



恒生銀行
HANG SENG BANK

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The Bank maintains strict security standards and procedures to prevent unauthorised access to information about you. The Bank will never contact you by email or otherwise and ask you to validate personal information such as user ID, account number or password information. If you receive such a request, you should contact the Bank at 2822 0228. Also, you are advised to communicate with the Bank through our official website domain address (www.hangseng.com) and not through hyperlinks embedded in e-mails.

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Our business has been built on the trust and confidence our customers place in us. To preserve the confidentiality of all information you provide to us, we maintain the following privacy principles:

1. We only collect your personal information that we believe to be relevant and required to understand your financial needs and to conduct our business.
2. We use your personal information to provide you with better services and products.
3. We may pass your personal information to other HSBC Group companies or agents, as permitted by law.
4. We will not disclose your personal information to any external organisation unless we have your consent or are required by law or have previously informed you.
5. We may be required, from time to time, to disclose your personal information to Governmental or judicial bodies or agencies or our regulators, but we will only do so under proper authority.
6. We aim to keep your personal information on our records accurate and up-to-date.
7. We maintain strict security systems designed to prevent unauthorised access to your personal information by anyone, including our staff.
8. All HSBC Group companies, all our staff and all third parties with permitted access to your personal information are specifically required to observe our confidentiality obligations.

By maintaining our commitment to these privacy principles, we will ensure that we respect the inherent trust that you place in us.

In addition to our duty of confidentiality to customers, we shall at all times observe the above privacy principles and the Personal Data (Privacy) Ordinance ("the Ordinance") of the Hong Kong SAR in collecting, maintaining and using the personal data of customers.

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Contact Us

Request for access to personal data or correction of personal data or for information regarding policies and practices on personal data and kinds of personal data held should be addressed to:

Data Protection Officer
Hang Seng Bank Limited
Singapore Branch
9 Battery Road, #07-01
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