

**Hotel Privacy Campaign-Writing Competition:
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Writing Competition
- Protecting the Privacy of Personal Data -

I'm an experienced Human Resources Professional with over 21 years' hotel experience. These days, the personal privacy knowledge is one of the key success factors for any expertise. During my working life, I have come across many different real experiences in regard to the protection of personal data about hotel staff members. The following are some memorable cases would like to share with you all.

Case 1 – Releasing ex-staff performance records to the Human Resources Professionals of other company

Recently, I received a reference check request from the Human Resources Professional of other company through email. The company has obtained advance consent from the applicant who claimed that he has been worked in our hotel six months ago. The questionnaires were quite lengthy and in-depth. I was expected to answer a series of over 20 questions concerning the applicant's performance such as any warning letters received, reasons for resignation, the last performance score and the general comments to applicant from superior/other colleagues, etc. Based on the code of practice from the privacy ordinance, I aware that all this kind of in-depth information is part of the personal data. Without doubt, it should NOT be released to any other person. Therefore, being professional, I only release the reason for leaving (Resignation or Termination) as well as certifying the period of working in our Company.

Case 2 - Obtaining, Managing and Keeping the Personal Data within the Company

To show a high degree of protection of personal data, the Human Resources Department plays an important role in managing all employee data professionally. Externally, each individual department is not encouraged to obtain and keep any staff data within their own department. Very often, the respective department head will make one hardcopy of completed application forms and then keep them in their own department for reference. Actually, this is not necessary as to all

updated personal data can be easily accessed through the Human Resources Department. I can say this is one of the primary functions of Human Resources Department. On the other hand, each Human Resources Staff should carefully handle all personal data within the Human Resources Department. All staff personal files should be locked up after office hours. During the office hours, all personal data, which is placed on the table, should be turned over in order to avoid access by any visitor. Last, but not least, mentioning the staff data/information i.e. date of birth, belonging to which Chinese horoscope, academic qualifications, examination results, last day of work in the previous employer, etc. to any other personal is not permitted. Otherwise, serious disciplinary action will be taken against to any Human Resources staff who violates this code of practice.

Because World communications are getting better and better, everybody has a certain level of understanding on the rights of personal privacy. Therefore, each and every Human Resources Professional and Managerial Staff should be very much familiar and update knowledge of the Privacy Ordinance at all times.

I do believe that to be a professional private section, the Lifelong learning of Privacy Ordinance should be incorporated into the staff development programmes of the company.

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