

# Privacy Policy

## Go N Live Limited

### Personal Information Collection Statement

This statement applies to all personal data as defined in the Personal Data (Privacy) Ordinance (“the Ordinance”) which we may collect from you.

### Collection of Personal Data

Your personal data will be collected from you through the Application process completed and submitted by you. Information from the Application process marked \* is mandatory information. If you do not wish to supply such information, we will not be able to process your application and will not be able to provide service to you. Personal data will also be collected by us from time to time after your application for services that has been accepted through our supply of services to you and through our dealings and transactions with you. We may also record by camera a copy of your Hong Kong Identity card, or Passport as part of our delivery service. Furthermore, telephone calls between you and our customer service numbers or staff may be recorded.

### Use of Data

Your personal data may be used for the following purposes:-

- operating and managing services provided by Go N Live Limited and such other services of ours which you may subscribe from time to time, e.g. Item Storage, Item Collection and Delivery, etc.;
- handling and following up your enquiries, suggestions, complaints;
- investigation of suspicious transactions;
- conducting service surveys to better understand your characteristics to improve and enhance our services to you and to design and develop new services for you;
- credit control and debt collection;
- assessing your eligibility for our other products or services;
- prevention or detection of crime;
- communicating with you;
- marketing goods and services (including from our wholly owned subsidiary) to you subject to the provisions of the Ordinance;
- research or survey and as data for logistics and intelligent transport systems and services, e.g. real time traffic information system; journey time information system; speed map panel, operated by us and other third parties provided that all data to be provided to third parties

for these purposes will be masked so it cannot be traced back to you or be used to identify you.

Furthermore, recordings of telephone conversations between you and our customer service hotlines or staff may be used for quality control, staff appraisal, and training.

## Transfer of Data

Your personal data collected by us will be kept confidential and other than as set out below will not be disclosed by us to any other third party. We may transfer your personal data to the following parties:-

- Wholly owned subsidiaries of Go N Live Limited
- our parent company, for the purposes of managing the business and promoting associated products and services;
- any actual or proposed assignee of our business of providing the services to which you have subscribed;
- any person to whom we are compelled to make disclosure under the requirements of any applicable law;
- any person with your express consent;
- any data processor (e.g. printer, production house or providers of mailing services) engaged by us to process or handle personal data on our behalf;
- debt collection agencies to collect any amount due from you;

## Rights of Access and Correction to Data Collected

Under the Ordinance, you have a right to request access to, and to request correction of your personal data held by us. If you wish to exercise those rights, please contact our Privacy Compliance Officer by email at [privacy@gnlstorage.com](mailto:privacy@gnlstorage.com) or by telephone on 5970 4316.

## Data Security

All your personal data in our possession are stored on our server in Hong Kong and are accessible only to our authorized employees and contractors. We have also employed state of the art technology to ensure that data about you cannot be accessed by unauthorized persons.

## Contact Person

If you have any question on this statement or our policy on collection and use of your personal data or of our customers generally, please contact our Privacy Compliance Officer referred to above. We may from time to time amend this statement and the latest statement will be posted at our website at [www.gnlstorage.com](http://www.gnlstorage.com)

In the event of any inconsistency between any provision of this statement and any provision set out in any terms and conditions for any service of us, the provisions of this statement shall prevail.

In the event of any inconsistency between a Chinese version and the English version of the statement, the English version shall prevail.