



安球醫學化驗所有限公司
MEDICAL LABORATORY LTD.

Cytology Laboratory	Date	Version No	Page No.
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Customer Complaint Handling Process made for public available

Onco Medical Laboratory Limited ('Onco Laboratory') makes this hotline available to allow you to raise concerns relating to complaints on our tests and services. Any complaint made will be handled, acknowledged and reported by our Laboratory Manager according to set standard procedures.

Information reported (including any personal data that you provide) will be used for analyses and may be transferred to authorized staff within our Group established within Hong Kong, relevant external third parties (e.g. parties complained of and all related parties), auditors, counsel or other experts as well as to relevant authorities, regulators and agencies. Analyses may include, among other things, assessing whether the information reported indicates or substantiates any complaint, determining whether to proceed with an investigation into the reported matter and taking such follow-up actions as our Group may consider appropriate.

By submitting us any information related to complaint, you consent to the use, processing and/ or your personal data, and that we do not need to obtain your consent again prior to disclosing your personal information to relevant external third parties including parties complained of and all related parties for the purpose of handling the complaint.

Prepared by:

Laboratory Manager