

## Enquiry Form for IRIS Online Services (OLS)

To: The Land Registry, Search Services Help Desk,  
Unit 1202, 12th Floor, One Kowloon, 1 Wang Yuen Street, Kowloon Bay, Kowloon.  
(Fax Number: 2523 0907) Date : \_\_\_\_\_

### I Customer's Particulars

1. Name : \_\_\_\_\_
2. OLS Account Number (for Subscriber Only) : \_\_\_\_\_ Login ID (optional) : \_\_\_\_\_
3. Name of Contact Person (Mr./Miss/Mrs./Ms\*) : \_\_\_\_\_ Telephone Number : \_\_\_\_\_
4. Fax Number (if any): \_\_\_\_\_ Reference Number (optional): \_\_\_\_\_

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

1. Payment Reference Number (if any) : \_\_\_\_\_ Payment Transaction Number (if any) : \_\_\_\_\_
2. Payment Method :  JCB     VISA     Mastercard     UnionPay     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\*Number(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**

### 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.