

Transportes Urbanos de Macau S.A.R.L. (Transmac)

Privacy policy

According to Article 25, paragraph 3 of Law 8/2005, Personal Data Protection Act regarding “the openness of data processing”, the Transportes Urbanos de Macau S.A.R.L. (hereinafter referred to as Transmac) provides clients with the basic information about Transmac’s personal data processing.

I. Category or categories of data subjects, category or categories of the data, the intent of the processing and data recipients

(I) Citizen information

1. Deal with enquiries, comments, suggestions, praises and complaints

(1) Categories of data subject

Anyone who makes enquiries, comments, or complaints, or gives suggestions or praises, and the persons involved in the process.

(2) Categories of data

Personal data provided by the relevant parties, as well as the personal data collected during the processing of the enquiries, comments, suggestions, praises and complaints.

(3) The intent of the processing

Deal with enquiries, comments, suggestions, praises and complaints

(4) The recipients

4.1 The staff member(s) responsible for the work

4.2 The entities that must be notified with the consent or requirement of the data subject.

4.3 Based on the needs of criminal investigation and/or litigation, some pertinent data may be turned over to the solicitor entrusted by Transmac, police authorities or judicial system.

2. Recruitment

(1) Categories of data subject

Job seeker.

(2) Categories of data

2.1 Personal identification information: Name, gender, date of birth, birthplace, marital status, nationality, address, phone number, education background, Identification document (category, serial number and copy) and so on.

2.2 Resume data.

2.3 Other data: other data collected pursuant to laws or with the consent of the data subject.

(3) The intent of the processing

Recruitment

(4) The recipients

4.1 The staff member(s) responsible for the work

4.2 If the applicant got admitted is not a Macau resident, all or part of the pertinent data will be handed over to the labor service companies with labor relations with Transmac, human resource office and exit-entry department based on the relevant procedures.

3. Bus driver trainee

(1) Categories of data subject

Training applicants.

(2) Categories of data

2.1 Personal identification information: Name, gender, date of birth, birthplace, marital status, nationality, address, phone number, education background, Identification document (category, serial number and copy) and so on.

2.2 Resume data.

2.3 Other data: other data collected pursuant to laws or with the consent of the data subject.

(3) The intent of the processing

3.1 The recruitment of the driver trainees

3.2 Sign up for an examination after get admitted.

(4) The recipients

4.1 The staff member(s) responsible for the work

4.2 All or part of the pertinent data will be handed over to the eligible lawyer for the purpose of signing the “statement of debt”.

4.3 Based on the needs of signing up for an examination, all or part of the pertinent data will be handed over to the relevant government departments.

4.4 If it is needed to apply for an exam on machine, all or part of the pertinent data would be handed over to a legally qualified vehicle driving school for the purpose of applying for a government exam.

4. The transaction of the free boarding pass.

(1) Categories of data subject

The employees’ dependents and the persons qualified for free boarding.

(2) Categories of data

2.1 Personal identification information: name, date of birth, identification document (serial number and copy).

2.2 Personal data collected during the transaction of the free boarding pass.

(3) Bus driver trainee

The transaction of the free boarding pass.

(4) The recipients

4.1 The staff member(s) responsible for the work

4.2 Based on the need for the manufacture of the pass, all or part of the pertinent information will be handed over to a boarding pass supplier.

5. The customers of chartered buses

(1) Categories of data subject

The customers of chartered buses (including liaisons)

(2) Categories of data

Personal data provided by the relevant parties, as well as the personal data collected during the processing of the chartered bus service.

(3) The intent of the processing

To provide the chartered bus service.

(4) The recipients

The staff members responsible for the work.

6. Temporary service

(1) Categories of data subject

Temporary or short-term service providers

(2) Categories of data

Personal data provided by the relevant parties, as well as the personal data collected during the processing of the temporary service.

(3) The intent of the processing

To establish cooperative relationship and maintain the cash flow credentials.

(4) The recipients

4.1 The staff member(s) responsible for the work

4.2 The entities that must be notified with the consent or requirement of the data subject.

4.3 Based on the needs of criminal investigation and/or litigation, some pertinent data may be turned over to the solicitor entrusted by Transmac, police authorities or judicial system.

7. Visitor registration

(1) Categories of data subject

The visitors to Transmac.

(2) Categories of data

2.1 Personal identification information: Identification information: name, identification document (category and serial number) or the number of the employee's card.

2.2 The organizational information: the name of the organization provided by the visitors who are paying a visit on behalf of such organization.

(3) The intent of the processing

The porter security guards

(4) The recipients

4.1 The staff members responsible for the work. (Transmac staff members or the employees of the outsourcing companies)

4.2 The entities that must be notified with the consent or requirement of the data subject.

4.3 Based on the needs of criminal investigation and/or litigation, some pertinent data may be turned over to the solicitor entrusted by Transmac, police authorities or judicial system.

8. Lost and found

(1) Categories of data subject

Claimer of the lost.

(2) Categories of data

2.1 Personal identification information: copy of the claimer's ID card.

2.2 Personal data collected during the lost and found.

(3) The intent of the processing

Lost and found

(4) The recipients

The staff members responsible for the work.

9. The management of Transmac's webpage

(1) Categories of data subject

The users of Transmac's webpage

(2) Categories of data

2.1 The users' Internet domain name, IP address and location.

2.2 The date and time of the start and end of the browsing.

2.3 The webpage browsed.

2.4 When the Transmac website is visited through hyperlinks on another website, the domain name of such website.

(3) The intent of the processing

The management of Transmac's webpage.

(4) The recipients

4.1 The personnel responsible for improving web services, quality and maintenance (Transmac staff members or the employees of the outsourcing companies)

4.2 Based on the needs of criminal investigation and/or litigation, some pertinent data may be turned over to the solicitor entrusted by Transmac, police authorities or judicial system.

10. The organization of events

(1) Categories of data subject

The participants of events held by Transmac (including hosting, co-organizing and co-hosting) and the relevant persons.

(2) Categories of data

2.1 Identification and contact information: name, date of birth or age, gender, nationality, address, phone number, fax number, e-mail address, education background, daily language, type, serial number and copy of identification document, occupation, position, the institution served or attended, the type, serial number and copy of student ID card, photos and so on; and the data of the parents/guardians/curators of the minors, interdicted person or quasi-interdicted person (if any).

2.2 The event data: the audio and video record of the events (such as photos, audio recording and video recording), the event performance, the event valuation as well as rewards and punishments.

2.3 Financial information: the bank account information of the persons concerned when it comes to the payment of entry fee, bonus, etc.

2.4 Other data: Other data related to the events.

(3) The intent of the processing

To hold an event: document the event and preserve the historical record.

(4) The recipients

4.1 The staff member(s) responsible for the work

4.2 The entities that must be notified with the consent or requirement of the data subject.

4.3 The relevant insurance companies that provide insurance.

4.4 Based on the needs of criminal investigation and/or litigation, some pertinent data may be turned over to the solicitor entrusted by Transmac, police authorities or judicial system.

11. To handle all kinds of applications

(1) The categories of the parties

The applicants and the persons involved in the applications.

(2) Categories of data

2.1 Personal identification information: name, address, phone number, fax number, email address, the type, serial number and copy of the Identification document and so on.

2.2 Other data: the information collected according to law or with the consent of the parties.

(3) The intent of the processing

To handle the various applications submitted to Transmac in accordance with "Personal Information Protection Act"

(4) The recipients

4.1 The staff member(s) responsible for the work

4.2 The entities that must be notified with the consent or requirement of the data subject.

4.3 Based on the needs of criminal investigation and/or litigation, some pertinent data may be turned over to the solicitor entrusted by Transmac, police authorities or judicial system.

(II). Employee's personal data

1. Personnel management

(1) Categories of data

- 1.1 Identification information: name, date of birth, birthplace, gender, nationality, address, phone number, education background, Identification document (category, serial number and copy), driver's license (category, serial number and copy), tax ID, social security fund beneficiary number and so on.
- 1.2 Family status: marital status, spouse's name, children, and other personal information and related supporting documents of the staff's family members that are used to apply for benefits and participate in Transmac's events.
- 1.3 Occupational information: the type, work time and location of the occupation, employee ID number and effective date, seniority, rank, pay scale, the nature and duration of the contract and so on.
- 1.4 Data related to remuneration: basic remuneration, other fixed and non-fixed remuneration, allowances, leaves, attendance records, special leave, and the information related to the amount or tax of mandatory or non-mandatory deductions.
- 1.5 Disciplinary data: Internal disciplinary records and the disciplinary data collected according to law.
- 1.6 Other data: other data of personnel management and data collected according to law or with the consent of the parties.

(2) The intent of the processing

- 2.1 To deal with all the matters related to human resource management. Including: staff registration, the calculation and payment of remuneration, the provision of welfare, training activities, job performance assessment, promotion plan, records of participation in Transmac's activities, declaration of work accident, and dealing with labor relations.

- 2.2 To deal with all the activities of employees in Transmac. Including: using proof-of-visit system and opening the bus electronic toll collector and concierge management system.
- 2.3 To handle all applications submitted by staff members because of occupational activities or other relevant matters. application for certificate, absence application, individual accident management, appeal or application for appeal, and comments.
- 2.4 To handle the application for and renewal of the Identification documents for the non-resident employees. Including: access permit, identity card of the non-resident employees.

(3) The recipients

- 3.1 Only provided to the employees who are responsible for the work or authorized employees.
- 3.2 The host institution/entrusted organization/entrusted training instructor of the training course that Transmac signs up for the staff.
- 3.3 The organization that assists Transmac in holding activities. For example: travel agency
- 3.4 The host organization of relevant activities. For example: to sign up for dragon boat races held by Macao Sport Development Board.
- 3.5 The organizations to be notified in accordance with laws, or with the requirement or consent of the data subjects (such as: Financial Services Bureau, Identification Bureau, Social Security Fund, Labour Affairs Bureau, Human Resources Office, Exit-Entry Department of Public Security Police Force, the intermediary labour service companies for the non-resident employees.)
- 3.6 The companies that provide insurance/ provident funds for the staff members.
- 3.7 Based on the labour relations and the needs for criminal investigation and/or litigation, some pertinent data may be turned over to the solicitor entrusted by Transmac, Labour Affairs Bureau, police authorities or judicial system.

2. Email and Internet monitoring

This part applies only to the situation where staff members use the email accounts provided by Transmac to send and receive email, and uses the information appliances provided by Transmac to surf the Internet.

(1) Categories of data

- 1.1 The email address, date, time, headlines and contents of the email sent and received by the staff.
- 1.2 The time staff members spent on surfing the Internet, webpage visited and the data transmitted or received.

(2) The intent of the processing

To ensure service quality, information security and assess performance of staff members of Transmac.

(3) The recipients

- 3.1 The supervisor in charge of assessing the performance of staff members.
- 3.2 The personnel responsible for improving web services, quality and maintenance (Transmac staff or the staff members of outsourcing companies)
- 3.3 Based on the needs of disciplinary investigation, some pertinent data may be handed over to the person responsible for the disciplinary investigation.
- 3.4 Based on the labour relation issues and the needs of criminal investigation and/or litigation, some pertinent data may be turned over to the solicitor entrusted by Transmac, Labour Affairs Bureau, police authorities or judicial system.

3. Event photos and videos

(1) Categories of data subject

The staff members and the relevant participants of the event.

(2) Categories of data

Portraits and images.

(3) The intent of the processing

- 3.1 Event records.

- 3.2 Upload to the intranet of Transmac to be shared as the highlights of internal activities.
- 3.3 Upload to the Transmac homepage for publication.
- 3.4 Transmac's promotion campaign. Including: the Transmac information bulletin, publications and mass communication, TV, newspaper and so on.

(4) The recipients

- 4.1 The Transmac staff members and relevant persons.
- 4.2 The general public
- 4.3 The entities that must be notified with the consent or requirement of the data subject.
- 4.4 Based on the needs of criminal investigation and/or litigation, some pertinent data may be turned over to the solicitor entrusted by Transmac, police authorities or judicial system.

(III). Other data:

1. Video surveillance

This part only applies to the operation of video surveillance equipment installed within the scope of Transmac (including Transmac buses).

(1) Categories of data subject

All the people who pass by the video surveillance equipment installed in the Transmac (including Transmac buses).

(2) Categories of data

- 2.1 The images of the people who pass by the video surveillance equipment installed in the Transmac (including Transmac buses).
- 2.2 The sound of the people who pass by the video surveillance equipment installed in the Transmac (excluding Transmac buses).

(3) The intent of the processing

- 3.1 Monitor the public security (monitor the cashbox in the buses); guarantee the personal and property safety of staff members and passengers, crime prevention and criminal investigation and other legitimate interests.

3.2 Monitor the public security (supervise the transport and unload of the bus cashbox, the counting of the bus fare and payment settlement).

(4) The recipients

4.1 The entities that must be notified with the consent or requirement of the data subject.

4.2 Based on the needs of disciplinary and security investigation, some pertinent information may be turned over to those responsible for the disciplinary investigation (Transmac staff members, Transport Bureau staff and the staff member of outsourcing companies)

4.3 Based on the labour relation issues and the needs of criminal investigation and/or litigation, some pertinent data may be turned over to the solicitor entrusted by Transmac, Labour Affairs Bureau, police authorities or judicial system.

2. Phone monitoring

This part only applies to situations involving Transmac's answering machine.

(1) Categories of data subject

The users of the answering machine.

(2) Categories of data

The phone number dialed and answered, date, starting time, finishing time and the content of the recording.

(3) The intent of the processing

To ensure service quality, assess performance of staff members, and safeguard the legitimate rights and interests of Transmac.

(4) The recipients

4.1 The supervisor in charge of assessing the performance of staff members.

4.2 Based on the needs of disciplinary investigation, some pertinent data may be handed over to the person responsible for the disciplinary investigation.

- 4.3 Based on the needs of criminal investigation and/or litigation, some pertinent data may be turned over to the solicitor entrusted by Transmac, police authorities or judicial system.

3. The message on the answering machine

This part only applies to situations involving Transmac's answering machine.

- (1) Categories of data subject

The users of the answering machine.

- (2) Categories of data

The date of the recording, starting and finishing time and the content of the message.

- (3) The intent of the processing

To receive the message.

- (4) The recipients

- 4.1 The staff member(s) responsible for the work

- 4.2 The staff member who takes over the follow-up work of the message.

- 4.3 Based on the needs of criminal investigation and/or litigation, some pertinent data may be turned over to the solicitor entrusted by Transmac, police authorities or judicial system.

4. Supplier and service provider management

- (1) Categories of data subject

Supplier and service provider.

- (2) Categories of data

- 2.1 Personal identification information: Name, address, telephone number, fax number, E-mail address.

- 2.2 Other data: mode of payment, bank account number.

- (3) The intent of the processing

To keep in touch with the supplier and service provider, and deal with business cooperation issues.

(4) The recipients

4.1 The staff member(s) responsible for the work

4.2 The entities that must be notified with the consent or requirement of the data subject.

4.3 Based on the needs of criminal investigation and/or litigation, some pertinent data may be turned over to the solicitor entrusted by Transmac, police authorities or judicial system.

5. Document receipt and forwarding and archives management

(1) Categories of data subject

The sender and recipient, and the persons involved in the archive.

(2) Categories of data

2.1 Personal identification information: Name, address, telephone number, fax number, E-mail address.

2.2 Other data: The data involved in the archive documents.

(3) The intent of the processing

Document receipt and forwarding and archives management

(4) The recipients

4.1 The staff member(s) responsible for the work

4.2 The entities that must be notified with the consent or requirement of the data subject.

4.3 Based on the needs of criminal investigation and/or litigation, some pertinent data may be turned over to the solicitor entrusted by Transmac, police authorities or judicial system.

6. Public Relations

(1) Categories of data subject

Persons who come in contact with Transmac because of public relation work.

(2) Categories of data

2.1 Personal identification information: name, address, phone number, fax number, email address, the type, serial number and copy of the Identification document, occupation, position and the name of the organization.

2.2 Other data: the data involved in the public relation work.

(3) The intent of the processing

Public relation work.

(4) The recipients

4.1 The staff member(s) responsible for the work

4.2 The entities that must be notified according to laws, and with the consent or requirement of the data subject.

4.3 Based on the needs of criminal investigation and/or litigation, some pertinent data may be turned over to the solicitor entrusted by Transmac, police authorities or judicial system.

II. Combination and transfer of the personal data

Transmac will not combine its data with that in the databases of other organizations; and if data sharing is required for special circumstances, advance notice will be given and approval of the clients obtained.

Except as required by law, and with the consent or request of the clients, Transmac generally will not transfer its data to other places outside the Macao Special Administrative Region.

III. Restrictions on the disclosure of personal data

Transmac respects and protects the privacy of the clients, and will never disclose any personal data to any third party unless otherwise agreed by the clients in advance or pursuant to relevant laws and regulations.

IV. The rights of the data subject

According to Articles 10 to 12 of the Law 8/2005, Personal Data Protection Act, the clients have the Right to information, right of access, right to correct and right to object. To exercise the rights, please use the special form prepared by Transmac or to contact the general manager of Transmac in writing. Transmac will charge fees if any.

V. Protection of the personal information

Transmac has already developed “staff member work guidelines” as the standard for personal information protection, to ensure the safety of the clients’ information, and to avoid unauthorized access, disclosure or other unauthorized purposes. The personal data of clients will be stored in a confidential manner, and will only be accessible to and processed by the authorized staff members.

VI. The amendment of this policy

Transmac is entitled to delete and edit the contents of this policy from time to time without advance notice.

VII. Contact Us

Transmac is committed to the protection of clients’ data safety, and if you have any questions or comments on this privacy policy statement, please contact us through the following means:

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Tel: (853) 28271133

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