

**IRIS Online Services**  
**Enquiry Form**

(For application for refund of search fee, please fill in the Application for Refund of Search Fee form (LR/OLS/9))

**I Customer's Particulars**

1. Subscriber Account Name / Name of Customer : \_\_\_\_\_
2. Subscriber Account No. (For subscriber only) : \_\_\_\_\_
3. Name of Contact Person : \_\_\_\_\_ Contact Telephone No. : \_\_\_\_\_
4. Email Address : \_\_\_\_\_

**II Order Details**

1. Payment Transaction No. / Order No.\* : \_\_\_\_\_  
*(If Payment Transaction No. or Order No. cannot be provided, please provide below as much information as possible to facilitate follow-up.)*
2. Date and Time of Order : \_\_\_\_\_
3. Order Type : Land Register / Land Document / Unposted Memorial Information / Others (Please specify)\* : \_\_\_\_\_
4. Property Address / Lot No. / Property Reference No. / Memorial No.\* : \_\_\_\_\_

**III Enquiry Issues**

- ☐ Advice on how to search the land register
- ☐ Clarification on information in the land register (Please attach a copy of the relevant register for reference)
- ☐ Document image unclear / incomplete / blank page(s)\* (Please attach a copy of the relevant page(s) for reference)
- ☐ Wrong document (Please attach a copy of the first two pages for reference)
- ☐ Problem in receiving the ordered land record(s) and request for re-sending the land record(s) to : \_\_\_\_\_
- ☐ Others (Please specify) : \_\_\_\_\_

I/We have read and understand the “Personal Information Collection Statement” contained in this form and agree to be bound by it.

\* Please delete whichever is inappropriate.

☐ Please put a “✓” in the appropriate box.

Signature : \_\_\_\_\_

Name of Signatory : \_\_\_\_\_

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

You may return the completed form to the Search Services Help Desk of the Land Registry by email ([SHD\\_Form@landreg.gov.hk](mailto:SHD_Form@landreg.gov.hk)), by fax (fax no. 2523 0907) or by post (Unit 1202, 12/F, One Kowloon, 1 Wang Yuen Street, Kowloon Bay, Kowloon). You may also submit the form online ([www.landreg.gov.hk/en/pforms/form.htm](http://www.landreg.gov.hk/en/pforms/form.htm)).

## **PERSONAL INFORMATION COLLECTION STATEMENT**

### Purpose of Collection

1. The personal data collected will be used by the Land Registry for the following purposes:
  - 1.1 to carry out activities and the Land Registry's functions relating to the provision of services by the Land Registry;
  - 1.2 to facilitate communications; and
  - 1.3 to produce statistics relating to the Land Registry's services.

You understand that the provision of personal data is obligatory. If you fail to provide information as required, 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.

### Disclosure of Personal Data

2. You understand that the personal data provided may be disclosed or transferred to relevant parties where such disclosure or transfer is necessary for the purposes as stated in paragraph 1 above. Such personal data may also be disclosed or transferred to law enforcement agencies as permitted under the Personal Data (Privacy) Ordinance (Cap.486) ("PDPO").

### Access to Personal Data

3. You understand that pursuant to Sections 18 and 22 and Principle 6 of Schedule 1 to the PDPO, you have the right to request access to and correction of your personal data held by the Land Registry. The Land Registry may charge a fee to process the said request in accordance with the PDPO. Any such request shall be made to the Personal Data (Privacy) Officer of the Land Registry at 28<sup>th</sup> Floor, Queensway Government Offices, 66 Queensway, Hong Kong.