在餐廳使用手機應用程式或二維碼點餐的保障私隱貼士

Food Ordering Using Mobile Apps or QR Codes at Restaurants Tips for Protecting Privacy

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Tips for Protecting Privacy

外出用膳是很多市民日常生活的一部分,而越來越多餐廳推行電子點餐,顧客可以透過手機應用程式或二維碼於餐廳進行自助點餐。然而,餐廳在提供電子點餐服務時或會涉及收集顧客的個人資料,從而帶來一些個人資料私隱方面的風險。 個人資料私隱專員公署在這單張中向市民提供保障個人資料私隱的實用貼士之餘,亦就電子點餐服務向餐飲業界提供保障顧客個人資料私隱的建議。

Dining out has become a daily routine for many citizens, with an increasing number of restaurants offering electronic ordering services that allow customers to order food by using a mobile application or scanning a QR code. However, restaurants may collect personal data of customers when they use these electronic ordering services, which can pose some risks to personal data privacy. The Office of the Privacy Commissioner for Personal Data seeks to provide practical tips to citizens, as well as suggestions to the food and beverage industry, regarding protecting customers' personal data privacy when using electronic food ordering services.

使用手機應用程式點餐
Food Ordering with Mobile Apps

1 應了解應用程式會查閱、上載或分享哪些資料，再決定是否下載及選用有關的應用程式，應透過官方渠道下載應用程式。
Understand the information to be accessed, uploaded or shared by the apps before deciding whether to download and use the apps. Download the apps via official channels.

2 考慮是否僅為堂食點餐功能而使用應用程式並開立帳戶。
Consider whether to use the mobile apps and create an account solely for in-restaurant dining purposes.

3 以訪客身分點餐時須考慮所需個人資料的類別是否必須，不超乎適度及是否可以在不提供有關資料的情況下仍可點餐。
When ordering as a guest using the app, consider whether the types of personal data to be collected are necessary and not excessive, and whether the order could be placed without providing such data.

4 仔細閱讀收集個人資料聲明，了解餐廳收集個人資料的目的及用途。
Read the Personal Information Collection Statement carefully to understand the purpose(s) and use(s) of personal data collected by the restaurant.

5 考慮實際需要而決定應用程式的存取權限，及檢查預設保安或私隱設定以設置最高私隱權限。
Determine the access permission of the apps based on actual needs, and check the default security or privacy settings in order to opt for the most privacy-protecting setting.

6 留意有關的手機應用程式有否提供選項讓顧客選擇是否同意接受直接促銷，並根據自身需要作出相應的選擇。
Pay attention to whether the mobile apps provide an option for customers to choose whether they accept direct marketing, and make corresponding choices based on personal needs.

掃瞄二維碼點餐
Scanning QR Codes for Food Ordering

1 掃瞄二維碼前要提高警覺，留意二維碼有否被竄改，不要掃瞄一些來歷不明的二維碼。
Stay alert before scanning QR codes. Pay attention to whether the codes have been tampered with, and do not scan any codes from unknown sources.

2 檢查二維碼所導向的網站及第三方點餐平台的真確性，確保二維碼導向至預定網站或相關的點餐平台。
Check the authenticity of the websites and third-party ordering platforms that are directed by the QR code, and check that the QR code directs you to the designated website or ordering platform.

3 先了解可否在不提供個人資料的情況下完成點餐，或僅提供完成點餐所需的最少量資料。
Check whether it is possible to place orders without providing personal data, or provide only the minimum amount of personal data required to place orders.

4 盡量使用在手機內置的功能掃瞄二維碼，避免因下載第三方提供的二維碼掃瞄應用程式而增加手機遭受惡意軟件攻擊的風險。
Use the built-in QR code scanner on mobile phones as far as practicable to avoid the increased risk of malware attacks arisen from downloading third-party QR code scanning applications.

5 切勿將點餐二維碼上載到社交平台，以免有機會令第三者使用二維碼進行點餐，導致財物損失。
Do not share the QR codes for food ordering on the social media platforms to prevent the possibility of third parties using the QR codes to place orders and potentially causing financial losses.

給餐飲業界的建議
Recommendations to the Food and Beverage Industry

1 向顧客提供不涉及收集個人資料的點餐方式。
Provide food ordering means to customers which do not involve the collection of personal data.

2 提供手機應用程式點餐服務的餐廳應容許顧客以訪客身分點餐，而不收集顧客的個人資料，或按實際所需收集最少量的個人資料。
Restaurants offering mobile apps for food ordering should allow customers to place orders as guests using the mobile apps without collecting their personal data or collect minimal amount of personal data according to need.

3 在提供二維碼點餐服務時，應考慮是否需要收集顧客的個人資料。在涉及收集個人資料的情況下，提供收集個人資料聲明以說明收集資料的目的及用途等資訊。
Consider the necessity of collecting customers' personal data via QR code for food ordering. Where the collection of personal data is involved, provide a Personal Information Collection Statement to stipulate, among other things, the purpose(s) and use(s) of the personal data collected.

4 如擬使用個人資料作直接促銷，應清晰地告知顧客並就此徵求他們的同意，而有關選項不應預設為同意。
If customers' personal data is intended to be used for direct marking purposes, inform and seek consent from customers. The setting for options should not be set as "agree" by default.

5 如擬使用第三方服務供應商的點餐平台，應確保他們的平台具備足夠的資訊保安措施，以保障任何從顧客收集得的個人資料。
If a third-party service provider is to be engaged to provide the food ordering platform, ensure that the platform has adequate information security measures to safeguard the personal data collected from customers.

6 定期檢查所提供的點餐二維碼有否被惡意竄改。
Regularly check whether the QR codes for ordering food have been maliciously tampered with.

7 制訂明確的資料保留政策，定期刪除過時或不必要的顧客資料，以減少資料外洩的風險。
Formulate a clear data retention policy and regularly delete obsolete or unnecessary customer data so as to minimise the risk of data leakage.

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