

Guidelines for referral to Smoking Cessation Hotline (Quitline) of the Department of Health

- Obtain client's verbal consent for providing his/her name and contact number to the quitline service
- Refer to "Notice of Collection of Personal Data" for the usage of relevant information (Annex)

Telephone Referral

- 1) Call Quitline **1833 183**, press '0' to access voicemail.
- 2) Leave the caller's organization and contact number as well as the client's name and contact number (may propose convenient time for calling during the day)
- 3) Inform the client that the quitline staff will contact him/her within 5 working days

Fax Referral

- 1) Complete the referral form and fax to **2156 0521**
- 2) Inform the client that the quitline staff will contact him/her within 5 working days

Notice of Collection of Personal Data

1. Purpose of Collection

- i. The personal data provided will be used by the Department of Health (“DH”) for provision of smoking cessation and related service.
- ii. The personal data collected will be retained no longer than necessary for the fulfillment of the above purpose.
- iii. The provision of personal data is voluntary. If you do not provide sufficient information, we may not be able to provide the requested service to you.

2. Classes of Transferees

The personal data you provide are mainly for use within DH but they may also be disclosed to smoking cessation service providers for the purposes mentioned in Section 1 above, if required. Apart from this, the data may only be disclosed to relevant smoking cessation service providers where you have given consent to such disclosure or where such disclosure is allowed under the Personal Data (Privacy) Ordinance.

3. Access to Personal Data

You have the right of access and correction with respect to your personal data as provided for in Sections 18 and 22 and Principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance. Your right of access includes the right to obtain a copy of your personal data provided by you during the occasions as mentioned in Section 1 above. A fee may be imposed for complying with a data access request.

4. Enquiries

Enquiries concerning personal data provided, including the making of access and corrections, should be addressed to Senior Executive Officer, Tobacco and Alcohol Control Office, Department of Health, Room 1801, 18/F, Wing On Kowloon Centre, 345 Nathan Road, Kowloon.