Personal Information Collection Statement (this "PICS")

Blue Care Medical Services Limited (the "**Company**", "**we**", "**us**", "**our**") is a wholly owned subsidiary of AIA Group Limited. AIA Group Limited, together with its subsidiaries and affiliates are collectively referred to in this PICS as the "**AIA Group**" and individually referred to as an "**AIA Entity**".

From time to time, it is necessary for you to provide the Company with, and for the Company to collect, hold, process, use and/or obtain from any appropriate third party authorized by you your personal data (including medical history, investigation findings, treatments and prescriptions (collectively "**Medical Data**") and health information) in connection with the provision of medical and healthcare services through clinics, doctors, and other medical and healthcare service providers and provision of related products and services (including, without limitation, appointment booking, medical consultation, treatment, processing registrations, requests and enquiries, administration, processing, investigation or analysis of claims, and any functions and activities incidental to the provision of such products and services) (the "**Products and Services**"). Failure to supply the required personal data may result in the Company being unable to provide the Products and Services to you. During the course of your relationship with the Company, further personal data relating to you may also be collected by the Company in the ordinary course of the Company's business.

If you provide personal data to the Company about another individual, you confirm that you are either (i) the parent or legal guardian of the individual, or (ii) you have obtained the individual's consent to provide his or her personal data to the Company, and for such personal data to be used, processed, disclosed and transferred in accordance with this PICS.

(1) PURPOSES FOR COLLECTING PERSONAL DATA

Personal data relating to you held or collected by the Company may be used by the Company for the following purposes ("**Purposes**"):

(i) provision of the Products and Services;

(ii) processing billing and payments, insurance claims, and/or collecting amounts due from you;

(iii) processing your request for registration as a user of the Company's application, portal and/or website(s) and administering your user account;

(iv) verifying your identity before providing the Products and Services;

(v) operating, maintaining, evaluating, improving troubleshooting problems, and understanding your preference(s) with the Company's application, portal and/or website(s);

(vi) improving the experience of the Company's application, portal and website(s) and ensuring the data collection purposes can be fulfilled by collecting information through cookies and other tracking technologies;

(vii) promotional or marketing purposes, subject to paragraph (3) of this PICS;

(viii) performing statistical or other research and data analysis related to the provision of the Products and Services;

(ix) exercising the Company's rights in connection with the provision of the Products and Services to you from time to time;

(x) performing evaluation, planning and designing of the Products and Services with a view to improving or enhancing the Products and Services;

(xi) communicating with you or your authorized representative(s);

(xii) performing investigations and processing of complaints and disputes;

(xiii) meeting any disclosure requirements imposed by any legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations binding on or applying to the Company or the AIA Group or with which the Company or the AIA Group is expected to comply;

(xiv) complying with any obligations, requirements, policies, procedures, measures or arrangements for sharing data and information applicable to us or AIA Group and/or any other use of data and information in accordance with any applicable programs for compliance with sanctions or prevention or detection of money laundering, terrorist financing or other unlawful activities;

(xv) enabling an actual or proposed assignee, transferee, participant or sub-participant of the Company's rights or business to evaluate or carry out the transaction intended to be the subject of the assignment, transfer, participation or sub-participation; and

(xvi) any other purposes relating to any of the purposes listed above.

(2) TRANSFER OF PERSONAL DATA

Personal data held by the Company relating to you will be kept confidential but the Company may provide such data to the following parties, whether inside or outside of Hong Kong, to fulfil the Purposes set out above in paragraph (1) of this PICS:-

(i) your attending doctors and medical and healthcare service providers;

(ii) third-party doctors, medical and healthcare service providers or laboratories for purposes relating to your healthcare;

(iii) staff or academics, and healthcare or educational institutions who are authorised by us for teaching, education, research and/or statistical purposes;

(iv) any agent, contractor or third party service provider, including but not limited to any service provider within the AIA Group, which provides services to the Company in connection with the operation of its business including, administrative, telecommunications, computer, payment, data processing, storage, investigation, debt collection, technology outsourcing, mailing and printing services and other services in connection with the Company's operations or the Products and Services;

(v) any authorized person or organization in connection with the Products and Services provided by the Company to you (such as your employer, insurance company (or its service provider) or insurance broker);

(vi) any other person or entity under a duty of confidentiality to the Company or the AIA Group including AIA Entity which has undertaken to keep such data confidential;

(vii) the Company's Alliance Program Partners (as defined in paragraph (3)(iii) below), subject to paragraph (3) of this PICS;

(viii) any person or entity to whom the Company or the AIA Group is under an obligation or otherwise required to make disclosure under the requirements of any law or regulations, code of practice, guidelines or guidance given or issued by any legal, regulatory, governmental, tax, law enforcement or other authorities, or self-regulatory or industry bodies or associations binding on or applying to the Company or the AIA Group or with which the Company or the AIA Group is expected to comply, or to establish, exercise or defend or to protect legal claims, to protect the rights, property or safety of the Company or the AIA Group, all of which may be within or outside Hong Kong and may be existing currently and in the future;

(ix) any actual or proposed assignee, transferee, participant or sub-participant of the Company's rights or business;

(x) third party reward, loyalty, co-branding and privileges program providers;

(xi) co-branding partners and/or marketing partners of the Company and/or any AIA Entity (the names of such co-branding partners and/or marketing partners can be found in the registration form(s) and/or promotional material for the relevant services and products, as the case may be);

(xii) external service providers (including but not limited to mailing houses, telecommunication companies, telemarketing and sales agents, data processing companies and information technology companies) that the Company engages for the purposes set out in paragraph (1)(vii) of this PICS; and

(xiii) other companies who help gather your information or communicate with you, such as research companies and ratings agencies, in order to enhance the products or services we make available to you.

From time to time, AIA Group or the Company may purchase a business or sell one or more of the Company's business(es) (or portions thereof). In the event that AIA Group or the Company purchase(s) a business, the personal data received with that business would be treated in accordance with this PICS, if it is practicable and permissible to do so. In the event that AIA Group or the Company sell(s) a business, provisions will be included in the selling contract requiring the purchaser to treat your personal data in the same manner required by this PICS.

(3) USE AND PROVISION OF PERSONAL DATA IN DIRECT MARKETING

Subject to your consent, the Company may use your personal data (including Medical Data) in direct marketing and provide your personal data (including Medical Data) to the Company's Alliance Program Partners (as defined in paragraph 3(iii) below) for their direct marketing. In this connection, please note that:

(i) your name and contact details, transaction pattern, behavior, Medical Data and health information held by the Company from time to time may be used by the Company in direct marketing;

(ii) the following services, products, advice and subjects may be marketed:

(a) insurance, annuities, mandatory provident fund schemes or occupational retirement schemes, wealth management, credit cards, financial, banking and related services and products;
(b) reward, loyalty, lucky draw programs or privileges programs and related services and products;
(c) services and products offered by the co-branding partners and/or marketing partners of the Company and/or any AIA Entity (the names of such co-branding partners and/or marketing partners can be found in the registration form(s) and/or promotional material for the relevant services and products, as the case may be);
(d) medical and healthcare services and products; and
(e) charitable, non-profitable, educational, recruitment and training causes;

(iii) the above services, products, advice and subjects may be provided by the Company and/or the persons/providers below:

(a) any AIA Entity;
(b) third party reward, loyalty, co-branding or privileges program providers;
(c) co-branding partners and/or marketing partners of the Company and/or any AIA Entity (the names of such co-branding partners and/or marketing partners can be found in the registration form(s) and/or promotional material for the relevant services and products, as the case may be); and/or
(d) medical and healthcare service providers,

(collectively "**Alliance Program Partners**"); and

(iv) in addition to marketing the above services, products, advice and subjects itself, the Company also intends to provide the personal data (including Medical Data) described in paragraph 3(i) above to all or any of its Alliance Program Partners described in paragraph 3(iii) above for use by them in marketing those services, products, advice and subjects described in paragraph 3(ii) above by contacting you. The Company will obtain your written consent (which includes an indication of no objection) before we pass your personal data (including Medical Data) to Alliance Program Partners for any direct marketing purposes.

If you do not wish the Company to use or transfer your personal data we collected to its Alliance Program Partners for direct marketing, you may exercise your opt-out right by notifying the Company. To exercise your opt-out right, you may write to the Data Protection Officer of the Company at the address and email address provided in paragraph (4) of this PICS, or provide the Company with your opt-out choice in the relevant application form (if applicable).

(4) DATA ACCESS AND CORRECTION RIGHT

In accordance with the Personal Data (Privacy) Ordinance (the "**Ordinance**"), you have the right to request access to and the correction of any of your personal data held by the Company, by writing to the Data Protection Officer of the Company at the following address and email:

The Data Protection Officer
Blue Care Medical Services Limited
54/F, Hopewell Centre
183 Queen's Road East
Wanchai, Hong Kong
Email: bluecare@bluecare.com.hk

According to the Ordinance, the Company has the right to charge a reasonable fee for the processing of any data access request.

(5) You also have the right, to request for the Company's policies and practices in relation to personal data and to be informed of your personal data that is held by the Company by writing to the Company's Data Protection Officer at the address and email provided in paragraph (4) of this PICS.

(6) Should you have any query in relation to this PICS, please do not hesitate to contact our Customer Service Hotline at 2523 1830.

(7) Nothing in this PICS shall limit your rights under the Ordinance.

(8) The Company retains the right to change this PICS.

(9) A Privacy Addendum under the Personal Information Protection Law of the People's Republic of China supplements this PICS and is available at (BC Privacy Addendum (Eng) (Final) 2025). The Privacy Addendum applies to you if you are within Mainland China.

Issued by Blue Care Medical Services Limited
(202503)