

Complaints Handling Policy

1. Feedback or Complaint

Individual can submit any feedback or complaint regarding .hk domain name via the e-form [here](#). All feedbacks and complaints will be treated in a fair and confidential manner.

2. Handling Process

Individuals will receive acknowledgement of your feedback or complaint within 3 working days. An internal assessment and investigation will be referred to our management team and necessary actions will be taken to address the feedbacks and complaints correspondingly. We aim to respond to you within 30 working days. If the investigation process must be extended, you will be informed of the action.

3. Collection of Personal Information

Our collection of your Personal Information will be used by HKIRC for the purpose of handling your feedback or complaint only. Your provision of Personal Data is on a voluntary basis. All Personal Data collected will be kept in strict confidence and will not be shared or disclosed to any unauthorized third parties. You can request access to, and correction of your personal data held by HKIRC. For details, please refer to our Privacy Statement (https://www.hkirc.hk/en/privacy_policy/).

4. Reporting to Law Enforcement Agencies or Other Authorities

Any feedback or complaint involving Internet security related issues such as phishing or illegal activities will be referred to law enforcement agencies or other authorities, if necessary.