

# Personal Information Collection Statement (“PICS”)

Passenger’s personal data provided by you will be used by MTR Corporation Limited (the “Corporation” or “We” or “us”) for the purposes of (1) processing and administering of the High Speed Rail ticketing transactions (including the issue and printing of valid High Speed Rail tickets, handling of alteration or refund, loss of tickets, fare adjustment of tickets, and/or use as reference in complaint and/or investigations); (2) verifying passenger’s identity and eligibility; (3) administering and operating the High Speed Rail services; (4) investigating complaints, incidents, accidents or conducting any criminal, civil, administrative or other legal proceedings relating to the High Speed Rail services; (5) complying with applicable legal or regulatory requirements (including without limitation to those in Hong Kong and PRC); and (6) complying with requests from governmental authority, administrative or regulatory bodies and/or cooperating with them in relation to any investigation (the “Purposes”). For the purpose of verifying the passenger’s identity, it is mandatory for the passenger’s partial or full name and identification document number with a few digits, letter and/or characters (as the case may be) masked to be printed on the ticket(s) to be issued.

It is obligatory for you to provide to us the passenger’s travelling information (such as departing and arriving stations, train numbers, times and classes etc.), his/her payment information, his/her full name as appeared in a valid identification document, type of and full number of a valid identification document, and produce a valid identification document of the passenger (“Mandatory Personal Data”), whereas it is optional for you to provide us with the passenger’s email address and phone number (“Optional Personal Data”) (the Mandatory Personal Data and Optional Personal Data are collectively referred to as “Personal Data”). We will not issue the ticket(s) if you fail to provide true and correct particulars of the passenger’s Mandatory Personal Data or fail to produce the passenger’s original and valid identification document upon collection of the ticket(s). If you are not the passenger, by providing the passenger’s Personal Data to us, you confirm that you have provided a copy of this PICS to the passenger who has read and agreed to all terms herein and you have authority from the passenger to provide all such Personal Data to us.

Valid identification document means: Mainland Travel Permit for Hong Kong and Macao Residents; Mainland Travel Permit for Taiwan Residents; the People’s Republic of China (“PRC”) Resident Identity Card; PRC Exit/Entry Permit for Travelling to and from Hong Kong and Macao; Foreign Passports recognized by the PRC Government and such other valid identification document as accepted by the Corporation.

Passenger’s Personal Data you have provided will be transferred outside Hong Kong to High Speed Rail’s Mainland railway operators (the “Mainland Railway Operators”) and/or their agents, contractors or third party service providers who process personal data for and on their behalf, to carry out the Purposes. As the Mainland Railway Operators are situated in the Mainland of China, they are subject to the PRC laws and your personal data transferred to the Mainland Railway Operators may be used and disclosed in accordance with the PRC laws, which level of protection may not be the same as those under Hong Kong personal data privacy laws. You must consent, or obtain the passenger’s authorization to consent, to such transfer of passenger’s personal data outside Hong Kong to the Mainland Railway Operators before we will process your ticket purchase transactions. For the Purposes, we may also transfer passenger’s personal data you have provided to our agents, contractors, business partners or third party service providers who provide administrative, computer and other services to us who will process personal data on our behalf in accordance with the Purposes (“Service Providers”), and such parties who are authorized by law to request the information. Our Service Providers may be situated outside of Hong Kong where there may not be in place data protection laws which are substantially similar to, or serve the same purposes as, the Personal Data (Privacy) Ordinance.

Under the Personal Data (Privacy) Ordinance, passenger has a right to request access to and correction of his/her personal data. Passenger may request for data correction at the High Speed Rail Information Counter at Hong Kong West Kowloon Station. Data access request may be made in writing to the Personal Data Privacy Officer, Legal-General Department, MTR Corporation Limited, MTR Headquarters Building, Telford Plaza, Kowloon Bay, Kowloon, Hong Kong (Mark: High Speed Rail).