

Privacy Policy and Personal Information Collection Statement

Please note that this Privacy Statement may be amended from time to time without prior notice. You are advised to check for the latest version on a regular basis.

Privacy Policy

Our Pledge

We are committed to safeguarding the privacy of individuals with respect to personal data. We ensure that our policies and practices in relation to the collection, use, retention, transfer and access of personal data comply with the requirements of the Personal Data (Privacy) Ordinance (Chapter 486) under the laws of Hong Kong (the "Ordinance").

Cookies

When you visit our website(s), we will record your visit only and will not collect any personally identifiable information (i.e. information that is about you and identifies you) from you unless otherwise stated. Cookies used (if any) in any part of our website will not be deployed for collecting personally identifiable information. For your information, Cookies are small computer files that can be stored in web surfers' computers for the purposes of obtaining configuration information and analysing web surfers' viewing habits. They can save you from registering again when re-visiting a website and are commonly used to track your preferences in relation to the subject matter of the website. You may refuse to accept Cookies (by modifying the relevant Internet options or browsing preferences of your computer system), but to do so you may not be able to utilize or activate certain available functions in our websites.

Collection of personal data

At times, you may be required to give your personal data including, but not limited to, your name, company name, telephone number, fax number, postal address, email address, password, account ID, credit card information, bank account number, identification document copies and details of online transactions (collectively "personal data"). Refusal to provide such information may deny you of access to certain parts of our website and service, or may render us unable to handle any application or request you are making, or may otherwise defeat the objectives of your visit and service request. If you are under the age of 18, consent from your parent or guardian is required before you give us the Personal Data.

Use of Personal Data Collected

Specific purposes for which your personal data may be used are set out in our Personal Information Collection Statement in Part 2 below.

Retention of Personal Data

In your dealings with us and for auditing and verifying purposes, your personal data and records of your online transactions will be kept and retained by us for a reasonable period. Such information will be erased from our system in accordance with our internal policy.

Access to and Correction of Personal Data Under the Ordinance, you have the right to:

- i. check whether we hold any of your personal data;
- ii. access your personal data held by us;
- iii. require us to correct any personal data which is inaccurate;

- iv. as certain our policies and practices established (from time to time) in relation to personal data and the types of personal data held by us.

If you want to access and/or correct the personal data that you have provided to us, or if you want to ascertain our policies and practices in relation to personal data and the kind of your personal data held by us, please contact our customer and Support services via email at support@cloudservices.com.hk

We will respond within 40 days after receiving the request. We may charge you a reasonable fee for each personal data access. However, such fee will be waived if the data access is made for the purpose of correcting your personal data.

Security All personal data you provide to us is secured on our website with restricted access by authorized personnel only. Our online registration process uses the SSL protocol link for data transmission so as to protect your data via encrypting it in a secure format to ensure its privacy is maintained.

2. Personal Information Collection Statement

As a customer of our company, or a visitor or user of our website(s), it may be necessary for you to provide us with your personal data when you apply to us and/or continue to subscribe with us for any service and/or product. If your personal data is incomplete or incorrect, we may not be able to provide or continue to provide the services to you. We shall keep your personal data confidential at all times. Our policies and practices with respect to the collection, use, retention, disclosure, transfer, security and access of personal data will be in accordance with requirements under the Ordinance and this Statement. We may use and retain the personal data provided by you for the following purposes and for other purposes as shall be agreed between you and us or required by law from time to time:

- i. Processing of your service application, and provisioning of the services;
- ii. Subject to your consent, we may use your personal data (including name, gender, telephone number, fax number, location, postal address, email address, month and year of birth, as well as the information on usage of telecommunications and related telecommunications value-added services and relevant account and service number) for marketing the categories of goods and/or services as set out in the customer consent form which may be subject to change from time to time (irrespective of whether we are remunerated for such marketing activities) relating to us, our affiliated companies and business partners. We may dispatch to you the promotional information via direct marketing telephone calls, e-mail, e-message¹, facsimile, direct mailings etc.
- iii. Processing of any benefits for you arising out of the services;
- iv. Analyzing, verifying and/or checking of your credit, payment and/or account status in relation to the provision of the services;
- v. Processing of any payment instructions, direct debit facilities and/or credit facilities requested by you;

- vi. Facilitating the daily operation of your account, provisioning of customer services and/or the collection of overdue amounts in your account in relation to the services;
- vii. Enabling us to perform any obligations on interconnection or conform with other industry practices, or to comply with any requests stipulated by governmental or regulatory authorities; and
- viii. Enabling us in prevention of crime.

¹ E-message means electronic messages delivered via the following means: mobile short messaging service (SMS) / multimedia messaging services (MMS) / cross-platform mobile messaging application (e.g. smartphone messaging application).

We may disclose and transfer (whether in Hong Kong or overseas) your personal data to the following parties to use, disclose, process or retain your personal data for the purposes mentioned above:

- i. Our agents and contractors (including IT, network, customer service, sales agents and contractors), telecommunications operators, and service providers for the provision of our services;
- ii. Our affiliated companies and business partners;
- iii. Banks, financial institutions and credit providers;
- iv. Debt collection agencies, credit reference agencies and security agencies;
- v. Regulatory bodies, law enforcement agencies and courts; and
- vi. Our professional advisers.

2.3 In addition, in accordance with your agreement with us or consent given to us (as the case may be), we may disclose and transfer your personal data (whether in Hong Kong or overseas) to our affiliated companies and/or business partners for the purposes of carrying out market research and credit assessments and ensuring such personal data provided by you to us fulfills the aforesaid or other purposes as shall be agreed between you and us or as required by law from time to time.

2.4 If you do not wish to receive direct marketing promotional information from us with respect to the telecommunication and/or other categories of products/services mentioned above, or do not wish us



to disclose, transfer or use your personal data for the aforesaid direct marketing purposes , please contact our Customer Service via email at support@cloudservices.com.hk