



## **Information Package for Practice Session on Dual Counter Model (CCASS)**

**Practice Session 1: 27 May 2023 (PS1)**

**Practice Session 2: 3 June 2023 (PS2)**

Issue Date: 12 May 2023

## **Table of Contents**

<b>1. INTRODUCTION .....</b>	<b>3</b>
<b>2. OBJECTIVES AND SCOPE .....</b>	<b>3</b>
<b>2.1 OBJECTIVES .....</b>	<b>3</b>
<b>2.2 SCOPE .....</b>	<b>3</b>
<b>3. IMPORTANT NOTES TO CLEARING PARTICIPANTS .....</b>	<b>3</b>
<b>3.1 TECHNICAL ARRANGEMENT .....</b>	<b>3</b>
<b>3.2 OPERATIONAL ARRANGEMENT .....</b>	<b>4</b>
<b>4. SCHEDULE AND ARRANGEMENTS .....</b>	<b>5</b>
<b>4.1 OVERVIEW .....</b>	<b>5</b>
<b>4.2 SCHEDULE AND TIMETABLE .....</b>	<b>5</b>
<b>4.3 USER PROFILE AND PASSWORD .....</b>	<b>6</b>
<b>4.4 PRACTICE SESSION ENVIRONMENT .....</b>	<b>6</b>
<b>4.5 TRANSACTIONS TO BE EXECUTED .....</b>	<b>7</b>
<b>4.6 REPORT DOWNLOAD .....</b>	<b>7</b>
<b>5. COMMUNICATION CHANNELS .....</b>	<b>7</b>
<b>6. HELP DESK .....</b>	<b>8</b>
<b>7. SEVERE WEATHER ARRANGEMENT .....</b>	<b>8</b>
<i>APPENDIX A: Practice Session Checklist .....</i>	<i>9</i>
<i>APPENDIX B: User Groups for MCTI/ICI related functions.....</i>	<i>10</i>
<i>APPENDIX C: Pre-set Security Balances and CNS Positions.....</i>	<i>11</i>
<i>APPENDIX D: Suggested Executions for CPs.....</i>	<i>12</i>
<i>APPENDIX E: Dual Counter Model Practice Session Confirmation Form.....</i>	<i>13</i>

## **1. Introduction**

To facilitate Clearing Participants (CPs) to familiarize themselves with their operations under the Dual Counter Model, HKSCC would like to invite all CPs to participate in the Practice Sessions which will be held on 27 May 2023 (Saturday)(PS1) and 3 June 2023 (Saturday)(PS2).

This Information Package is designed to assist CPs in planning and preparing for the Practice Sessions. CPs should read this Information Package carefully to ensure all necessary preparations are in place before conducting the Practice Sessions. A copy of this document should also be passed to their IT supports or system vendors to ensure the availability of proper technical support and operations resources before and during the Practice Sessions.

## **2. Objectives and Scope**

### **2.1 Objectives**

The objective of the Practice Sessions are to provide opportunity for CPs to verify that their operations, including their back office system (if applicable) are ready for the launch of Dual Counter Model.

### **2.2 Scope**

The Practice Sessions include normal business day activities.

CPs can

- Input one-off Intra-day Counter Transfer Instruction (ICI)
- Maintain ICI standing instruction
- Input Multi-counter Transfer Instruction (MCTI)
- Maintain MCTI batch upload
- Check the holdings movement after ICI/MCTI being effective
- Check instruction maintenance activities recorded in relevant CCASS reports

## **3. Important Notes to Clearing Participants**

### **3.1 Technical arrangement**

CPs should note the following arrangements for the preparation and execution of the Practice Sessions:

- a) CPs should use their existing Securities and Derivative Network (SDNet) to access CCASS during the Practice Sessions, the required Domain Name System (DNS) server IP is shown as follows:
  - Preferred DNS: 10.243.1.1 (UDP Port 53) ; and
  - Alternate DNS: 10.243.65.1 (UDP Port 53)

Verify the DNS setup and connectivity to the Alternate DNS according to Section 4.5 of the [Technical Guide](#).

- b) CPs are reminded not to use CCASS/3 Participant Gateway (PG) during the Practice Sessions.
- c) Users must use MS Edge Browser (with IE Mode) to access CCASS via C3Ts.
- d) **CPs should access CCASS via SDNet, where smartcard will be required.**
- e) CPs should have their system administrator ID(s) and password(s) of their internal servers ready throughout the Practice Sessions, in case technical trouble-shooting is required.

### **3.2 Operational arrangement**

- a) All CCASS reports available in the Practice Sessions are for testing purpose only. CPs should not rely on such CCASS reports for production use.
- b) After completion of the Practice Session(s), CPs should remove ALL upload file(s) and downloaded report(s) used in the Practice Session(s) to avoid misusing them when production CCASS operates on the next business day.
- c) Participating staff must have experience and access to CCASS in their daily business activities. Also the staff should use the production smartcards and passwords for accessing CCASS during the Practice Sessions. Besides, CPs should ensure that the participating staff will be able to perform or access the required CCASS functions, list of the available CCASS functions and the respective user access level code is set out in Appendix B. The Delegated Administrators (DA) of CPs are encouraged NOT to change any user function access during the Practice Sessions as it will take time to take effect.

Prior to the Practice Sessions, CPs should ensure successful login to CCASS. During the Practice Sessions, there will NOT be support on password reset for CCASS DA during the Practice Sessions.

- d) CPs should refer to the Checklist in Appendix A and the Schedule and Timetable listed in Section 4.2 for the action items to be performed before, during and after the Practice Sessions for preparation and execution. In order to achieve the objectives, it is imperative that CPs follow the Practice Sessions checklist and rundowns. CPs should ensure their participating staff is familiar with the requirements and procedures prior to participating in the Practice Session(s).
- e) **In addition, CPs are recommended to maintain a proper audit trail in respect of all activities performed during the Practice Sessions. A responsible officer or his/her designate of each participating CPs is advised to be available during the Practice Session to supervise the testing process and to be responsible for relaying any issues arising during the Practice Sessions to HKEX.** In any event, it is recommended that an internal briefing should be held by each CPs prior to the Practice Sessions to

ensure that (1) staff involved fully understand all requirements and procedures and (2) proper arrangements have been put in place by the CP to comply with the Practice Session requirements.

- f) CPs should ensure that they have access to the emails of the designated contact person(s) nominated in the registration in order to receive emergency messages from HKEX during the Practice Sessions.
- g) After completion of the Practice Session(s), CPs are required to complete and return the “Dual Counter Model Practice Session Confirmation Form” as set forth in Appendix E to HKEX via email at/ before 12:00 noon on 29 May 2023 (Monday) and 5 June 2023 (Monday) for PS1 and PS2 respectively.

## 4. Schedule and Arrangements

### 4.1 Overview

The Practice Sessions will include normal business daily operation on 29 May 2023 (Monday). Please note that there will be pre-set CNS positions and stock balances for the testing purpose.

### 4.2 Schedule and Timetable

During the Practice Sessions, CPs should follow the schedule and timetable as follows:

	PS1	PS2
<b>Execution Date</b>	<b>27 May 2023 (Saturday)</b>	<b>3 June 2023 (Saturday)</b>
<b>Logical Date</b>	<b>29 May 2023 (Monday)</b>	
<b>System Involved</b>	<b>CCASS – production state</b>	

Normal Business Day Operation			
TIME FROM	TIME TO	PRACTICE SESSION ACTIVITIES	REMARKS
13:30		<b>Completion of 1<sup>st</sup> and 2<sup>nd</sup> Batch Settlement Runs</b>	
13:30	14:00	<b>Online input session starts</b> <ul style="list-style-type: none"> <li>• Logon to CCASS via: <a href="https://www.ccass.com">https://www.ccass.com</a></li> <li>• Download reports as of T+1 (Logical date = 25 May 2023) as listed in Section 4.6 (i)</li> <li>• Perform maintenance activities related to ICI standing instruction / MCTI online input / MCTI batch upload</li> </ul>	Please be reminded that ICI standing instruction maintenance activity will be stopped by 14:00.  Please be reminded to refer to Appendix C for the list of available stocks.
14:00	14:05	<b>3<sup>rd</sup> Batch Settlement Run</b>	
14:05	15:00	<ul style="list-style-type: none"> <li>• Perform maintenance activities related to one-off ICI input / MCTI online input / MCTI batch upload</li> </ul>	Please be reminded that MCTI batch upload will be stopped by 14:30.

			<p>Please be reminded that one-off ICI maintenance activity will be stopped by 15:00.</p> <p>Please be reminded to refer to Appendix C for the list of available stocks.</p>
<b>14:30</b>	<p><b>Multi-Counter Transfer Instruction (MCTI) Batch Upload cut-off + MCTI Transfer Run</b></p> <p><i>* Multi-counter Transfer Instruction Batch Input Control Report (CCVTF03) will be available for download shortly after 14:30</i></p>		
<b>15:00</b>	<b>ICI Batch Run</b>		
<b>15:00</b>	<b>15:45</b>	<ul style="list-style-type: none"> <li>• Perform maintenance activities related to MCTI</li> </ul>	For participant to input MCTI for settlement purpose after ICI Batch Run
<b>15:30</b>	<b>MCTI Transfer Run</b>		
<b>15:45</b>	<b>4<sup>th</sup> Batch Settlement Run. Completion of settlement activities.</b>		
<b>15:45 – 17:00</b>	<b>Enquiry session. Users can perform online enquiry and download reports as per Section 4.6 (i) and (ii) for their checking purpose.</b>		
<b>17:00</b>	<b>Report retrieval session starts. Users can download reports as per Section 4.6 (iii) for their checking purpose.</b>		
<b>18:00</b>	<b>End of Practice Session. Logout CCASS upon completion of report retrieval.</b>		

### 4.3 User profile and Password

The user profiles of CPs are based on the latest production image prior to the Practice Sessions, i.e. 25 May 2023 (Thursday) for PS1 and 2 June 2023 (Friday) for PS2. Prior to the Practice Sessions, CPs should ensure successful login to CCASS, there will not be support on password reset for CCASS DA during the Practice Sessions.

### 4.4 Practice Session Environment

The Practice Session environment will be set up with testing data, such as pre-defined stocks, stock balances and CNS positions. CPs should refer to Appendix C for the details of data setup for the Practice Sessions. Activities performed during the Practice Sessions shall simulate the production operations of 29 May 2023, which is the T+2 settlement day.

## 4.5 Transactions to be Executed

Online sessions will be provided during the Practice Sessions for CPs to simulate the operations of their internal processes to examine their readiness in supporting dual counter securities related activities. CPs should make reference to their daily operations to plan what type of transactions and/or activities should be covered in the Practice Sessions. CPs might refer to Appendix D for the suggested test script.

## 4.6 Report Download

### (i) Reports available at the beginning of the Practice Session online session:

- Final Clearing Statement (CCLTN05)
- Daily Stock Balance Report (CSESB01)

### (ii) Report available during the Practice Session online session:

- Multi-counter Transfer Instruction Batch Input Control Report (CCVTF03)

### (iii) Reports available during the Practice Session retrieval session:

- Intra-day Counter Transfer Standing Instruction Maintenance A/T Report (CSEIC01)
- Intra-day Counter Transfer Instruction Maintenance A/T Report (CSEIC02)
- Inter-counter Transfer/Conversion Instruction Activities Report (CCVTF01)
- Settled Position Report (CSESP01)
- Statement of Stock Movement (By Stock) Report (CSESM01)
- Statement of Stock Movement (By Account) Report (CSESM02)
- Daily Stock Balance Report (CSESB01)

## 5. Communication Channels

Before the Practice Sessions, i.e. approximately 2 hours, CPs can call CCASS Hotline at 2979-7111 to check whether the Practice Sessions will be held according to schedule.

During the Practice Sessions, HKEX will communicate with CPs via the following channels:

- a) under normal situation, HKEX will communicate with CPs via Broadcast Messages through CCASS or via email;
- b) in case of emergency where CPs are unable to access CCASS, HKEX will notify CPs of any ad hoc arrangements via email and/or phone calls.

CPs should ensure that their nominated person(s) will be reachable during the prescribed time and the relevant email addresses and mobile phone numbers submitted to HKEX are accurate.

## **6. Help Desk**

For any queries during the Practice Sessions, CPs can contact the following numbers for assistance:

- 2979-7111 –for General Enquiry

## **7. Severe Weather Arrangement**

In case (i) Typhoon Signal Number 8 or above is hoisted and remained in effect after 6:30 a.m. and before 8:30 a.m. on PS1/PS2 execution date; and/or (ii) Black Rainstorm Warning is remained in effect after 6:30 a.m. and before 8:30 a.m. on PS1/PS2 execution date, the Practice Session(s) will be cancelled. HKSCC will notify CPs the revised schedule of the Practice Session(s) at a later date.

In case Typhoon Signal Number 8 or above is hoisted at or after 8:30 a.m. on the day, all activities will be terminated 15 minutes thereafter. In case Black Rainstorm Warning is issued during testing hours, i.e. at or after 12:30 p.m., the Practice Session(s) will continue until completion.



**APPENDIX A: Practice Session Checklist**

ITEMS TO BE CHECKED		✓
<b>(A) Before the Practice Session(s)</b>		
1	Have you read and understood this document?	
2	Have you passed this document to your internal IT support team or system vendor and ensured that they would take follow-up actions (if necessary)?	
3	Should the designated contact person(s) be changed, have you submitted the updated contact details (Email address and telephone number(s)) to HKEX?	
4	Have you arranged access for your designated contact person(s) to receive HKEX's communication via email and/or CCASS's Broadcast Messages before and during the Rehearsal?	
5	Have you ensured that the participating users have access to CCASS functions to be tested in the Rehearsal and their Smartcard passwords are valid?	
6	Have you arranged IT and/ or system vendor support with appropriate system administration ID during the Rehearsal in case there is any technical problem?	
7	Have you login CCASS successfully?	
8	Have you study the "CCASS Terminal User Guide – For Participants" related to MCTI and ICI function available in the <a href="#">Client Connect</a> under "CCASS Enhancements" under "What's on"?	
<b>(B) After the Practice Session(s)</b>		
1	Have you cleaned up or removed the downloaded reports from the production C3T after the Practice Session(s)?	
2	Have you submitted the "Dual Counter Model Practice Session Confirmation Form" (Appendix E) to HKEX <b>before 12:00 noon, 29 May 2023 (Monday) for PS1 or 5 June 2023 (Monday) for PS2</b> upon completion of the Rehearsal?	

**APPENDIX B: User Groups for MCTI/ICI related functions**

CPs who would like to perform enquiry and maintenance functions related to MCTI/ICI through CCASS during Practice Sessions may refer to the below list for the available functions and the required user access level code:

GENERAL CCASS FUNCTION	User Group		
	A	G	H
<b>MCTI FUNCTIONS</b>			
Input Inter-counter Transfer/Conversion Instruction		✓	
Cancel Inter-counter Transfer/Conversion Instruction		✓	
Enquire Inter-counter Transfer/Conversion Instruction		✓	
<b>ICI FUNCTIONS</b>			
Add Intra-day Counter Transfer Instruction	✓		
Delete Intra-day Counter Transfer Instruction	✓		
Revoke Intra-day Counter Transfer Instruction			✓
Authorize Intra-day Counter Transfer Instruction			✓
Enquire Intra-day Counter Transfer Instruction	✓		✓
Add Intra-day Counter Transfer Standing Instruction	✓		
Change Intra-day Counter Transfer Standing Instruction	✓		
Delete Intra-day Counter Transfer Standing Instruction	✓		
Revoke Intra-day Counter Transfer Standing Instruction			✓
Authorize Intra-day Counter Transfer Standing Instruction			✓
Enquire Intra-day Counter Transfer Standing Instruction	✓		✓

The user group setup for MCTI upload functions:

GENERAL CCASS FUNCTION	User Group	
	15	16
<b>UPLOAD BATCH FILE FUNCTIONS</b>		
Multi-counter Transfer Instruction File Upload	✓	
Authorise Multi-counter Transfer Instruction File Upload		✓

## **APPENDIX C: Pre-set Security Balances and CNS Positions**

For each Direct/General Clearing Participant will have the assigned quantities / CNS positions due for settlement of the following securities during the Practice Sessions. For each Custodians will have the assigned quantities as below.

HKD Counter Stock Code	RMB Counter Stock Code	CNS positions in HKD Counter	CNS positions in RMB Counter	Holdings in HKD Counter		Holdings in RMB Counter	
				A/C 01	A/C 02	A/C 01	A/C 02
00175	80175	sell 1,000	-	-	-	1,500shs	-
00291	80291	sell 950	sell 850	300shs	-	2,000shs	-
00388	80388	-	sell 1,000	1,500shs	-	-	-
00700	80700	sell 950	sell 850	1,500shs	-	100shs	-
01024	81024	buy 800	sell 800	-	-	-	800shs
01299	81299	sell 900	buy 900	-	900shs	-	-
02020	82020	-	-	-	-	500shs	500shs
02318	82318	-	-	500shs	500shs	-	-
02388	82388	buy 400	sell 300	-	1,000shs	-	-
09888	89888	sell 300	buy 400	-	-	-	1,000shs

**Notes:**

1. The Practice Sessions are set up for testing inter-counter transfer processing. HKSCC reserves the right to cancel any instruction input by Participant during Practice Session(s) for Post Trade processing.
2. No SI/ISI will be tested in the Practice Sessions. No change on existing handling for SI/ISI in CCASS.
3. Holdings in CP's accounts are free balance in the Practice Sessions. **In production, cash prepayment should be made for releasing CNS allocated shares before triggering MCTI/ICI.**
4. ICI is only applicable for Direct / General Clearing Participants as it is solely for settlement purposes where MCTI is applicable for all CPs.

**APPENDIX D: Suggested Executions for CPs**

Details	Scope
Execution Date	27 May 2023 (Saturday) / 3 June 2023 (Saturday)
Logical Date	29 May 2023 ( <i>T+2 day, for the pre-set CNS positions</i> )
<b>(I) Report Download Functions:</b>	CPs will be able to download and verify the reports during the Practice Sessions. Please refer to Section 4.6 for the list of reports available.
<b>(II) Batch File Transfer Functions:</b>	CPs may perform MCTI batch file transfer (if applicable) during the Practice Sessions. Participants should note that the following scheduled validation run during the CPS: <ul style="list-style-type: none"> <li>i) MCTI validation runs will be performed at 2:30 p.m.</li> </ul>
<b>(III) Online Functions:</b>	CPs may perform various online functions which are considered as key processing for dual counter securities during the Practice Sessions. Herein below are some suggested transactions for Participants' reference:- <ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain MCTI</li> <li><input type="checkbox"/> Maintain ICI (if applicable)</li> <li><input type="checkbox"/> Enquire Stock Account Movement</li> <li><input type="checkbox"/> Enquire Stock Account Balance</li> </ul> <p>CPs should note the following:</p> <ul style="list-style-type: none"> <li>• Holdings in stock accounts are free balance. <b>In production, cash prepayment should be made for releasing CNS allocated shares before triggering MCTI/ICI.</b></li> <li>• CPs can make use of pre-set CNS positions for performing MCTI or ICI (if applicable).</li> <li>• ATI online will be available.</li> </ul>

*The suggested execution is for reference only. CPs should assess their own operational requirements to design the test cases for Practice Session(s).*

## APPENDIX E: Dual Counter Model Practice Session Confirmation Form

To: Hong Kong Exchanges and Clearing Limited

Email : [OPS\\_CND\\_OES@hkex.com.hk](mailto:OPS_CND_OES@hkex.com.hk)

Date: \_\_\_\_\_

### CCASS Participant Information

\_\_\_\_\_

Name

\_\_\_\_\_

Participant ID

Participating User  
(Name and Signature)

Tel: \_\_\_\_\_

CCASS Authorised Signatory(ies)

Name and Signature

(with company chop, ONLY applicable if it forms part of your  
signing instruction)

S.V.

CCASS Participants should complete this form and email to HKEX by 12:00 noon on 29 May 2023 (Monday) and 5 June 2023 (Monday) for PS1 and PS2 respectively. The form should be completed by the individual(s) who took part in the Rehearsal and reviewed by a responsible officer.

### Completion of Practice Session(s) (please tick as appropriate below)

We have participated in and successfully completed the Dual Counter Practice Session on \*27 May 2023 / 3 June 2023, which covered the normal business day operations.

We encounter issues during the Practice Session on \*27 May 2023 / 3 June 2023 as follows:

\_\_\_\_\_

\* Please delete as appropriate

**Thank you for completing the Confirmation Form.**

By returning this form, we consent to the processing of personal data in accordance with the Privacy Policy Statement included in this form.

### Privacy Policy Statement

Hong Kong Exchanges and Clearing Limited, and from time to time, its subsidiaries (together the "Group") (and each being "HKEX", "we", "us" or "member of the Group") for the purposes of this Privacy Policy Statement as appropriate) recognise their responsibilities in relation to the collection, holding, processing, use and/or transfer of personal data under the Personal Data (Privacy) Ordinance (Cap. 486) ("PDPO"). Personal data will be collected only for lawful and relevant purposes and all practicable steps will be taken to ensure that personal data held by us is accurate. We will use your personal data which we may from time to time collect in accordance with this Privacy Policy Statement.

We regularly review this Privacy Policy Statement and may from time to time revise it or add specific instructions, policies and terms. Where any changes to this Privacy Policy Statement are material, we will notify you using the contact details you have provided us with and, where required by the PDPO, give you the opportunity to opt out of these changes by means notified to you at that time. Otherwise, in relation to personal data supplied to us through the HKEX website or otherwise, continued use by you of the HKEX website or your continued relationship with us shall be deemed to be your acceptance of and consent to this Privacy Policy Statement, as amended from time to time.

If you have any questions about this Privacy Policy Statement or how we use your personal data, please contact us through one of the communication channels set out in the "Contact Us" section below.

We will take all practicable steps to ensure the security of the personal data and to avoid unauthorised or accidental access, erasure or other use. This includes physical, technical and procedural security methods, where appropriate, to ensure that the personal data may only be accessed by authorised personnel.

Please note that if you do not provide us with your personal data (or relevant personal data relating to persons appointed by you to act on your behalf) we may not be able to provide the information, products or services you have asked for or process your requests, applications, subscriptions or registrations, and may not be able to perform or discharge the Regulatory Functions (defined below).

### Purpose

From time to time we may collect your personal data including but not limited to your name, mailing address, telephone number, email address, date of birth and login name for the following purposes:

1. to process your applications, subscriptions and registration for our products and services;
2. to perform or discharge the functions of HKEX and any company of which HKEX is the recognised exchange controller (as defined in the Securities and Futures Ordinance (Cap. 571)) ("Regulatory Functions");
3. to provide you with our products and services and administer your account in relation to such products and services;
4. to conduct research and statistical analysis;
5. to process your application for employment or engagement within HKEX to assess your suitability as a candidate for such position and to conduct reference checks with your previous employers; and
6. other purposes directly relating to any of the above.

### Direct marketing

Where you have given your consent and have not subsequently opted out, we may also use your name, mailing address, telephone number and email address to send promotional materials to you and conduct direct marketing activities in relation to HKEX financial services and information services, and financial services and information services offered by other members of the Group.

If you do not wish to receive any promotional and direct marketing materials from us or do not wish to receive particular types of promotional and direct marketing materials or do not wish to receive such materials through any particular means of communication, please contact us through one of the communication channels set out in the "Contact Us" section below. To ensure that your request can be processed quickly please provide your full name, email address, log in name and details of the product and/or service you have subscribed.

### Identity Card Number

We may also collect your identity card number and process this as required under applicable law or regulation, as required by any regulator having authority over us and, subject to the PDPO, for the purpose of identifying you where it is reasonable for your identity card number to be used for this purpose.

### Transfers of personal data for direct marketing purposes

Except to the extent you have already opted out we may transfer your name, mailing address, telephone number and email address to other members of the Group for the purpose of enabling those members of the Group to send promotional materials to you and conduct direct marketing activities in relation to their financial services and information services.

### Other transfers of your personal data

For one or more of the purposes specified above, your personal data may be:

1. transferred to other members of the Group and made available to appropriate persons in the Group, in Hong Kong or elsewhere and in this regard you consent to the transfer of your data outside of Hong Kong;
2. supplied to any agent, contractor or third party who provides administrative,

telecommunications, computer, payment, debt collection, data processing or other services to HKEX and/or any of other member of the Group in Hong Kong or elsewhere; and

3. other parties as notified to you at the time of collection.

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If you access our information or services through the HKEX website, you should be aware that cookies are used. Cookies are data files stored on your browser. The HKEX website automatically installs and uses cookies on your browser when you access it. Two kinds of cookies are used on the HKEX website:

**Session Cookies:** temporary cookies that only remain in your browser until the time you leave the HKEX website, which are used to obtain and store configuration information and administer the HKEX website, including carrying information from one page to another as you browse the site so as to, for example, avoid you having to re-enter information on each page that you visit. Session cookies are also used to compile anonymous statistics about the use of the HKEX website.

**Persistent Cookies:** cookies that remain in your browser for a longer period of time for the purpose of compiling anonymous statistics about the use of the HKEX website or to track and record user preferences.

The cookies used in connection with the HKEX website do not contain personal data. You may refuse to accept cookies on your browser by modifying the settings in your browser or internet security software. However, if you do so you may not be able to utilise or activate certain functions available on the HKEX website.

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HKEX and other members of the Group may be required to retain, process and/or disclose your personal data in order to comply with applicable laws and regulations or in order to comply with a court order, subpoena or other legal process (whether in Hong Kong or elsewhere), or to comply with a request by a government authority, law enforcement agency or similar body (whether situated in Hong Kong or elsewhere) or to perform or discharge the Regulatory Functions. HKEX and other members of the Group may need to disclose your personal data in order to enforce any agreement with you, protect our rights, property or safety, or the rights, property or safety of our employees, or to perform or discharge the Regulatory Functions.

### Corporate reorganisation

As we continue to develop our business, we may reorganise our group structure, undergo a change of control or business combination. In these circumstances it may be the case that your personal data is transferred to a third party who will continue to operate our business or a similar service under either this Privacy Policy Statement or a different privacy policy statement which will be notified to you. Such a third party may be located, and use of your personal data may be made, outside of Hong Kong in connection with such acquisition or reorganisation.

### Access and correction of personal data

Under the PDPO, you have the right to ascertain whether we hold your personal data, to obtain a copy of the data, and to correct any data that is inaccurate. You may also request us to inform you of the type of personal data held by us. All data access requests shall be made using the form prescribed by the Privacy Commissioner for Personal Data ("Privacy Commissioner") which may be found on the official website of the Office of the Privacy Commissioner or via this link <https://www.pcpd.org.hk/english/publications/files/Dforme.pdf>.

Requests for access and correction of personal data or for information regarding policies and practices and kinds of data held by us should be addressed in writing and sent by post to us (see the "Contact Us" section below).

A reasonable fee may be charged to offset our administrative and actual costs incurred in complying with your data access requests.

### Termination or cancellation

Should your account or relationship with us be cancelled or terminated at any time, we shall cease processing your personal data as soon as reasonably practicable following such cancellation or termination, provided that we may keep copies of your data as is reasonably required for archival purposes, for use in relation to any actual or potential dispute, for the purpose of compliance with applicable laws and regulations and for the purpose of enforcing any agreement we have with you, for protecting our rights, property or safety, or the rights, property or safety of our employees, and for performing or discharging our functions, obligations and responsibilities.

### General

If there is any inconsistency or conflict between the English and Chinese versions of this Privacy Policy Statement, the English version shall prevail.

### Contact us

By Post:  
Personal Data Privacy Officer  
Hong Kong Exchanges and Clearing Limited  
8/F., Two Exchange Square  
8 Connaught Place  
Central  
Hong Kong

By Email:  
DataPrivacy@HKEX.COM.HK