

Other Information collected when users visit our websites

Website usage - The Department will record user's usage of the websites including but not limited to IP address, browser/agent type, time of access, and data retrieved. Such information is collected for the compilation of statistical reports, diagnosis of problems with or concerning computer systems, and for conducting analysis and research to help the Department to improve the websites and to develop new services.

Cookies - A cookie is a small amount of data created in a computer when a person visits a website on the computer. It often includes an anonymous unique identifier. A cookie can be used to identify a computer. However, it is not used to collect any personal information. In other words, it does not have the function of identifying an individual user of the website. Cookies are used by the Government to collect statistics about the number of visits of users to the Department's websites and the users' preferences of websites and online services offered on the Department's websites. Users may opt for not accepting cookies by changing browser settings. Under such circumstances, user preferences could not be saved and user experience may be affected.

Search Service - Search service on the Department's website is provided by an independent contractor of the Government. The independent contractor does not collect personal identifiable information while serving search results through our websites. The independent contractor will share the anonymous data it collects through the search service with the Government for compiling traffic analysis on Government websites. The Government will not match the data obtained from any such activity with any personal data possibly held by the Government.

Chatbot Function - The Chatbot function on the Department's website will record the conversation with users to help understanding the performance of the Chatbot. The Chatbot function will not request user to provide any personal identifiable information. To secure the protection of privacy of individuals with respect to personal data, user should not provide any personal identifiable information using the Chatbot function.

Mobile App MyObservatory - Regarding the privacy policy of the mobile app MyObservatory, please refer to this [webpage](#) for details.