

Enquiry Form for IRIS Online Services (OLS)

To: The Land Registry, Search Services Help Desk,
20/F, Queensway Government Offices, 66 Queensway, H.K.
(Fax No.: 2523 0907)

Date : _____

I Customer's Particulars

1. OLS Account Name / Customer Name : _____
2. OLS Account No. (for Subscriber Only) : _____ Login ID (optional) : _____
3. Contact Person (Mr./Miss/Mrs./Ms*) : _____ Telephone No. : _____
4. Fax No. (if any): _____ Ref. No. (optional): _____

II Payment Details (For Refund Application by Ad Hoc Users Only)

1. Payment Ref. No. (if any) : _____ Payment Transaction No.(if any) : _____
2. Payment Method : Visa (last 4 digits: _____) Mastercard (last 4 digits: _____) PPS

III Details:

1. Order Type : Search Land Register / Search Unposted Memorial Information / Order Land Document *
2. Property Address /
PRN / Document ID: _____
3. Date and Time of Order (if any) : _____
Transaction/Order*No(s) (if any) : _____
Delivery Method (if applicable) : Browser / Download / Email / Fax / Mail / Counter Collection at _____*
4. Problems:
 - Advice on how to search the land register
 - Clarification on information in the land register (please attach the register copy for our reference)
 - Unclear image / incomplete image / blank pages *
(Please attach a copy of the affected pages for our reference)
 - Wrong document (Please attach a copy of the first two pages for our reference)
 - Cannot receive the order, request for _____
 - Request for refund / replacement* (Amount of Fee claimed: HK\$ _____)
Reason : _____
 - Others : _____

I have read and understand the 'Personal Information Collection Statement' printed overleaf / attached.

* Deleted whichever is inappropriate.

tick 「✓」 whichever is appropriate.

Signature: _____

Full Name of Signatory: _____

** We will call back as soon as practicable **

PERSONAL INFORMATION COLLECTION STATEMENT

1. Purpose of Collection

The personal data collected in this form will be used by the Land Registry for the following purposes :-

- (a) to carry out activities relating to the provision of services by the Land Registry;
- (b) to facilitate communications; and
- (c) to produce statistics relating to the Land Registry's services.

You understand that the provision of your personal data is voluntary. If you fail to provide information as required in this form, the Land Registry may not be able to provide the requested service.

Please do NOT provide any personal data (including personal data relating to third parties) which are not specifically required to be submitted. Where information of any third party is included in this form or any document(s) filed in relation to it, the Land Registry will treat that you have obtained consent from such third party to disclose such information for the purposes above.

2. Classes of Transferees

You understand that the personal data provided in this form may be disclosed or transferred to parties relevant where such disclosure or transfer is necessary for any purposes as stated in paragraph 1 above.

3. Access to Personal Data

You understand that pursuant to Sections 18 and 22 and Principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance (Cap. 486) (“**PDPO**”), you have the right to request access to and correction of your personal data held by the Land Registry. Under PDPO, the Land Registry is entitled to charge a fee to process the said request. Any such request shall be made to the Personal Data (Privacy) Officer of the Land Registry at 28th Floor, Queensway Government Offices, 66 Queensway, Hong Kong.