



PRINCE OF WALES HOSPITAL

威爾斯親王醫院

## **Notes of Application - Data Access Request**

1. This application is processed under the Personal Data (Privacy) Ordinance. An individual or a relevant person on behalf of an individual is entitled to make a Data Access Request to ascertain whether our hospital holds the personal data of the Data Subject or if our hospital holds such data, to be supplied with a copy of such data.
2. The Data Subject, in relation to personal data, must be a living individual.
3. When a relevant person applies on behalf of the Data Subject, an original authorization / written consent from the Data Subject must be obtained. The applicant must present his/her original / certify true copy of the identity document. The applicant should also present the Data Subject's original / certify true copy of the identity document upon request.
4. All relevant original supporting documents of the applicant, Data Subject and Data Subject's next of kin should be presented for verification of identity upon request. Copy of the documents may be required. Examples of supporting documents are:
  - Hong Kong Identity Card / Marriage Certificate / (if the patient is under 18) Birth Certificate or Legal Custody Paper
  - A guardianship order issued by the Guardianship Board/court/magistrate which can show that the Relevant Person is currently appointed as the guardian of the mentally incapacitated Data Subject
  - Documentary evidence to show that the Relevant Person has been vested the guardianship or that he is authorised to perform the functions of a guardian under the relevant section of the Mental Health Ordinance
5. The Data Subject/Data Subject's next of kin (if appropriate) is required to sign next to any amendment made on the documents / application form.
6. Please specify clearly and in detail the request period (e.g. 3/2003-5/2004) and type of data required (e.g. hospitalization records, laboratory results, X-ray films etc). Our hospital may require further information to enable us to identify and/or locate the Requested Data. Too general a description of the Requested Data such as "all of my personal data" may render the request being refused if we are not supplied with such information as we may reasonably require to locate the Requested Data. The information provided will be up to the date of application.
7. Charges (Applicable from 1 January 2026):
 

Processing Fee :	HK\$100 per request (For paper based records -
(Paper based records / Non-paper based records)	inclusive of reproduction charge for not more than 10
	pages and postage)
Reproduction charge for the 11 <sup>th</sup> page and onward :	HK\$1.5 per page
Reproduction charge for ECG, EEG, X-ray Film/disc or photo etc. :	HK\$300 per modality per disc
	HK\$300 per film
8. Application will be processed only after the processing fee of HK\$100 is paid. Payment by cheque should be crossed and made payable to the "Hospital Authority". **Please do not send the cash by mail.**
9. Our hospital will reply to the applicant **within 40 days** after receiving the request. If the total cost payable exceeds the processing fee, our hospital will notify the applicant to settle the cost/estimated cost and the copy data will be released after the residual cost is cleared. Under no circumstance will the requested data be released without receiving consent from the Data Subject and Data Subject's authorized person, checking original and copy of relevant documents.
10. All copies of the personal data released will be sent to the applicant by "Registered Post".
11. If you have any queries, please contact us at

**Enquiry No. :** (852) 3505 2416

**Facsimile No.:** (852) 3505 4528

**24 hours hotline:** (852) 3505 3555

**Address:** Medical Records Office, 2/F.,  
Old Block, Prince of Wales Hospital,  
30-32 Ngan Shing Street, Shatin, N.T.

**Website:** [www.ha.org.hk/pwh](http://www.ha.org.hk/pwh)

### **Office Hour**

Monday-Friday: 9:00am – 1:00pm

2:00pm – 5:30pm

Saturday, Sunday and Public

Holiday:

Closed

12. All calls from our hospital will show the number 3505 6000 in the caller display of your phone. Please pick up the call.