

Privacy Policy

EC Property (HK) Limited (“Company”, “we”, “us”) pledges to respect and protect your privacy online and have taken steps to protect the information you share with us. This policy covers how the Company treats personal information that the Company collects and receives, including information related to your past use of our products and services. Personal information is information about you that is personally identifiable like your name, address, email address, or phone number, and that is not otherwise publicly available.

This Privacy Policy does not apply to the practices of companies that the Company does not own or control, or to people that the Company does not employ or manage.

Collection of Personal Data

The Company may collect personal information and/or data about a user such as his/her name, log-in ID and password, address, email address, phone number, age, sex, date of birth, country of residence, nationality, education level and work experience that is/are not otherwise publicly available. Occasionally, the Company may also collect additional personal information and/or data from a user in connection with contests, surveys, or special offers. Only duly authorized staff of the Company will be permitted to access the users’ personal information and data.

For reward redemption programs, promotions occasionally offered on the site or verification purposes, the Company may ask participants for additional personal data necessary to run the programs, notify winners or for verification purposes.

Disclosure of information

We may use Personal Data for one or more of the following purposes:

- To process and administer your application to join us;
- To process your request for any products or services offered by us;
- To fulfill requests submitted by you, whether online, over the phone, through our mobile services, or through other methods;
- To provide booking disruption handling services;
- For the operation of the Company including phone usage tracking, delivery of associated benefits and services, ongoing research and programme development, as well as delivering news and information to our members, and for other record-keeping purposes related to the our promotional programme;
- For marketing, promotional and customer relationship management purposes, such as conducting market research or sending you updates on the latest offers and promotions in connection with the Company and for assessing eligibility for any marketing and/or promotional activities and/or offers from the Company;
- For identification and verification purposes, in connection with any of the services or products that may be supplied to you;

- To respond to, handle and process any enquires submitted by you;
- To administer contests and sweepstakes conducted by us or on our behalf, including disclosing the winner of any such contest;
- To verify, identify and check against the ownership, listing and membership information and details of any property;
- To disclose to a third party to comply with any law, legal requirements, orders, directions or requests from any court, authority or government body of any jurisdiction, which may be within or outside of Hong Kong;
- To facilitate payment for products and services provided by us or our subsidiaries, associated companies and business associates, including verification of credit card details with third parties and to conduct matching procedures against databases of known fraudulent transactions (maintained by us or third parties);
- To improve our security, including in relation to the processing of payment by credit card to guard against the risk of fraud, including carrying out matching procedures against databases of known fraudulent transactions (maintained by us or third parties);
- To provide other property, real estate, mortgage, leasing, asset management, estate agency, interior design, home, banking, financial, wealth management, insurance, legal and lifestyle related services;
- To pass on to and for the use by any of our subsidiaries, associate companies and/or business associates in connection with any of the above purposes and/or any other property related services and offers such companies and associates may offer from time to time.
- To fulfill the above purposes, you may be contacted via email, direct mailing, telephone marketing, SMS or other means that are allowed by local authorities.

We may also from time to time use aggregate non-identifying information about our customers to better design our website and/or to improve our services and products. This means we may provide this information to third parties. However, this information will never identify any single member of the programme in particular.

Cookie

The Company automatically receives and records information from your computer and browser, including your IP address, cookie information, software and hardware attributes, and the page you request.

The Company lets other companies that show advertisements on some of our pages set and access their cookies on your computer. Other companies' use of their cookies is subject to their own privacy policies, not this one. Advertisers or other companies do not have access to our cookies.

Google Analytics

We uses Google Analytics, a web traffic analysis service provided by Google Inc. ("Google"). Furthermore, you can prevent Google's collection and processing of data by using the Google Ads Settings page or downloading and installing the browser plug-in.

Access

Any user is entitled to request access to or make amendments to his/her own personal information and data kept with the Company by contacting the Company at email to info@onehouse.hk.

In the event that a user wishes to access or amend his/her personal information and data, the Company may request him/her to provide personal details in order to verify and confirm his/her identity. HKID card number or passport number or business registration certificate number cannot be amended unless such data is proved to be inaccurate. The Company is required to respond to a user's requests within 40 days of his/her request and will endeavor to do so wherever possible. We may charge a reasonable fee for processing a data access request.

Confidentiality and Security

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

The Company limits accesses to information about you to employees who we believe reasonably need to come into contact with that information to provide products or services to you or in order to do their jobs. We have physical, electronic, and procedural safeguards that comply with our legal obligations to protect information about you.

Changes in this Privacy Policy

The Company reserves the right to update, revise, modify or amend this Privacy Policy in the following manner at any time as the Company deems necessary and users are strongly recommended to review this Privacy Policy frequently. If the Company decides to update, revise, modify or amend this Privacy Policy, the Company will post those changes to this webpage and/or other places the Company deems appropriate so that users would be aware of what information the Company collects, how the Company uses it, and under what circumstances, if any, the Company discloses it.

If the Company makes material changes to this Privacy Policy, the Company will notify users on this webpage, by email, or by means of a notice on the home page of the Company.

Data transfers

We will generally hold your data on our servers in Hong Kong. However we may transfer it to our overseas offices elsewhere in the world or to any people, who may be located elsewhere.

Contact

If you have questions or suggestions, please contact us:

EC Property (HK) Limited

Address: Unit 308 – 313, 3/F Enterprise Place, Hong Kong Science Park,
Shatin, Hong Kong

Phone: 3903 5600

Email: info@onehouse.hk

Last update: 19 August 2015