept as simple as possible.

本守則亦載列有關要求覆檢的程序，以便市民在認為守則的規定未獲適當執行時知所遵循。

The Code also sets out procedures for review if a member of the public considers that the provisions of the Code have not been properly applied.

本守則已上載監管局網站：<https://www.pmsa.org.hk>。

The Code has been uploaded to the PMSA website: <https://www.pmsa.org.hk/>.

第一部 PART 1

適用範圍 Scope

- 1.1 本守則僅適用於監管局。
The Code applies to the PMSA only.

法庭、審裁處及調查小組 Courts, Tribunals and Inquiries

- 1.2 就法庭、審裁處和調查小組所進行的聆訊而言，本守則對現時有關披露資料的法規並無影響。
The existing legal rules governing disclosure of information in the context of proceedings before courts, tribunals and inquiries are not affected by the Code.

提供資料 Provision of Information

按慣例公布或供查閱的資料 Information to be Published or Made Available Routinely

- 1.3 監管局會公布下述資料，或在其辦事處及/或網頁提供這些資料以供查閱：
The PMSA will publish, or make available for inspection at its office and/or website, the following –
- (a) 有關監管局的資訊，包括：
information on the PMSA, including:
 - (i) 其組織架構；以及
its organisation; and
 - (ii) 其職能
its functions.
 - (b) 有關法例下的公開登記冊；
public register established under relevant legislation;
 - (c) 刊物，包括其年報、小冊子、傳單、新聞稿；以及
publications, including its annual report, booklet, leaflet, press release; and
 - (d) 查閱資料的程序。
the procedures for access to the information.
- 1.4 每當監管局首次推出或更改某項公共服務時，監管局會公布足夠的資料，說明新增服務的性質或服務有何改變，以及哪些人會受影響。
Whenever a service for the public is introduced or changed, the PMSA will publish sufficient information to explain the nature of the new service or change, and who will be affected by it.

應要求提供的資料 **Information to be Provided on Request**

- 1.5 監管局亦可應要求就其政策、服務、決定及職責範圍以內的其他事宜，提供額外資料。不過，若要求提供的資料屬第2部所載列的範疇，則可予以拒絕。

The PMSA may also, on request, provide additional information relating to its policies, services, decisions and other matters falling within its area of responsibility, except that request for information in the areas listed in Part 2 may be refused.

法定義務及限制 **Legal Obligations and Restrictions**

- 1.6 本守則對市民查閱資料的既有法定權利並無影響。同樣，守則亦不會影響有關公開資料方面的既有法定限制，不論這些限制是法定禁令或任何根據普通法或適用於香港的國際協議所引起的義務。如本守則與法定條文或普通法或國際協議有任何抵觸，則以後者為準。

The Code does not affect statutory right of access to information. Equally the Code does not affect legal restriction on access to information whether these are statutory prohibition, or obligation arising under common law or international agreement which applies to Hong Kong. If there is any inconsistency between the Code and a statutory provision, or between the Code and an obligation arising under common law or an international agreement, the latter shall prevail.

程序 **Procedures**

公開資料主任 **Access to Information Officer**

- 1.7 監管局已指派一名人員擔任公開資料主任，負責促進和監督守則的執行。

The PMSA has designated an Access to Information Officer responsible for promoting and overseeing the application of the Code.

索取資料的要求 **Request for Information**

- 1.8 索取資料的要求可以口頭或書面方式提出。

Request for information may be made orally or in writing.

- 1.9 如索取的資料可以即時和簡單地回應，例如口頭作答、提供單張或標準表格，則通常以口頭方式提出便可。不過，在有需要或適當的情況下，監管局職員可要求市民書面確認他們的口頭要求。

Oral request will usually suffice where the information requested can be provided readily and simply, for example by oral reply or provision of leaflet or standard form. PMSA staff may, however, ask for an oral request to be confirmed in writing where necessary or appropriate.

- 1.10 書面要求可以書函、電郵或附件所載的申請表格提出，並應寄交監管局的公開資料主任。

Written request may be made by letter, email or the application form at Appendix, and should be addressed to the Access to Information Officer of the PMSA.

- 1.11 有關查閱及 / 或更正監管局所保存的個人資料的要求，並不屬於本守則的涵蓋範圍，監管局會另行按《個人資料（私隱）條例》的規定處理。

Request for access to and/or correction of an individual's own personal data held by the PMSA will be dealt with separately pursuant to the Personal Data (Privacy) Ordinance and is outside the scope of this Code.

回應索取資料的要求 Response to Request for Information

- 1.12 監管局會盡快回應索取資料的要求。

Response to request for information will be given as quickly as possible.

- 1.13 倘若口頭答覆或提供標準單張、表格等方式均不能完全滿足要求(不論是以書面或口頭提出)，則可透過下列方式提供資料：

Where a request, whether written or oral, cannot adequately be met by an oral reply or provision of a standard leaflet, form, etc., the information may be given by –

- (a) 提供有關紀錄或其部分的副本；
providing a copy of the relevant record or part thereof;
- (b) 提供有關紀錄或其部分的抄本；
providing a transcript of the relevant record or part thereof;
- (c) 給予合理機會查閱、聆聽或查看有關紀錄或其部分；或
affording a reasonable opportunity to inspect, hear or view the relevant record or part thereof;
or
- (d) 提供有關紀錄或其部分的摘要。
providing a summary of the relevant record or part thereof.

資料會盡量以原來的形式提供。紀錄內若有些資料不可以披露，其餘部分須視乎情況或可公開。

As far as possible, information will be provided in the form in which it exists. Where disclosure of certain information in a record is to be refused and subject to the circumstance, access to the remaining part of the record may be possible.

- 1.14 本守則不會強制監管局—

The Code does not oblige the PMSA to –

- (a) 提供監管局沒擁有的資料；
acquire information not in their possession;

- (b) 編製從來沒有存在的紀錄；
create a record which does not exist;
- (c) 應要求提供已公布的資料(不論是免費或付費後才提供)；或
provide on request information which is already published, either free or at a charge; or
- (d) 提供可透過收費服務獲得的資料。
provide information available through an existing charged service.

在這些情況下，會盡量向申請人指出適當的資料來源處。

In these circumstances, an applicant for information will, where possible, be directed to the appropriate source of information.

作出回應的預定時間 Target Response Times

- 1.15 在可能範圍內，會在接獲書面要求後的14日¹內提供有關資料。如情況不許可，亦會在接獲要求的14日內給予申請人初步答覆，而作出回應的預定時間則會是接獲要求起計的21日。

Where possible, information will be made available within ten (10) days¹ of receipt of a written request. If that is not possible, the applicant will be so advised by an interim reply within ten (10) days of receipt of the request. The target response time will then be twenty-one (21) days from receipt of the request.

- 1.16 如要求不獲接納，則會在上文第1.15段所述的時限內通知申請人並附上解釋。

If a request is to be refused, the applicant will be so informed within the timeframe set out in paragraph 1.15 above with explanation.

- 1.17 只有在特殊情況下方可延至超過21日後才作出回應，但應向申請人解釋有關情況，而再延長的期限通常不得超過30日。

Response may be deferred beyond twenty-one (21) days only in exceptional circumstances, which should be explained to the applicant. Any deferral should not normally exceed a further period of thirty (30) days.

- 1.18 為配合第1.19-1.21段所述有關索取第三者資料的程序，或如申請人未有按照第1.22段所述支付所徵收的費用，這些預定時間在有需要時可予延長。

These targets may be extended if necessary to accommodate the third party procedures set out in paragraphs 1.19 - 1.21, or where the applicant fails to pay any charges levied in accordance with paragraph 1.22.

¹ 「日」一詞在本守則內是指「曆日」。

“Day” means “calendar day” in this Code.

第三者資料 Third Party Information

程序及時間表 Procedures and Timeframe

- 1.19 如索取的資料是為第三者持有或由第三者提供，並從第三者明確知道或獲得暗示不會進一步披露，但該等資料根據本守則被界定為可予披露的資料，則監管局會告知該第三者，請其表示同意或就反對披露這些資料作出陳述，並會要求其在30日內作出回應，或應要求給予其一段較長而合理的時間以作出回應。

Where information requested is held for, or was provided by, a third party under an explicit or implicit understanding that it would not be further disclosed, and where such information is disclosable under the Code, the PMSA will so advise the third party and invite the latter to consent to, or make representations against disclosure. The third party will be asked to respond within thirty (30) days or such reasonable longer period as he may be granted on request.

- 1.20 經該第三者書面同意後便可披露有關資料。

On receipt of consent in writing from the third party, the information may be disclosed.

- 1.21 假如該第三者就反對披露作出陳述，或未有在規定時間內作出回應，基於監管局向第三者的明確或暗示的承諾，監管局將不會披露有關的資料。

If the third party makes representation against disclosure, or fails to respond within the stipulated time, the PMSA will not disclose the information requested, in honour of its explicit or implicit undertaking to the third party.

收費 Charges

- 1.22 處理索取資料的要求需要使用資源，因此監管局可能會按照提供所需資料的成本，向使用這項服務的人士收取費用，而有關資料會在所需的費用繳清後才發放。

Processing request for information uses resources and the PMSA may therefore require payment for this service. Any charges levied will reflect the cost of providing the information, and the information will not be released until the requisite payment has been made.

覆檢 Review

- 1.23 任何人如認為監管局未有遵行守則的規定，可要求監管局覆檢有關情況。上文第1.15至1.18段所載作出回應的預定時間，也適用於各項覆檢的要求。覆檢會由監管局行政總裁負責，其所作的決定為最終決定。

Any person who considers that the PMSA has failed to comply with any provision of the Code may ask the PMSA to review the situation. The target response times set out in paragraphs 1.15 to 1.18 above also apply to request for review. The review will be undertaken by the Chief Executive Officer and his decision will be final.

第二部 PART 2

可拒絕披露的資料 Information which may be Refused for Disclosure

- 2.1 監管局可拒絕披露下列類別的資料，或拒絕證實或否認是否有該等資料；而在拒絕提供資料時，通常會提述下文所述的理由。

The PMSA may refuse to disclose information, or may refuse to confirm or deny the existence of information, in the categories and for the reasons set out below, which will normally be referred to if a request is refused.

- 2.2 凡本部提及的“傷害”或“損害”，包括實際造成的傷害及損害，以及可能或有理由預期會造成的傷害及損害。在這些情況下，監管局會考慮披露資料的公眾利益是否超過可能造成的傷害或損害。

References in this Part to “harm” and “prejudice” include both actual harm and prejudice and the risk or reasonable expectation of harm and prejudice. In such cases, the PMSA will consider whether the public interest in disclosure of the information outweighs any harm or prejudice that could result.

執法及法律訴訟程序 Law Enforcement and Legal Proceedings

- 2.3 如有以下情況，監管局可拒絕披露下列類別的資料，或拒絕證實是否有該等資料

—
The PMSA may refuse to disclose information, or may refuse to confirm the existence or non-existence of information if –

- (a) 資料如披露會令司法（包括進行審訊和執行或施行監管、法律的工作）受到傷害或損害。

Information the disclosure of which would harm or prejudice the administration of justice, including the conduct of any trial and the regulatory enforcement or administration of the law.

- (b) 資料如披露會令紀律行動、法律訴訟程序或任何曾經或可能會在審裁處、調查小組或上訴審裁小組的聆訊進行的程序或其公正裁決受到傷害或損害，而不論這些調查是否公開進行或這些資料是否曾經或可能會在上述程序中考慮予以披露。

Information the disclosure of which would harm or prejudice disciplinary actions, the conduct or impartial adjudication of legal proceedings or any proceedings conducted or likely to be conducted by a tribunal, inquiry or Appeal Panel, whether or not such inquiry is public or the disclosure of the information has been or may be considered in any such proceedings.

- (c) 資料是與已審結、終止或延緩的法律訴訟程序，或與引致或已可能引致法律訴訟程序(無論是刑事或民事訴訟程序)的調查有關。

Information which relates to proceedings which have been completed, terminated or stayed, or which relates to investigation which resulted in or may have resulted in proceedings, whether any such proceedings are criminal or civil.

- (d) 因法律專業特權而獲免在法律訴訟程序中提交的資料。

Information which would be privileged from production in legal proceedings on the ground of legal professional privilege.

- (e) 資料如披露會令防止、調查和偵查罪案及罪行，以及逮捕或檢控罪犯的工作，或任何羈留設施或監獄的保安受到傷害或損害。

Information the disclosure of which would harm or prejudice the prevention, investigation and detection of crime and offences, the apprehension or prosecution of offenders, or the security of any detention facility or prison.

- (f) 資料如披露會令維持安寧、國家安全、公眾安全或秩序、或保障財物的工作受到傷害或損害。

Information the disclosure of which would harm or prejudice the preservation of the peace, national security, public safety or order, or the preservation of property.

- (g) 資料如披露可能會危害他人(無論該人是否在香港)的生命或人身安全，或可能會透露為保安目的或為執行或施行法律而在保密情況下提供的資料或協助的來源。

Information the disclosure of which might endanger the life or physical safety of any person (whether or not such person is in Hong Kong), or identify the source of information or assistance given in confidence for security purposes, or for the enforcement or administration of the law.

對物業管理業的規管和監管 Regulation and Supervision of the Property Management

Industry

- 2.4 資料如披露會令物業管理業的整體穩定受到傷害或損害，或令監管局執行其法定職能(特別是規管與監管物業管理業的職能)的能力受到傷害或損害。

Information the disclosure of which would harm or prejudice the general stability of the property management industry, or the ability of the PMSA to perform its statutory functions in particular those to regulate and supervise the property management industry.

監管局的管理和執行 Management and Operation of the PMSA

- 2.5 (a) 資料如披露會令監管局的談判、商業或合約活動，或批准酌情補助金或特惠補助金的工作受到傷害或損害。

Information the disclosure of which would harm or prejudice negotiations, commercial or contractual activities, or the awarding of discretionary grants and ex-gratia payments by the PMSA.

- (b) 資料如披露會令監管局的競爭條件或財政狀況或物業利益受到傷害或損害。
Information the disclosure of which would harm or prejudice the competitive or financial position or the property interests of the PMSA.
- (c) 資料如披露會令監管局妥善而有效率的運作受到傷害或損害。
Information the disclosure of which would harm or prejudice the proper and efficient conduct of the operations of the PMSA.
- (d) 資料要透過不合理地使用監管局的資源才能提供。
Information which could only be made available by unreasonable diversion of the PMSA's resources.

內部討論及意見 Internal Discussion and Advice

- 2.6 (a) 為監管局董事局、其常設委員會、小組委員會、工作小組或小組擬備的文件，以及有關的通訊、會議和審議工作紀錄。
Papers prepared for, and minutes and records of correspondence, meetings and deliberations of, the PMSA Board, its standing committees, subcommittees, working groups or panels.
- (b) 資料如披露會妨礙監管局行政辦事處或董事局的坦率討論，以及給予監管局行政辦事處或董事局的意見。這些資料可包括—
Information the disclosure of which would inhibit the frankness and candour of discussion within the PMSA Executive Office or PMSA Board, and advice given to or by the PMSA Executive Office or PMSA Board. Such information may include –
- (i) 任何監管局內部工作會議或監管局董事局、常設委員會或小組委員會會議的討論、溝通及分享資料和經驗有關的文件或紀錄。
documents for and records of discussion, communication, information or experience sharing at any internal PMSA staff meeting, or at any meeting of the PMSA's board, standing committees or subcommittees; and
 - (ii) 監管局職員或諮詢人或顧問向監管局提出的看法、意見、建議、諮詢及審議。
opinion, advice, recommendation, consultation and deliberation by the PMSA staff or adviser or consultant to the PMSA.
- (c) 上文2.6(a)及(b)段所提及的紀錄、文件及資料指不論何等形式的紀錄及資料，當中包括但不限於電腦紀錄及電郵通訊。
Records, papers, documents and information mentioned in paragraph 2.6 (a) and (b) above shall include records and information in whatever form, including without limitation, computer records and email exchanges.

員工的聘任及公職人員的委任 **Staff Employment and Public Appointments**

- 2.7 對監管局職員的管理工作、僱用監管局員工或對董事局 / 常設委員會 / 小組委員會 / 工作小組 / 小組的委任會造成傷害或損害的資料。

Information which would harm or prejudice the management of the PMSA staff, the employment of the PMSA workforce or the appointments to the board / standing committees / subcommittees / working groups / panels.

不當地獲得利益或好處 **Improper Gain or Advantage**

- 2.8 資料如披露可能會導致不當地獲得利益或好處。

Information the disclosure of which could lead to improper gain or advantage.

研究、統計和分析 **Research, Statistics and Analysis**

- 2.9 (a) 如披露與不完整或未完成的分析、研究或統計有關的資料，可能會令人產生誤解，或剝奪監管局或任何其他人士發布資料的優先權或商業利益。

Information relating to incomplete analysis, research or statistics, where disclosure could be misleading or deprive the PMSA or any other person of priority of publication or commercial value.

- (b) 只為編製統計數字或進行研究而持有與個人、公司或產品有關資料，而這些資料並不會在研究報告或公布的統計數字中提述。

Information held only for preparing statistics or carrying out research, and which relates to individuals, companies or products which will not be identified in reports of that research, or in published statistics.

- (c) 如披露供內部使用的分析、研究或統計有關的資料，可能會傷害或損害監管局的有效運作，或可能造成對物業管理業界的誤解。

Information relating to analysis, research or statistics done for internal use, where disclosure could harm or prejudice the effective and efficient operation of the PMSA, or lead to misunderstanding of the property management industry.

第三者資料 **Third Party Information**

- 2.10 資料是為第三者持有或由第三者提供，而第三者明示或暗示這些資料不可進一步披露。但如第三者事先書面同意披露資料且未有撤回有關同意，則可予以披露。

Information held for, or provided by, a third party under an explicit or implicit understanding that it would not be further disclosed. However, such information may be disclosed with the third party's prior consent in writing which has not been withdrawn.

個人私隱 Privacy of the Individual

2.11 與任何人(包括已故人士)有關的資料(除了向資料所述的當事人或其他合適人士披露外)· 除非—

Information about any person (including a deceased person) other than to the subject of the information, or other appropriate person, unless –

- (a) 披露這些資料符合蒐集資料的目的· 或
such disclosure is consistent with the purposes for which the information was collected, or
- (b) 資料所述的當事人或其他合適人士已同意披露資料· 或
the subject of the information, or other appropriate person, has given consent to its disclosure, or
- (c) 法例許可披露資料。
disclosure is authorised by law.

商務 Business Affairs

2.12 資料 (包括商業、金融、科學或技術機密、貿易秘密或知識產權等方面的資料)
如披露會令任何人的競爭條件或財政狀況受到傷害。

Information including commercial, financial, scientific or technical confidences, trade secrets or intellectual property the disclosure of which would harm the competitive or financial position of any person.

過早要求索取資料 Premature Request

2.13 即將公布或因已預定公布或發表而不宜提前披露的資料。

Information which will soon be published, or the disclosure of which would be premature in relation to a planned announcement or publication.

法定限制 Legal Restrictions

2.14 資料如披露會—

Information the disclosure of which would constitute –

- (a) 抵觸任何適用於香港的法律(包括但不限於《個人資料 (私隱) 條例》(第486章)使用個人資料)· 或
a contravention of any law which applies in Hong Kong (including but not limited to the Personal Data (Privacy) Ordinance (Cap. 486) on the use of personal data); or

- (b) 違反任何根據普通法或適用於監管局的協議/適用於香港的國際協議所引起的義務。

a breach of any obligation arising under common law or under any agreement which applies to the PMSA / international agreement which applies to Hong Kong.

對外事務 External Affairs

- 2.15 資料如披露會對監管局與物業管理或 / 及相關持份者的良好關係受到傷害或損害，以致對監管局在履行法定職能時可能會造成負面影響。

Information the disclosure of which would harm or prejudice the good relations between the PMSA and the property management industry or/and related stakeholders, thereby causing possibly adverse effects on the PMSA's performance of statutory functions.

- 2.16 考慮根據本守則發放信息時，第2.14段具凌駕性限制。

Paragraph 2.14 is the overriding restriction in considering the release of information under the Code.

APPLICATION FOR ACCESS TO INFORMATION

索取資料申請表格

(This form is also applicable to data access request under the Personal Data (Privacy) Ordinance and can be completed either in English or Chinese. Please read the notes overleaf before completion.)

(表格同時適用於按《個人資料(私隱)條例》提出的查閱資料要求。可用英文或中文填寫。請先細閱後面備註。)

Applicant's Particulars 申請人個人資料

Name 姓名	* Mr 先生 Ms 女士	# ID Document No. 身份證明文件號碼	()		
Correspondence Address 通訊地址					
Tel. No. 電話號碼		Email Address 電郵地址		Fax No. 傳真號碼	

*Please delete as appropriate 請刪去不適用者

Complete only if the applicant's personal data is required 如索取的資料屬申請人的個人資料方需填寫

Information Requested 要求索取的資料

To: Access to Information Officer, Property Management Services Authority Units 806-8, 8/F, Dah Sing Financial Centre, 248 Queen's Road East, Wan Chai, Hong Kong (Fax no.: 3696 1100) (Email address: enquiry@pmsahk.org.hk)
致: 香港灣仔皇后大道東 248 號大新金融中心 8 樓 806-8 室 物業管理業監督局公開資料主任 (傳真號碼: 3696 1100) (電郵地址: enquiry@pmsahk.org.hk)
Details of information requested/Data access request (Please be as specific as possible. It will help us understand clearly the information you are seeking. Use a separate sheet if necessary.) 所需資料/查閱資料詳情 (請具體說明, 以便我們清楚知道你所需要的資料。如有需要, 請另頁書寫。)

Signature 簽署 _____

Date 日期 _____

For Internal Use 供內部使用	
Code	PDPO
10 th working day: _____	40 th calendar day: _____
21 st working day: _____	
51 st working day: _____	
Result: Fully/partially complied with/refused	

Notes 備註

1. The personal information collected will be exclusively used for processing your data access request. Where necessary, we may transfer your personal information to any third party for the same purpose. For correction of or access to the personal data you have provided to us, please contact our Access to Information Officer.

你所提供的資料，僅用於處理有關你申請索取資料的事宜上。如有需要，本局可基於相同目的轉移你提供的個人資料予第三方。如欲更改或索取載列在本表格的個人資料，請與本局的公開資料主任聯絡。
2. Please provide your full name as shown in your personal identity document, and also your HKIC or other personal identity document if you are submitting a data access request under the Personal Data (Privacy) Ordinance. We reserve the right to request your provision of additional information for verification of your identity. We may not be able to process your application further if you do not provide us with all the required information.

請按你的個人身份證明文件提供你的全名。如你提交的是根據《個人資料（私隱）條例》提出的查閱資料要求，請一併提供你的身份證或身份證明文件號碼。本局保留向你索取補充資料以核實你的身份的權利。如你未能提供，本局可能因此而無法進一步處理你的申請。
3. Details like your telephone number, correspondence address and email address will be used for processing your data access request and for our communication with you. We will advise you on the progress and result of your application through the means of communication you have provided.

你所提供的電話號碼、通訊地址及電郵地址等，是在處理你申請索取資料的事宜上供本局與你聯絡之用。本局會透過你提供的通訊方法，適時向你交代處理進度和結果。
4. A charge reflecting the cost of reproducing the records concerned may be required. We will advise you in advance on any such charge. If a charge is payable, information will not be released until the requisite payment has been made.

本局會按照複印紀錄所需的成本收取費用，並預先告知你所需繳付的費用。如需收費，則本局在收到有關費用後，才會向你發放所索取的資料。
5. If your request involves a specific format of data that is not readily available, your request may not be entertained or may be accepted at a charge commensurate with the actual cost involved.

如你要求的資料涉及以特別而現時不存在的形式提供，你的要求或不會獲接納或需要繳付與實際製作成本相符的費用才獲接納。
6. Your data access request will be processed according to applicable legislation, our Code on Access to Information or relevant performance pledge as appropriate.

你的索取資料申請會適當地按相關法例、本局《公開資料守則》或相關服務承諾處理。