

Data Breach Notification

Town Health Medical & Dental Services Limited (the “Company” or “We”) hereby notifies the relevant patients and customers of a data breach incident. The Company has not found any misuse of personal data relating to the incident but does not rule out that such data has been misused or will be misused in the future. Therefore, the Company is publishing this notification in accordance with the Guidance on Data Breach Handling and the Giving of Breach Notifications issued by the Office of the Privacy Commissioner for Personal Data, Hong Kong.

What Happened

On 19 November 2018 (Monday), the nursing staff of our Town Health Integrated Medical Centre located at Suite 1402, 14/F, Ocean Centre, Harbour City, Tsim Sha Tsui, Kowloon (the “Centre”) found that the dental treatment records of 10 patients who underwent dental treatments at the Centre on 17 November (Saturday), the 2018 dental appointment book and the dental follow-up reminder book, were lost. The Company took the incident very seriously and immediately conducted an investigation into it. After reviewing the CCTV record, we confirmed that the cleaners of the Centre mistakenly disposed of such 10 dental treatment records, the 2018 dental appointment book and the dental follow-up reminder book as ordinary rubbish on 18 November (Sunday). We attempted to retrieve such records and books along the rubbish disposal route on 19 November but failed to find them.

What Information Was Involved

Such 10 dental treatment records contained information of the relevant patients’ names, telephone numbers, identity card numbers, addresses, dates of birth and medical centre registration numbers, and one or more of the following: medical card numbers, diagnoses and treatment records, medication records and laboratory reports respectively. Regarding the 2018 dental appointment book, it is estimated that it contained information of the appointment time, names, telephone numbers, and name of treatments, of approximately 1,500 patients and customers. As for the dental follow-up reminder book, it contained information of our nursing staff reminding patients to attend follow-up dental treatments (a patient having confirmed an appointment date will be recorded in the aforesaid appointment book).

What We Are Doing

Upon confirming loss of the aforesaid dental treatment records, appointment book and follow-up reminder book, we have notified the Office of the Privacy Commissioner for Personal Data, Hong Kong in respect of the incident and reported to the Hong Kong Police Force as well. Apart from this notification, the Company has adopted the following measures:

- 1) We sent our written apology in writing to the 10 relevant patients and customers, and notified them about what happened and what personal data was involved;
- 2) For the 10 relevant patients, we will (i) try to find and collect relevant information from the electronic information system of the Company and the Centre; and (ii) sincerely invite the patient to attend the medical centre to conduct a detailed dental examination free of charge or if the patient so decides, to conduct the dental examination when the patient attends the next follow-up appointment, to endeavour to reorganize the lost treatment records and related information;
- 3) We have set up a consultation hotline 2210 2139 for the relevant patients and the public to enquire about relevant matters, and coordination of follow-up work. The hotline is available Monday through Friday, 9:30 am to 5:30 pm up to and including 28 February 2019;
- 4) Personnel of the management and the internal control department of our headquarters will jointly review and improve the relevant policies, codes, procedures and supervision to ensure that similar incidents will not occur again.

The Company takes seriously its responsibility to safeguard the personal data of patients and customers. It was unfortunate that the incident occurred. We sincerely apologize to the affected patients and customers, and promise to improve the policy and system, and strengthen supervision to ensure that similar incidents will not occur.

Town Health Medical & Dental Services Limited
26 November 2018