

Customer Feedback / Inquiry

Personal Information Collection Statement

The personal data and other information (collectively, "**Data**") that you provided in connection with your inquiry and/or comments ("**Inquiry**") are collected, used and retained by the relevant service provider(s) of the relevant services ("**Services**"), being one or more of the members of the Group (being, HKT Limited and PCCW Limited and their respective subsidiaries, affiliates and associated companies), including but not limited to Hong Kong Telecommunications (HKT) Limited, CSL Mobile Limited, PCCW Media Limited, MOOV (Hong Kong) Limited, PCCW OTT (Hong Kong) Limited, eSmarthealth Limited, HKT Education Limited, Club HKT Limited, HKT CSP Limited, HKT Payment Limited, HKT Financial (IA) Services Limited and Club Services (HKT) Limited, The Club Travel Services Limited (as the case maybe), in accordance with the requirements of the Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong), other applicable laws, rules and regulations relating to data privacy and the Privacy Statement of the HKT Group (www.hkt.com/legal/privacy.html) and of the PCCW Group (www.pccw.com/legal/privacy.html) (collectively, the "**Privacy Statement**"). The applicable terms and conditions of the Services, the Privacy Statement, and this Personal Information Collection Statement all apply to and govern our collection, use and disclosure of your Data.

Your Data is collected, may be used or maintained by and/or disclosed, at all times to the extent permitted under applicable laws, rules, regulations and licence requirements, to affiliates and/or related companies of the Group, their respective agents and business partners, and/or applicable regulatory bodies or governmental authorities for purposes in connection with the Inquiry, and complying with applicable laws, rules, regulations and licence requirements.

If you would like us to send you information on services of our Groups, whether or not as part of our response to the Inquiry, please mark in the box below. Subject to your rights indicated by marking in the box below or leaving it unmarked, we may, in compliance with applicable laws, rules, regulations and licence requirements, use your Data (including, without limitation, your name and contact particulars), for us, members of the Group and our respective business partners (collectively, "**Service Providers**") to provide you with direct marketing content, including sending to you notices and/or updates about gifts, discounts, privileged offers, benefits and promotions related to the Services as well as other products and/or services offered by us, members of the Group and/or the Service Providers, including without limitation: TV, telecommunications, over-the-top (OTT) services, content services, mobile voice, SMS and data communications, IDD/roaming, Internet connectivity, cloud services, mobile payment, entertainment, secretarial services, personal assistant services and information services (such as weather, finance and news information), device accessories, mobile applications and software, computer peripheral, accessories and software (including notebooks, handsets, mobile devices and accessories, keyboards, security installations and mobile applications), reward, loyalty and privilege programs, lifestyle, networking events, travelling, banking, alcohol and tobacco, sports, music, gaming, transportation, household products, food and beverages, finance, insurance, wealth management services and products, pensions, investments, brokering, financial advisory, credit and other financial services and products, betting, education, health and wellness, beauty products and services, fashion and accessories, electronics, social networking, technology,

e-commerce, logistics, retail, home and décor, media and high-end consumer products and services. The processing of your Data for the purposes of direct marketing is carried out in our legitimate interests.

You have a right to withdraw your consent to the above at any time. You are also entitled to access, correct or enquire about the Data held by us about you. If you have any such request, please write to the HKT Group's Privacy Compliance Officer (HK GPO Box 9896 or privacy@pccw.com) or the PCCW Group's Privacy Compliance Officer (HK GPO Box 9872 or privacy@pccw.com) (please mark "HKT Premier Inquiry").