

**(Internet version)**

**Pilot Scheme on Telephone Recording System**

**Purposes**

The Education Bureau has rolled out the Pilot Scheme on Telephone Recording System (the “Pilot Scheme”) in eight District School Development Sections, namely, Hong Kong East, Central and Western, Southern, Kowloon City, Kwun Tong, Sha Tin, Tuen Mun and Yuen Long.

The Pilot Scheme was launched with a view to facilitating our handling of complaints/enquiries and rendering quality service to the public. On the one hand, it establishes credibility and boosts the public’s confidence in our complaint/enquiry handling. On the other hand, it enhances the efficiency and transparency of our complaint/enquiry handling procedures. Telephone conversations received by the above eight District School Development Sections may be recorded. When necessary, this Bureau will retrieve the recorded conversations for reference.

**Operating the Telephone Recording System**

Audio recording would only be made with the consent of the caller. If the caller refuses to give his/her consent, he/she will be advised to consider lodging the complaint/enquiry to this Bureau either in writing or by meeting with the officers of our Regional Education Office.

**Safe Custody of Audio Records**

Audio records under this Pilot System may contain personal data subject to the Personal Data (Privacy) Ordinance [PD(P)O]. This Bureau is required to keep in safe custody of the personal data and protect them against leakage.

Only authorized officers, i.e. officers handling the case concerned and supporting staff assigned to perform the necessary clerical work under the Pilot Scheme, are allowed to access the audio records on a need-to-know basis.

The audio records under this Pilot System will be destroyed two years upon the closure of the case file.

For arrangements relating to PD(P)O, you may refer to the “Privacy Policy” of the EDB website at <http://www.edb.gov.hk/en/privacy-policy.html> .

#### Access to Personal Data

Request for access to personal data contained in the audio records should be handled in accordance with PD(P)O.

Should the requestor wish to access the audio records of the telephone conversation, he/she should make a Data Access Request (DAR) by submitting the standard [DAR form](#) issued by the Office of Privacy Commissioner of Personal Data (PCPD), with description of requested data to the Education Bureau [Attention: Controlling Officer (Data Protection)], 15/F, Wu Chung House, 213 Queen’s Road East, Wan Chai, Hong Kong

#### Enquiry

Please contact Executive Officer (New Territories) [Tel : 2639 4762 / 2437 5402] for any enquiries related to this Pilot Scheme.