

To enhance our communication and as our continued effort in improving the quality of our services to our passengers, Hong Kong Airlines Limited ("HKA") would like to make use of mobile phone number of passengers for the purpose of providing timely notification of flight-related information to the passengers by SMS (short message service), such as flight check-in status and/or schedule change due to flight disruptions.

Providing of such mobile phone number by passengers remains voluntary. However, in the absence of such information, we (including you as our valued agent) will not be able to provide timely notification to our passengers, particularly in the event of flight disruptions. For this reason, we would very much appreciate if you could consider taking appropriate action to encourage the provision of mobile phone number by passengers for the purpose of providing quality services by both parties.

When a passenger inputs a mobile phone number during reservation process, please record such phone number in the GDS as an OSI (other service information) in the PNR (passenger name record) for the following format:

Abacus	Format	3OSI HX CTCM <3 letter city code> <mobile phone nbr *No country code required>
	Example	3OSI HX CTCM HKG 90004000
Amadeus	Format	OS HX CTCM <3 letter city code> <mobile phone nbr *No country code required>
	Example	OS HX CTCM DEL 9888666555
Galileo	Format	SI.HX*CTCM <3 letter city code> <mobile phone nbr *No country code required>
	Example	SI.HX*CTCM TPE 920000100
Sabre	Format	3OSI HX CTCM <3 letter city code> <mobile phone nbr *No country code required>
	Example	3OSI HX CTCM HKG 90004000
Worldspan	Format	3OSI HX CTCM <3 letter city code> <mobile phone nbr *No country code required>
	Example	3OSI HX CTCM BKK 12345678
Apollo	Format	@:3OSI HX CTCM <3 letter city code> <mobile phone nbr *No country code required>
	Example	@:3OSI HX CTCM BKK 12345678
Infini	Format	_3OSI HX CTCM <3 letter city code> <mobile phone nbr *No country code required>
	Example	_3OSI HX CTCM TYO 08033423348
Axess	Format	3OSI HX CTCM <3 letter city code> <mobile phone nbr *No country code required>
	Example	3OSI HX CTCM HKG 98888888
Travelsky	Format	OSI HX CTC <3 letter city code> <mobile phone nbr *No country code required>
	Example	OSI HX CTC PEK 13651700000

Hong Kong Airlines Ltd

9th Floor, One Citygate, 20 Tat Tung Road, Tung Chung, Lantau, Hong Kong Tel : (852) 2296 1198 Fax : (852) 2215 3028
11th Floor, One Citygate, 20 Tat Tung Road, Tung Chung, Lantau, Hong Kong Tel : (852) 3151 1800 Fax : (852) 3151 4590
Website : www.hkairlines.com



We are committed to safeguard the privacy of our customers and treat all personal and private data of our customers provided to us as confidential. As our distribution agent, you are kindly required to strictly adhere to HKA's privacy policy (http://www.hongkongairlines.com/en_HK/legal) when collecting customers' personal data, and ensure that your policies and practices in relation to the collection, use, retention, disclosure, transfer, security and access of personal data comply with the requirements under the Personal Data (Privacy) Ordinance (Chapter 486 of the laws of Hong Kong) as well as the relevant code of practice and guidance issued by the Office of the Privacy Commissioner for Personal Data, Hong Kong. Where your operations are subject to privacy legislation other than that of Hong Kong, this request shall apply so far as it is consistent with such local legislation.

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香港航空有限公司致力提升航空公司與各同業對旅客之服務品質, 希望利用手機號碼, 通過 SMS (手機短信) 向乘客提供即時航班變動訊息。

為確保旅客可享有上述服務, 請各代理務必提醒旅客提供可連絡上的手機號碼, 按照以下正確的 OSI 指令輸入旅客的手機號碼。

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	Example	OSI HX CTC PEK 13651700000

香港航空有限公司明白客戶個人和資料隱私的重要性，並對客戶提供的所有個人和私人資料嚴格保密。

所有代理在收集個人資料時，必須嚴格遵守香港航空資料收集政策，詳情請參閱

http://www.hongkongairlines.com/zh_HK/legal

如內容有任何差異或不一致的地方，請以英文版本為準。