



## 收集個人資料聲明 - 客戶意見及投訴處理

### Personal Information Collection Statement – Customer Feedback and Complaint Handling

在向南洋商業銀行有限公司（「本行」）提供任何個人資料作題述用途前，請先閱讀此聲明。  
Please read this statement carefully prior to supplying personal data to Nanyang Commercial Bank, Limited (“the Bank”) for subject purpose.

1. 您所提供的所有個案及個人資料，將被用作與處理及/調查您的意見/投訴。  
All your information and personal data supplied will be used for purposes related to the handling and/or investigation of your feedback or complaint.
2. 為與 (i) 處理及/調查您的意見/投訴相關的目的; 以及 (ii) 在法律許可及規定下，本行可將您提供的個案及個人資料向第三方披露或轉移，包括本行參與調查工作的職員及其他相關監管機構、當局及執法機關。  
The Bank may disclose or transfer the information and personal data provided by you to third parties (i) for purposes related to the handling and/or investigation of your feedback or complaint, including the Bank's staff who will be involved in investigation of the case and other relevant regulators, authorities and law enforcement agencies; and (ii) where permitted by law.
3. 如您並非以您的個人資料向本行反映意見/作出投訴，您必須提供賬戶持有人簽妥之書面授權文件，有關內容需包括賬戶持有人及被授權人之全名及被授權人的通訊方式。  
If you are not using your own personal data for feedback/complaint to the Bank, you have to provide the written authorization duly signed by the account holder. The content of this authorization shall include the name of both the account holder and the authorized person and the contact information of the authorized person.
4. 您有權要求查閱或更改本行所持有您的個人資料。查閱或更改該等資料需以書面向資料保障主任提出，地址為香港德輔道中 151 號。  
You have the right to request access to and correction of your personal data held by the Bank. Request for access or correction of personal data should be made in writing to the Data Protection Officer at the address: 151 Des Voeux Road Central Hong Kong.
5. 您在本意見/投訴個案所提供的個人資料屬自願性質。不過，如果您未能提供資料，我們未必能處理您的意見/投訴。  
It is voluntary for you to supply your personal data regarding your feedback or complaint. However, if you fail to do so, we may not be able to process your feedback or complaint.