

PayMe from HSBC Mobile App – App Privacy Notice

The Hongkong and Shanghai Banking Corporation Limited ('HSBC') collects, uses and shares information about you so that it can provide you with a PayMe wallet and related services. This App Privacy Notice explains how HSBC collects, uses and shares your information when you use this app, including information about the device that the app is installed on e.g. your mobile phone or tablet. For full details of our PayMe privacy notice, you can find it on our website:
<https://payme.hsbc.com.hk/files/PayMe-Personal-Information-Collection-Statement-EN.pdf>.

This app is provided by (i) HSBC Global Services (UK) Limited for iOS version for and on behalf of HSBC; and (ii) by HSBC for Android version, and all products and services accessed via this app are provided by HSBC.

You can contact our Data Protection Officer (DPO) and exercise your rights by writing to HSBC, PO Box 72677, Kowloon Central Post Office, Hong Kong, or email dfv.enquiry@hsbc.com.hk, and marking your letter/email for the attention of the Data Protection Officer.

We try to protect your personal data against unauthorised or accidental access or processing by using a range of measures, which may include encryption and other forms of security.

We'll take all practicable steps to ensure that your information will not be kept longer than necessary and in line with our data retention policy. We may need to keep your information where we need the information to comply with regulatory or legal requirements, help detect or prevent fraud and financial crime, answer requests from regulators etc. If we no longer need to keep your information, we will destroy or delete it.

This table explains what information HSBC collects from your device and how it uses it. In some cases, e.g. when accessing the contacts stored on your device, or photos that you take with your device, HSBC will first ask your permission. HSBC may share your information with other HSBC group companies, third parties who help us to provide services to you or who act for us or third parties who you consent to us sharing your data with and as explained in our privacy notice.

Information accessed	What it is used for
Your phone book	This allows our app to access your contacts so that you can transfer money to people in your address book using their phone number or email.
Your device's camera and photo library	This allows you to take a photo or video and immediately share it with us (or access the content from the photo library) in order to allow us to provide you with a PayMe wallet and related services. Non-exhaustive examples of when we may ask you to do this include to confirm your identity or to scan a QR code to make a payment paying business with PayMe or paying a friend.
Your biometric information	You can use biometrics authentication (like fingerprints or facial recognition) to logon to our app. If you do so, we rely on your device's technology to authenticate you and we do not access your underlying biometric data.
Your mobile data/ Wi-Fi	This allows us to use your internet connection to access our PayMe systems.
Push notification	This allows you to receive instant notifications from our app about activity on your account.