

香港特別行政區政府  
The Government of the Hong Kong Special Administrative Region

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Ms Sophie LAU  
Clerk to Panel on Transport  
Legislative Council Secretariat  
Legislative Council Complex  
1 Legislative Council Road  
Central, Hong Kong

4 June 2019

Dear Ms LAU,

**Legislative Council Panel on Transport  
Meeting on 18 January 2019**

**Free-flow Tolling System for Tseung Kwan O – Lam Tin Tunnel  
and other Government Tolloed-Tunnels and Roads**

**Supplementary Information**

At the meeting of the Legislative Council Panel on Transport held on 18 January 2019, Members requested the Government to provide written responses to questions relating to personal data privacy under the Free-flow Tolling System (“FFTS”). Our reply is as follows please.

*(a) Protection of personal data collected under FFTS*

Data collected under FFTS will only be used for toll collection and toll recovery purposes. The Transport Department (“TD”) will handle the relevant data which must be collected, held and used due to the implementation of FFTS in strict compliance with the Personal Data (Privacy) Ordinance (Cap. 486) (“the Ordinance”). TD will also make reference to the codes of practice and guidelines issued by the Office of the Privacy Commissioner for Personal Data (“PCPD”) to ensure proper handling of the relevant data for protection of privacy.

TD will engage a toll service provider (“TSP”) through open tender for handling toll collection under FFTS and toll recovery as well as providing account management and customer services. TD will include terms in the TSP’s service contract, requiring the TSP to devise internal codes to stipulate that the handling of personal data must comply with the Ordinance and relevant guidelines issued by the Government or PCPD.

*(b) Authorisation for the TSP to handle vehicle owners' personal data*

Only authorised government officers and TSP staff are allowed to handle or gain access to the data designated for official duty purpose in the backend computer system of FFTS given actual operational needs. Also, all processes of data access will be recorded in the system. In case of any non-compliance, TD will conduct investigation and may refer the case to relevant law enforcement agencies for follow-up actions as appropriate.

*(c) Personal data privacy risks associated with the backend system*

The backend system of FFTS will store names and contact information of account holders for purposes related to toll collection under FFTS such as opening accounts, managing accounts and providing customer services, e.g. sending out tunnel usage records, handling customer enquiries, responding to complaints, etc. If a registered vehicle owner fails to pay the toll in arrears within a grace period, the backend system will retrieve his/her name and address from TD's computerised licensing system and issue a notification of outstanding payment for toll recovery.

The Government has carried out a privacy impact assessment ("PIA") of the operational flow of FFTS for the Tseung Kwan O – Lam Tin Tunnel, which involves account management and customer services, and consulted PCPD in order to ensure that the future design will meet the requirements of privacy protection.

At the detailed design and construction stages, the Government will request the contractor to carry out another PIA to further ensure that the system fulfills the requirements of the Ordinance and relevant guidelines. During the operation of the backend system, TD will also conduct regular audits to ensure continued compliance with the requirements of the Ordinance and relevant guidelines.

Yours sincerely,



( Ms Winnie WY WONG )  
for Secretary for Transport and Housing

c.c.: Commissioner for Transport (Attn: Mr Stephen KO)  
Director of Civil Engineering and Development (Attn: Mr Eric CHIANG)