

# Bupa Wise Choice Health Insurance Scheme Conversion Form

## 保柏智康健醫療保障計劃轉保申請表



Please complete this form in **ENGLISH AND BLOCK LETTERS**. Please tick as appropriate. 請以**英文正楷**填寫本表格，並於適用地方加「✓」號。

To protect your interest, please return this original form with your signature to Bupa. 為保障閣下的權益，請將本表格正本簽署然後交回保柏。

### Personal Details of Subscriber 投保人資料

Subscriber's Name of the existing Contract 現有合約之投保人姓名

Surname 姓

Given Name 名

Subscriber's Name of the new Contract (if different from the Subscriber of the existing Contract) 新合約之投保人姓名 (如非現有合約之投保人)

Surname 姓

Given Name 名

Subscriber of the new Contract must be the Member if Member's age is 18 or above. 若會員年齡為18歲或以上，新合約之投保人必須為會員本人。

Subscriber of the new Contract must be the Parent or Legal Guardian of the Member if Member's age is below 18. 若會員年齡為18歲以下，新合約之投保人必須為會員之父母或合法監護人。

### Details of Existing Bupa Group Health Insurance Scheme 現有保柏團體醫療保障計劃資料

If you are an existing member under Bupa Group Health Insurance Scheme, please provide the below information.

如果你是現有保柏團體醫療保障計劃會員，請提供以下資料：

Company Name 公司名稱	Membership No. of Bupa Group Health Insurance Scheme 保柏團體醫療保障計劃會員號碼	Last Cover Date of Bupa Group membership 保柏團體會員最後受保日期		
		DD 日	MM 月	YY 年

### I. Conversion Option 轉保權

I hereby apply to exercise the conversion option for the below Member under my existing Bupa Wise Choice Health Insurance Contract.  
本人現申請為下列會員行使本人現有之保柏智康健醫療保障合約之轉保權。

Membership No. (16 digits) 會員編號 (16位數字)	Member's Name (Same as HKID Card) 會員姓名 (與香港身份證相同)	Place of Residence 居住地
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### Child Discount (if applicable) 子女保費折扣 (如適用)

Please give details if you / your spouse is a **proposed/existing Member** of Bupa CarePro and / or your child(ren) is a **proposed/existing Member** of Bupa Care Kid. Each proposed Member needs to submit an application form individually. 如你/你的配偶為「保柏卓康健」的**準會員/現有會員**，及/或你的子女為「保柏童康健」的**準會員/現有會員**，請提供以下資料。每位準會員須各自提交申請表。

Please tick if you are a **proposed/existing Member**  
如你是**準會員/現有會員**，請於空格內加上「✓」號

Please indicate your membership no. if you are an **existing Member**  
如你是**現有會員**，請填寫會員號碼  
Membership No. 會員號碼

### Your Spouse 你的配偶

Please indicate the membership no. if your spouse is an **existing Member**  
如你的配偶是**現有會員**，請填寫會員號碼  
Membership No. 會員號碼

Spouse's Name (same as HKID Card) 配偶姓名 (與香港身份證相同)

Surname 姓

Given Name 名

HKID Card No.  
香港身份證號碼

Date of Birth  
出生日期

DD 日 MM 月 YYYY 年



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## Child Discount (if applicable) 子女保費折扣 (如適用)

### Your Child 你的子女

Please indicate the membership no. if your child is an **existing Member**  
如你的子女是**現有會員**，請填寫會員號碼  
Membership No. 會員號碼

Child's Name (same as HKID Card) 子女姓名 (與香港身份證相同)

Surname 姓

Given Name 名

HKID Card No. / Birth Certificate No.  
香港身份證號碼 / 出生證明書號碼

Date of Birth 出生日期     
DD 日 MM 月 YYYY 年

### Your Child 你的子女

Please indicate the membership no. if your child is an **existing Member**  
如你的子女是**現有會員**，請填寫會員號碼  
Membership No. 會員號碼

Child's Name (same as HKID Card) 子女姓名 (與香港身份證相同)

Surname 姓

Given Name 名

HKID Card No. / Birth Certificate No.  
香港身份證號碼 / 出生證明書號碼

Date of Birth 出生日期     
DD 日 MM 月 YYYY 年

## II. Conversion Details 轉保詳情

### Choice of Scheme 計劃選擇

- Bupa CarePro Health Insurance Scheme  
Hospital and Surgical Benefits (For Member aged 18 and above)  
「保柏卓康健醫療保障計劃」  
住院及手術保障 (適用於十八歲或以上會員)
- or 或
- Bupa Care Kid Health Insurance Scheme  
Hospital and Surgical Benefit (For Member aged below 18)  
「保柏童康健醫療保障計劃」  
住院及手術保障 (適用於十八歲以下會員)

### Choice of Cover 投保項目

#### Core Benefit 主要保障

- Hospital and Surgical Benefit  
住院及手術保障

#### Benefit Level 保障等級\*

- Plan 計劃  1 Private 私家房  
Plan 計劃  2 Semi-private 半私家房  
Plan 計劃  3 Ward 大房

\* Please select the benefit level which is the same as or lower than that of your Wise Choice cover.  
\* 請按照你於「保柏智康健醫療保障計劃」的保障等級，選擇相同或較低之等級。

## III. Application for e-Service 申請電子服務

I hereby agree to use e-Services through **myBupa**, an online and mobile platform, to view and download my policy-related documents. To access these e-documents, I am required to register for a **myBupa** account and provide an email address in below where I will receive email notifications when a document is ready for me to access from my **myBupa** account. I understand that I will no longer receive hard copy of these documents by post.

If you have already provided your email address to us, we will send email notifications to your email address on our record. If you want to update your email address, please provide a new email address in below.

New email address

本人現同意使用 **myBupa** 網上及手機的電子服務，以查閱及下載與本人保單相關文件。要查閱這些電子文件，本人須登記 **myBupa** 帳戶，並於以下提供電郵地址。當文件已上載於我的 **myBupa** 帳戶後，我便會收到電郵通知。本人明白將不會以郵寄方式收到這些保單文件的印刷本。

如你曾經向我們提供電郵地址，我們會根據紀錄中的電郵地址發出電郵通知。如你想更新電郵地址，請於以下提供新的電郵地址。

新電郵地址

## IV. Payment Method 繳付保費方法

Payment Frequency 繳付保費形式	Payment Method 繳付保費方法	Remarks 備註
<input type="checkbox"/> Yearly 年繳	<input type="checkbox"/> Credit Card 信用卡	Please attach a completed <b>Credit Card Authorisation Form</b> 請連同填妥之信用卡付款授權書寄回
	<input type="checkbox"/> Autopay from Bank 銀行自動轉賬 (From renewal payment only 續保繳費起適用)	Please attach a cheque made payable to "Bupa (Asia) Limited" for the 1st year's subscription and levy with a completed <b>Direct Debit Authorisation Form</b> 請填妥 <b>直接付款授權書</b> ，連同首年保費及保費徵費之支票交回本公司，支票抬頭人為「保柏 (亞洲) 有限公司」
<input type="checkbox"/> Monthly 月繳	<input type="checkbox"/> Credit Card 信用卡	Please attach a completed <b>Credit Card Authorisation Form</b> 請連同填妥之信用卡付款授權書寄回
	<input type="checkbox"/> Autopay from Bank 銀行自動轉賬	Please attach a cheque made payable to "Bupa (Asia) Limited" for the first 2 months' subscription and levy with a completed <b>Direct Debit Authorisation Form</b> 請填妥 <b>直接付款授權書</b> ，連同首兩個月保費及保費徵費之支票交回本公司，支票抬頭人為「保柏 (亞洲) 有限公司」

## Declaration and Authorisation 聲明及授權

I, on behalf of myself and / or the Member declare that, to the best of my knowledge and belief, the statements contained in this form are true and complete. I acknowledge that Bupa reserves the right to ask for submission of more details of health status or medical reports of me / the Member as listed in this Application at my own costs.

I, on behalf of myself and / or the Member as list in this Application, also authorise any medical practitioner, hospital, clinic, by whom or where I / the Member has been observed or treated or any insurance company or organisation that has any records or health information concerning me / the Member for any reason, to give full particulars thereof including prior medical history to Bupa. A copy of this authorisation shall be considered as effective and valid as the original.

I have read and agreed to be bound by the terms and conditions of the Contract of Bupa CarePro / Bupa Care Kid Health Insurance Scheme (as appropriate) after transfer is approved by Bupa. I agree that the answers given in this form shall be the basis of the Contract between me and Bupa.

I acknowledge that the Contract shall be renewed automatically on a yearly basis unless it is not renewed by giving notice to Bupa or according to the terms of the Contract. I further authorise Bupa to deduct the subscription payments from my designated bank account / credit card (where applicable) upon renewal. If I want to cancel the Contract in future, I will need to inform Bupa in writing at least 10 days before the Contract Anniversary Date.

I, on behalf of myself and / or the Member, acknowledge that Bupa has discretion to appoint Registered Medical Practitioners, Hospitals, cancer centres, day case centres, diabetic centres and other service providers to provide Full Cover Benefit (if applicable) and to do all things and acts incidental to such appointment for me. I acknowledge and agree that such appointment shall be made on such terms and conditions as Bupa shall think fit at its absolute discretion. Bupa shall not be liable for any claim whatsoever which may be made against Bupa CarePro / Bupa Care Kid Appointed Service Providers by me.

I, on behalf of myself and / or the Member, understand that subject to Bupa's approval of membership transfer, eligible claims related to any sicknesses or injuries that was covered under the previous contract and commenced before the effective date of coverage under the new Contract will be payable up to the benefit items of the contract with the lower Benefit level.

I acknowledge that Bupa may terminate the cover for the Member with immediate effect if the law of the country in which the Member is located, or the Member's Place of Residence or nationality, including but not limited to USA and Japan, or any other law which applies to Bupa or the Contract, prohibits the provision of healthcare cover by Bupa to local nationals, residents or citizens. I further declare that the Member is not a US permanent resident. I understand that I am obliged to immediately notify Bupa in writing if the Member becomes a permanent resident of USA during the Contract year. For the above purpose, 'permanent resident' shall mean a person residing in a country who is a citizen of or who is permitted under applicable laws to live and work, on a permanent basis, in that country.

本人謹此代表本人及 / 或會員，就本人所知所信，本申請表上填報之一切資料，均屬實完整。本人確認保柏有權要求提供更多有關於本申請表內所列之本人 / 會員之健康狀況及醫療報告，一切費用由本人支付。

本人謹此代表本人及 / 或會員並且授權任何為會員觀察或治療的醫生、醫院、診所，或持有本人 / 會員健康或任何資料之保險公司或機構將本人 / 會員之全部資料(包括病歷)呈交予保柏，本授權書之副本與正本具同等效力。

本人已細讀並同意於保柏已批准轉後遵守保柏卓康健/保柏童康健醫療保障計劃(視乎情況而定)之各條款及細則，並同意以本申請表內之回答作為本人與保柏之間所訂立新合約之根據。

本人明白除非收到本人給予保柏的通知不再續保或因根據合約條款規定不獲續保，否則合約將會每年自動續保。本人並授權保柏在續保時於本人指定的銀行賬戶或信用卡(如適用)扣取保費。如本人將來想取消合約，須於合約週年日10天前以書面通知保柏。

本人謹此代表本人及 / 或會員，確認保柏可酌情委任註冊西醫、醫院、癌症中心、日症中心、糖尿病中心及其他服務供應商以提供全數賠償保障(如適用)及有關該委任所需之服務予本人。本人確認並同意有關此委任之條款及細則決定乃基於保柏以其認為合適的情況下而作出。就本人向有關保柏卓康健/保柏童康健特選服務供應商所作出之申索，保柏一概不會負責。

本人謹此代表本人及 / 或會員，明白如經保柏批核的會籍轉移，一切於合約受保及於本合約保障開始日前已患有之疾病或損傷之合資格賠償，將根據前合約或新合約內所載之保障項目，以較低者為準，作出賠償。

本人確認如會員的所在國家或其居住地或國籍所屬國家的法律(包括但不限於美國和日本)或任何其他對保柏或本合約適用的法律禁止保柏向當地國民、居民或公民提供醫療保障，保柏可終止相關會員的保障並立即生效。本人此外聲明會員並非美國永久居民。本人明白如會員於合約年度期間成為美國永久居民，本人有責任立即以書面通知保柏。「永久居民」指居於某國家並且身為該國公民或根據適用法律獲許在該國永久居留及工作的人士。

### Applicable to Application through authorised insurance broker 適用於透過獲授權保險經紀進行之申請

I, on behalf of myself and / or the Member, understand, acknowledge and agree that, as a result of me purchasing and taking up the policy to be issued by Bupa, Bupa will pay the authorised insurance broker commission during the continuance of the policy including renewals, for arranging the said policy. I further understand that the above agreement is necessary for Bupa to proceed with the Application.

本人謹此代表本人及 / 或會員，明白、確知及同意，保柏會就申請人購買及接受其簽發的保單，於保單有效期內(包括續保期)向負責安排有關保單的獲授權保險經紀支付佣金。本人亦明白保柏必須取得本人以上的同意，才可以處理其保險申請。

### Personal Information Collection Statement 個人資料收集聲明

By signing this application form, I confirm that I have read and understood the Personal Information Collection Statement ("Statement") in this application form. I have also brought the Statement to the attention of all proposed Insured Person(s) / Member(s) (or their guardians if applicable) and confirmed the understanding and agreement to it. I/We consent to the transfer of my/our personal data within or outside of Hong Kong for the purposes and to the types of transferees as set out in the Statement. I/We have understood the Statement's effect in respect of my/our personal information collected or held by Bupa (Asia) Limited, including the use, storage, processing, transfer, disclosure and/or sharing of part of or all of my/our personal information within the Group Companies in accordance with the Statement. The updated version of Statement is available for download from [www.bupa.com.hk](http://www.bupa.com.hk) or Bupa's mobile applications.

通過簽署本申請表，本人確認已細閱並明白本申請表所述的「個人資料收集聲明」。本人亦已促使準受保人/會員(或其監護人，如適用)留意「個人資料收集聲明」並確認明白及同意有關內容。本人/我們同意就「個人資料收集聲明」所述用途視乎情況提供本人/我們的個人資料至香港境內外予「個人資料收集聲明」所載的資料承讓者。本人/我們明白個人資料收集聲明對保柏(亞洲)有限公司收集或持有的本人/我們的個人資料的效力及影響，包括按照個人資料收集聲明使用、儲存、處理、轉移、公開或分享本人的部分或全部個人資料致任何集團公司之成員。該個人資料收集聲明最新的版本可於 [www.bupa.com.hk](http://www.bupa.com.hk) 或保柏應用程式下載。

### Use of Personal Information in Direct Marketing 在直接促銷中使用個人資料

With my/our consent, Bupa may use my/our personal data in direct marketing and provide my/our personal data to any member within the Group Companies and selected third parties, which may contact me/us with promotional material (including by email, SMS, mobile application, social media, instant messenger or other means that become available from time to time) as referred to in the section entitled "Use of Personal Information in Direct Marketing" in the Statement, including in relation to insurance (such as premium discounts), wellness, rewards, loyalty or privileges programmes and related products and services. I/we understand that I/we have the right to request Bupa to cease using my/our personal data for direct marketing purposes by emailing [customer-care@bupa.com.hk](mailto:customer-care@bupa.com.hk) or calling the Bupa Customer Care helpdesk on 2517 5333. Tick the box below if I/we wish to receive such direct marketing communications.

只有在本人/我們的同意下，保柏可使用不時向本人/我們收集的個人資料，包括本人/我們的姓名、聯絡方法、性別、健康及家庭狀況，並根據個人資料收集聲明第5段「在直接促銷中使用個人資料」所述，提供本人/我們的個人資料予任何集團公司成員、旗下品牌及/或所述的第三方，為本人/我們提供服務或產品有關的促銷信息包括保險(例如保費折扣)、健康、獎賞、會員忠誠或優惠計劃及其相關的產品及服務的市場推廣資訊(包括通過電郵、短訊、流動應用程式通知、社交媒體、即時通訊工具、或其他隨時可用的聯絡方法)。本人/我們明白有權透過聯絡保柏的客戶服務專線(電郵至 [customer-care@bupa.com.hk](mailto:customer-care@bupa.com.hk) 或致電 2517 5333)，要求停止將本人/我們的個人資料用作直接市場推廣用途。如果本人/我們希望收到此類直接業務推廣通訊，請在以下空格填上(✓)號。

By checking this box, I/we wish my/our personal information to be used and disclosed by Bupa related to direct marketing purposes as set out above and in accordance with the Statement.

本人/我們在此空格填上(✓)號，以表示願意保柏使用及披露本人/我們個人資料用作根據個人資料收集聲明和以上所述之直銷業務推廣用途。

I, as the Subscriber, understand that I declare and sign on behalf of the dependant(s) listed in this Application under this Scheme who is / are under the age of 18.

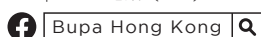
本人作為投保人，明白本人代表此計劃申請表內列出之18歲以下受供養人作出聲明及簽署。

I understand that no cover will be payable under the Contract unless and until all required documents are submitted and processed, this application is approved and the subscription is received by Bupa.

本人明白除非及直至此申請所需的文件已經交妥及處理，並且此申請已獲保柏接納及保柏已經收到所有保費後，此合約下的保障方能生效。

Subscriber's Signature of the existing Contract 現有合約之投保人簽署	Sign date 簽署日期	Subscriber's Signature of the new Contract (if different from the subscriber of the existing Contract) 新合約之投保人簽署(如非現有合約之投保人)	Sign date 簽署日期
X (Full Name 姓名)	DD 日 MM 月 YYYY 年	X (Full Name 姓名)	DD 日 MM 月 YYYY 年
Agent's / Broker's / Telesales' Name (if applicable and must be completed by Subscriber) 代理人 / 經紀 / 營業代表姓名 (如適用及必須由投保人填寫)		Agent's / Broker's / Telesales' Code 代理人 / 經紀 / 營業代表編號	
		Agent's / Broker's / Telesales' Contact Tel. No. 代理人 / 經紀 / 營業代表聯絡電話號碼	

Bupa (Asia) Limited 保柏(亞洲)有限公司  
Address: 6/F, Tower 2, The Quayside, 77 Hoi Bun Road, Kwun Tong, Kowloon, Hong Kong  
地址: 香港九龍觀塘海濱道77號海濱匯第2座6樓  
Telephone 電話: (852) 2517 5333 Facsimile 傳真: (852) 2548 1848 Website 網址: [www.bupa.com.hk](http://www.bupa.com.hk)



## Personal Information Collection Statement 個人資料收集聲明

### Bupa (Asia) Limited Privacy Notice relating to the Personal Data (Privacy) Ordinance (the "Ordinance")

#### 1. Introduction

- 1.1. Bupa (Asia) Limited ("Company", "we" or "us") is committed to protecting your privacy and security of your personal information. This Notice is provided to you in connection with your dealings and provision of data or information to the Company. This Notice is prepared in accordance with the Ordinance and also operates as the Personal Information Collection Statement which we will provide, or make available, to you on or before the collection of your personal information by the Company.
- 1.2. This Notice is intended to ensure that you can make informed decisions about providing your personal information to Company in accordance with this Notice. Please be aware that this Notice replaces any notice or statement of similar nature that may have been provided to you previously. When you click on "I Agree" or select any options with similar content, or log in, confirm, agree to, use or accept this Notice we provide via registration procedure or any other way, you consent to your personal information being collected, stored, used, processed, transferred, disclosed or shared in accordance with this Notice.
- 1.3. For the purposes of this Notice, "Group Company" means the Company and its holding companies, branches, subsidiaries, representative offices and affiliates, wherever situated, and any one of them. Affiliates include branches, subsidiaries, representative offices and affiliates of the Company's holding companies, wherever situated (collectively, the "Group").
- 1.4. If you provide us with the personal information about other individuals, you must tell those individuals that you have provided us with their details and let them know where they can find a copy of this Notice.

#### 2. Personal Information We Collect

- 2.1. From time to time, it is necessary for you, or other members/ insured persons covered under your policy (each a "Member"), to supply the Company with certain personal information (including where relevant, credit information and claims history) relating to you, or the Member, when you apply for insurance or financial products and services from the Company, or when you apply to make changes to your policy, or when you renew a policy.
- 2.2. During the course of your relationship with the Company, further personal information relating to you, or the Member, may also be collected in the ordinary course of our business, for example, when you lodge insurance claims with the Company in relation to yourself or the Member.
- 2.3. Failure to supply personal information requested by the Company may result in the Company being unable to process your application, request for information or services, enquiries and/or provide services or products to you, or the Member.**
- 2.4. The personal information we collect and/or hold from time to time may include your personal identification information, contact information, transaction records, financial background, medical and health records, biometric data and your location and activities when you access or browse our website(s) or use our mobile application(s) or portal(s) (including any diagnostic or health-monitoring tools thereon and the Bluetooth and/or wearable device that are used to collect data for the purposes of such tools).
- 2.5. We will always try to collect your personal information from you through the course of your relationship with us and in a range of ways. However, there may be instances where we will need to collect your personal information from third parties or sources in certain circumstances, such as a family member or someone else acting on your behalf, your employers, medical personnel, business/asset acquisition transactions of the Company, business partners, or public databases.
- 2.6. If you are under the age of 18, you should obtain consent from your parent or guardian before you provide the Company with your personal information.
- 2.7. Storage of personal information may be in various forms including, physical (paper) form, digital customer systems or applications, data management software or systems in the usual course of business practices, depending on your engagement with the Company.

#### 3. Purposes of Collection

- 3.1. Your personal information collected may be used, stored, processed, transferred, disclosed or shared by the Company for the following purposes from time to time:
  - (a) processing, assessing and determining any applications for insurance products and services;
  - (b) offering and providing products and services to you, or the Member, and processing requests made by you, or the Member, from time to time, including but not limited to requests for addition, alteration, deletion, maintenance, management and operation of insurance benefits or insured Members;
  - (c) registering you, or the Member, as a user or a member of services or information provided or to be provided by us on the website(s), mobile application(s) or portal(s) managed and/or operated by us;
  - (d) coordinating your care, or the Members', within Group Companies to achieve better health management outcomes;
  - (e) any purposes in connection with any claims made by or against or otherwise involving you, or the Member, in respect of any products and/or services provided by the Company including, without limitation, making, defending, analysing, investigating, detecting and preventing fraud (whether or not relating to the policy issued in respect of any application or claim) processing, assessing, determining, settling or responding to such claims;
  - (f) performing any functions and activities related to the products and/or services provided by the Company including, without limitation, audit, reporting, market research, general servicing, maintenance of online and other services, identity verification, data matching, research, data analytics, statistical analysis, and reinsurance arrangements;
  - (g) providing you with personalised health information and information about our services or products, and personalised website, mobile application or portal interface;
  - (h) providing you with appropriate health, insurance administration, wellness or other related services (including, without limitation, e-ticketing, appointment booking and clinic / medical professional search and service and product redemption functions on the website(s), mobile application(s) or portal(s)) managed and/or operated by us) or products;
  - (i) communicating with you regarding the administration, features and renewal of the insurance policy that you subscribe to;
  - (j) operating, maintaining, evaluating, improving, troubleshooting problems, and understanding your preference(s) with our website(s), mobile application(s) or portal(s);
  - (k) provision and design of products and services of the Company;
  - (l) exercising the Company's rights in connection with provision of any products and services to you, or the Member, from time to time, for example, to determine any amount of indebtedness from you, and collecting and recovering owing from you or any person who has provided any security or undertaking for your liabilities;
  - (m) communication with you or the Member (or with you on behalf of the Member) in relation to any of the purposes set out in this Notice;
  - (n) with your consent, marketing services, products and other subjects by us, any member and/or brand of the Group Companies (such as Horizon Health and Care Limited and/or Quality HealthCare Group, our affiliates) and/or other third parties (please see further details in paragraph 5 below);
  - (o) managing our relationship with you, our business and organisations who work with us in relation to providing our products or services to you, or the Member (including, with limitation, futures changes to this Notice);
  - (p) enabling an actual or proposed assignee, transferee, participant or sub-participant of all or a substantial part of the Company's rights or business to evaluate the transaction intended to be the subject of the assignment, transfer, participation or sub-participation;
  - (q) making disclosure to satisfy the requirements of any laws, rules and regulations, codes of practice, guidance notes or guidelines binding on the Company; and
  - (r) fulfilling any other purposes directly related to (a) to (q) above.

#### 4. Transfer of Personal Information

- 4.1. Personal information collected or held by the Company relating to you, or the Member, will be kept confidential but the Company may transfer such personal information inside or outside the Hong Kong Special Administrative Region of the People's Republic of China, for the purposes specified in paragraph 3 to the following classes of transferees:
  - (a) any member and/or brand of the Group Companies;
  - (b) any insurance adjusters, agents and brokers;
  - (c) any re-insurance companies authorised by the Company;
  - (d) employers (for members of corporate policy only);
  - (e) healthcare professionals and hospitals;
  - (f) any third parties engaged in connection with a member of the Group Company's business who provides medical, health, insurance, wellness or other related services or products;
  - (g) any agent, contractor or third party service providers who provide administrative, telecommunications, computer, payment, data processing, storage of analytics, printing, research, advertising, distribution or other services to the Company in connection with the operation of business, (including without limitation insurers; banks; lawyers; accountants; claims investigators; fraud prevention organisations; other insurance companies (whether directly or through fraud prevention organisations or other persons named in this paragraph); organisations that consolidate claims and underwriting information for the insurance industry; the police and databases or registers (and their operators) used by the insurance industry to analyse and check information provided against existing information; debt collection agencies; data processing companies; research agencies and professional advisors);
  - (h) with your consent, third parties (within or outside the Group Companies) in relation to direct marketing (please see further details in paragraph 5 below);
  - (i) third party reward, loyalty, co-branding and privileges programme providers and co-branding partners of a member of the Group Companies;
  - (j) financial institutions engaged by the Company or you for billing and payment purposes;
  - (k) any actual or proposed assignee, transferee, participant or sub-participant of all or a substantial part of the Company's rights or business; and
  - (l) any person to whom the Company is under an obligation to make disclosure under the requirements of any law, rules, regulations, codes of practice or guidelines binding on the Company including, without limitation, any applicable regulators, governmental bodies, industry recognised bodies, credit reference agencies, the Courts, and where otherwise required by law.
- 4.2. We will only disclose personal information limited to that which is necessary to the above parties for the relevant purposes, who may process (including, without limitation, by recording, organising, structuring, storing, adapting, altering, retrieving, using, aligning, combining or erasing) your personal information for the relevant purposes set out in paragraph 3 above.
- 4.3. In the event that we complete the acquisition of a new business or brand, we shall communicate with you through the communication channels you provided to us, and any personal information shall be treated in accordance with this Notice if it is practicable and permissible to do so.

#### 5. Use of Personal Information in Direct Marketing

- 5.1. Only with your consent (which includes an indication of no objection), the Company, any member and/or brand of the Group Companies and/or the third parties stated under paragraphs 3.1 (n) and 5.2 (b) to (e) may use your personal information collected from time to time to provide you with marketing communications (including by email, SMS, mobile application, social media, instant messenger or other means that become available from time to time) relating to the following products and services:
  - (a) insurance, medical, dental, healthcare, wellness, personal development, beauty, sporting activities and membership, lifestyle, entertainment, financial, and related services and products;
  - (b) rewards, benefits, discounts, member activities, loyalty or privileges programmes and related services and products;
  - (c) services and products offered by the Company's co-branding partners; and
  - (d) donations and contributions for charitable and/or non-profit making purposes.
- 5.2. The above services, products and subjects may be provided or (in the case of donations and contributions) solicited by the Company and/or:
  - (a) any member and/or brand of the Group Companies;
  - (b) third party service providers;
  - (c) third party reward, loyalty, co-branding or privileges programme providers;
  - (d) co-branding partners of a member of the Group Companies; and
  - (e) charitable or non-profit making organisations.

## Personal Information Collection Statement 個人資料收集聲明

- 5.3. We may not use your personal information for direct marketing purposes unless we have received your consent. For the avoidance of doubt, the latest instruction (for example, consent or indication of no objection, or request for opt-out) received from you shall override any previous instruction given to the Company in this regard in relation to all of your personal information collected or held by the Company from time to time.
- 5.4. If you choose to personalise your services where such options are available, we will use personal information that we collect so that we can offer you those personalised services or communications. If you do not wish to accept those personalised services or communications, you can unsubscribe from those services at any time and we will cease to offer such services to you.
- 5.5. For the avoidance of doubt, whether or not you consent to receive marketing communications of the type described in this paragraph 5, the Company may still communicate with you regarding the administration, features and renewal of your insurance policy.
- 6. Security and Retention**
  - 6.1. The Company retains your personal information for as long as necessary for the purposes set out in this Notice, or otherwise agreed between you and us, unless otherwise required or permitted under applicable law.
  - 6.2. Where the Company no longer requires your personal information for the purposes under this Notice, or otherwise required under law, we will take appropriate steps to securely delete or destroy your personal information.
  - 6.3. We will take reasonable steps to securely store your personal information. This includes implementing a range of digital and physical security measures. In addition, we will restrict access to your personal information to those properly authorised to have access.
  - 6.4. When you use our sites, we and third-party companies collect information by using cookies and other technologies such as pixel tags (for simplicity we refer to all such technologies as "cookies"). The updated version of the Cookies Policy is available for download from our website: [www.bupa.com.hk](http://www.bupa.com.hk) and is available upon request.
  - 6.5. Our websites, mobile applications or portals may provide the links to other external websites over which we do not have control. You are advised to refer to the privacy policies of these websites for more information.
- 7. Data Access and Correction**
  - 7.1. Under and in accordance with the terms of the Ordinance, you have the following rights to:
    - (a). check whether the Company holds personal information relating to you or the Member and to access such personal information;
    - (b). require the Company to correct any personal information relating to you or the Member which is inaccurate;
    - (c). ascertain our policies and practices in relation to personal data and to be informed of the kind of personal data held by the Company;
    - (d). request the Company to cease using your personal information for direct marketing purposes; and
    - (e). change your preference in respect of our use of your personal information.
  - 7.2. Requests can be made in writing to the Company's Data Protection Officer at the following address:  
Data Privacy Officer/ Customer Service Manager  
6/F, Tower 2, The Quayside, 77 Hoi Bun Road, Kwun Tong, Kowloon, Hong Kong  
Or, by email:  
[customer-care@bupa.com.hk](mailto:customer-care@bupa.com.hk)
8. In accordance with the terms of the Ordinance, the Company has the right to charge a reasonable fee for the processing of any personal information access or correction request.
9. For any enquiries about this Notice, please do not hesitate to contact our Customer Care helpdesk at 2517 5333.
10. Nothing in this Notice shall limit the rights of customers under the Ordinance.
11. In case of discrepancies between the English and Chinese versions of this Notice, the English version shall prevail. This Notice may be amended by the Company from time to time.



## Personal Information Collection Statement 個人資料收集聲明

### 保柏（亞洲）有限公司有關個人資料（私隱）條例（「條例」）之私隱通知

#### 1. 簡介

- 1.1. 保柏（亞洲）有限公司（「本公司」或「我們」）致力保障您的個人資料的私隱及安全。本私隱通知是就您與我們進行交易及提供資料或資訊而向您提供的。本私隱通知按照條例所編製和作為收集個人資料聲明，我們將在收集您的個人資料時或之前向您提供或可供查閱。
- 1.2. 本私隱通知旨在確保您能夠根據本私隱通知，就我們提供您的個人資料時作出知情的決定。請注意，本私隱通知將取代之前可能已提供給您的任何類似性質的私隱通知或私隱通知。當您點擊「同意」或選擇任何類似內容的選項，或登錄、確認、同意、使用或接受我們通過登記程序或其他任何方式提供的本私隱通知時，即表示您同意您的個人資料根據本私隱通知收集、存儲、使用、處理、傳輸、披露或分享。
- 1.3. 就本私隱通知而言，「集團公司」是指本公司及其母公司、分行、子公司、代表處及關聯公司，無論其位於何處，以及其中的任何一家。關聯公司包括母公司的分行、子公司、代表處及關聯公司，無論其位於何處（統稱為「本集團」）。
- 1.4. 如果您向我們提供其他人的個人資料，您必須通知並告知他們本私隱通知。

#### 2. 我們收集的個人資料

- 2.1. 在您或受保於您保單的其他會員/受保人（每位「會員」）向本公司申請保險或金融產品及服務，或當您更改保單或續保時，必須不時向本公司提供您或會員的個人資料（包括信用資料和以往申索紀錄，如適用）。
- 2.2. 本公司亦可能會在日常業務運作的過程中向您或會員收集更多個人資料，例如當您為您或代會員向本公司提出保險索償時。
- 2.3. **如您未能提供本公司所要求的個人資料，本公司可能無法處理您的申請及/或向您或會員提供保險產品、服務或其他相關服務。**
- 2.4. 我們不時收集及/或持有的個人資料可能包括您的個人身份證明資料、聯絡資料、交易記錄、財務背景、醫療及健康記錄、生物辨識資料及您在訪問或瀏覽我們的網站或使用我們的流動應用程式或門戶平台時的位置及活動（包括其上的任何診斷或健康監測工具及此類工具用於收集數據的藍牙及/或可穿戴設備）。
- 2.5. 在您與我們的互動關係過程中，我們可通過多種方式從您那裡收集您的個人資料。但是，在某些情況下，我們可能需要從第三方或來源收集您的個人資料，例如代表您的家庭成員或其他人、您的雇主、醫務人員、本公司的業務/資產收購交易、業務合作夥伴或公共數據庫。
- 2.6. 如您未滿18歲，您向本公司提供您的個人資料前，應徵得您父母或監護人的同意。
- 2.7. 根據您與我們的互動關係，個人資料的存儲可以採用不同形式，包括實體（紙張）形式、數碼化客戶系統或應用程式、日常業務實踐過程中的數據管理軟件或系統等。

#### 3. 收集個人資料之目的

- 3.1. 本公司將就以下目的不時使用、儲存、處理、轉移、公開或分享您的個人資料：
  - (a) 處理、評估、決定任何保險產品及服務之申請；
  - (b) 為您或會員提供保險產品及服務及處理您或會員不時提出的要求，包括但不限於要求增加、更改、刪除、維持及管理保障項目或受保會員；
  - (c) 登記您成為由我們管理及/或營運之網站、流動應用程式或門戶平台的用戶或其所提供或將提供的資訊或服務的會員；
  - (d) 在本集團公司旗下協調您或會員的護理，實現更好的健康管理結果；
  - (e) 任何有關您或會員對本公司所提供之保險產品及服務提出之索償，包括但不限於賠償、辯護、分析、調查、偵測及防止欺詐行為（無論是否與就此申請而簽發之保單及相關的任何申請或索償）、處理、評估、決定、解決或回應該等索償；
  - (f) 執行與本公司提供的服務或產品有關的任何功能及活動，包括但不限於審計、匯報、市場研究、一般服務、在線及其他服務的維護、身份核實、資料核對、研究、數據分析、統計分析及再保險之安排；
  - (g) 向您提供個人化的健康資訊及有關我們的產品或服務的資訊，及個人化的網站、流動應用程式或門戶平台介面；
  - (h) 向您提供適合的健康、保險管理、保健或其他相關服務（包括但不限於電子業務、預約及診所/醫療專業人員搜索，以及我們管理及/或營運之網站、流動應用程式或門戶平台上的服務及產品兌換功能）或產品；
  - (i) 就您的保險產品計劃的管理、保障及續保事項與您溝通；
  - (j) 就我們的網站、流動應用程式或門戶平台進行營運、維護、評估、改善、問題排解，以及瞭解您的偏好；
  - (k) 提供及設計本公司的產品及服務；
  - (l) 行使本公司向您或會員提供保險和服務時有關的權利，例如釐定您拖欠的任何款項的金額，及向您或任何已為您的債務提供任何擔保或承諾的人士，追收和收回拖欠的任何款項；
  - (m) 就本私隱通知中所述的任何用途與您或會員（或與代表會員的您）聯絡；
  - (n) 在您同意的情况下促銷我們、任何集團公司成員及/或旗下品牌（例如我們的關聯公司 - Horizon Health & Care Limited 及/或卓健集團）及/或第三方的服務、產品及其他主題（詳情請參閱下文第5段）；
  - (o) 管理我們與您、我們的業務及與我們合作向您或會員提供產品或服務的組織之關係（包括但不限於通知本私隱通知的未來變更）；
  - (p) 允許本公司全部或部分權益或業務的實際或建議承讓人、受讓人、參與人或次參與人，就涉及的轉讓、出讓、參與或次參與的交易進行評估；
  - (q) 為遵守任何法例之要求，或根據監管或其他機關所發出對本公司具有約束力或要求其遵守的規則、規例、實務守則、須知或指引，而作出披露；及
  - (r) 達到與上述(a)至(q)直接有關的其他目的。

#### 4. 個人資料的轉移

- 4.1. 本公司所收集或持有與您或會員有關的個人資料將會保密，但本公司可在中華人民共和國香港特別行政區境內或境外，為上文第3段規定的目的，將這些個人資料轉移予下列類別的承轉人：
  - (a) 本公司的集團公司成員及旗下品牌；
  - (b) 任何由本公司授權的保險理算人、代理及經紀；
  - (c) 任何由本公司授權的再保險公司；
  - (d) 僱主（只適用於團體保單之會員）；
  - (e) 醫護專業人員及醫院；
  - (f) 任何就集團公司的業務被聘用提供醫療、健康、保險、保健或其他相關服務或產品的第三方；
  - (g) 任何代理人、承辦人或其他就本公司之業務運作，向本公司提供行政、電訊、電腦、付款、資料處理、數據儲存及分析、印刷、廣告、研究、分銷或其他服務的第三方服務供應商（包括但不限於保險公司、銀行、理財顧問、律師、會計師、理賠調查員、防欺詐、組織、其他保險公司（無論是直接地，或是通過過防欺詐組織或本段中指定的其他人士）、為保險業界整合申索及承保資料之組織、警察、供保險業界用作分析及核對所提供的資料與既有資料的資料庫及登記冊（及其運管者）、收數公司、資料處理公司、研究服務機構及專業顧問）；
  - (h) 在您的同意下，任何參與直接促銷的第三方（無論在集團公司內或外）（詳情請參閱下文第5段）；
  - (i) 獎賞、會員忠誠、品牌合作或優惠計劃之第三方供應商；及集團公司成員；
  - (j) 本公司或您為處理帳單及付款之目的而聘用的金融機構；
  - (k) 任何本公司全部或重要部分權益或業務的任何實際或建議承讓人、受讓人、參與人或附屬參與人；及
  - (l) 為遵守任何對本公司有約束力的法律、規則、規例、實務守則、指引資料或指引而有義務向其作出披露的任何人士，包括但不限於任何適用的監管機構、政府部門、受認證的行業組織、法院或其他法律規定的機構。
- 4.2. 我們只會向上述各方披露僅為該相關目的必需的個人資料，他們可按上文第3段所述的相關目的處理（包括但不限於記錄、組織、構建、儲存、調整、修改、檢索、使用、達到一致、合併或刪除）您的個人資訊。
- 4.3. 假如我們完成收購新公司或品牌的業務，我們會透過您提供給我們的通訊渠道向您溝通，而任何我們在得到您同意下獲取的個人資料將會在可行或許可的情況下根據本私隱通知被處理。

#### 5. 在直接促銷中使用個人資料

- 5.1. 只有在您的同意下(包括不反對的表示)，本公司、任何集團公司成員、旗下品牌及/或第3.1 (n) 項及第5.2 (b) 至 (e) 項所述的第三方可使用不時向您收集的個人資料，為您提供與下列服務或產品有關的促銷信息（包括通過電郵、短訊、流動應用程式通知、社交媒體、即時通訊工具、或其他隨時可用的聯絡方法）：
  - (a) 保險、醫療、牙科、康健、健康、個人發展、美容、體育運動及會員服務、生活時尚、娛樂、金融及相關服務及產品；
  - (b) 獎賞、權益、折扣、會員活動、會員忠誠或優惠計劃及其相關的服務及產品；
  - (c) 本公司的品牌合作夥伴提供的服務及產品；及
  - (d) 為慈善及/或非牟利用途的捐款及捐贈。
- 5.2. 上述服務、產品及主題可能由本公司及/或下列人士提供或(在捐款及捐贈的情況下) 徵集：
  - (a) 任何集團公司成員及/或旗下品牌；
  - (b) 第三方服務供應商；
  - (c) 獎賞、會員忠誠、品牌合作或優惠計劃之第三方供應商；
  - (d) 集團公司成員的品牌合作夥伴；及
  - (e) 慈善或非牟利機構。
- 5.3. 除非我們已取得您的同意，否則本公司不可以使用您的個人資料作直接促銷用途。為免生疑問，就本公司不時收集或持有的所有您的個人資料，本公司將會以從您收到的最新指示（例如同意或表示不反對的指示，或提出反對要求）為準。
- 5.4. 如果您有提供服務個人化的選項時，而您選擇將您的服務個人化，我們將使用向您收集的個人資料為您提供這些個人化的服務或通訊。如果您不希望接受這些個人化的服務或通訊，您可以隨時取消訂閱這些服務，我們將停止向您提供這些服務。
- 5.5. 為避免有疑慮，不論您是否同意接收以上第五段所述的市場推廣資訊類別，本公司仍然可能就您保單相關的行政、保障及續保事宜與您聯絡。

#### 6. 個人資料的安全及保留

- 6.1. 除非相關法律另有要求或批准，本公司會保留您的個人資料以達到本私隱通知所列所需的目的為止，或根據您與我們的另行協定保留您的個人資料。
- 6.2. 如果本公司不再需要您的個人資料以用於本私隱通知規定的目的，或法律規定的其他目的，我們將採取適當的步驟，安全地刪除或銷毀您的個人資料。
- 6.3. 本公司會採取合理措施安全存儲您的個人資料。這包括實施一系列安全措施。此外，我們將會對您的個人資料的訪問權限，限制為獲得適當授權的人員。
- 6.4. 當您瀏覽我們的網站時，我們和我們合作的第三方公司通過使用 cookies 和其他技術（如像素標籤 - pixel tag）收集信息（為簡單起見，我們將所有此類技術稱為“cookies”）。Cookies 政策的更新版本可從我們的網站 [www.bupa.com.hk](http://www.bupa.com.hk) 下載，並可要求提供。
- 6.5. 我們的網站、流動應用程式或門戶平台介面可能載有第三方網站的連結，我們對該等其他網站並無控制權。我們建議細閱該等網站的私隱聲明。

#### 7. 查閱及更改個人資料

- 7.1. 根據有關條例中的條款，您有權：
  - (a) 查詢本公司是否持有與您或會員相關的個人資料，並查閱該等資料；
  - (b) 要求本公司更正任何有關您或會員的不準確的個人資料；
  - (c) 查明本公司對於個人資料的政策及處理方法及獲告知本公司持有的個人資料類別；
  - (d) 要求本公司停止將您的個人資料作直接市場推廣用途；及
  - (e) 更改您對我們使用您的個人資料的偏好。
- 7.2. 如您需行使上述權利，請以書面形式將您的要求：  
郵寄：香港九龍觀塘海濱道77號海濱匯第2座6樓  
保柏（亞洲）有限公司  
保障資料主任/客戶服務經理  
或電郵：  
[customer-care@bupa.com.hk](mailto:customer-care@bupa.com.hk)

8. 根據有關條例之條款，本公司有權就處理您的查閱或更改的資料要求收取合理費用。

9. 如閣下對本聲明有任何查詢，請隨時致電本公司的客戶服務專線2517 5333。

10. 本私隱通知不會限制您在條例下所享有的權利。

11. 如本私隱通知的英文版本與中文版本存有差異時，將以英文版本為準。本私隱通知會被本公司不時修訂。