



Dear Licensees,

**Re: Safeguard clients' personal data by taking information security measures**

The Estate Agents Authority (“EAA”) is writing to draw your attention to information security as it has become an issue of public concern following an incident involving the leakage of personal data of a telecommunications company recently. As estate agents are required to keep records of their clients’ personal information, such as their names, addresses, identity document types and numbers etc., estate agents must ensure that such data are properly handled and securely kept.

All licensees should be aware that under the Anti-Money Laundering and Counter-Terrorist Financing Ordinance and [Practice Circular No. 18-01 \(CR\)](#) recently issued by the EAA, licensees are required to obtain amongst other things a copy of the customer’s identity document for record keeping. Hence, it is of utmost importance that the personal data collected is properly safeguarded.

Licensees are reminded that according to [Practice Circular No. 13-05 \(CR\)](#), licensees should collect clients’ personal data only for a purpose necessary for the performance of estate agency work and must not use such data for any other purpose without their clients’ consent. Licensees must also take all practicable steps to safeguard the documents containing personal data from loss or unauthorised access by third parties.

Moreover, according to [Practice Circular No. 09-10 \(CR\)](#), licensees should take information security measures to protect data privacy and put in place the necessary safeguards to manage the services provided by external contractors. Licensees should make reference to the “[Information Security and Privacy Protection Policy for Estate Agents](#)” issued by the EAA for what measures need to be taken.

Licensees are reminded to read through the abovementioned circulars and policies again and take necessary measures to safeguard information security.

Estate Agents Authority

27 April 2018