

A7 – Smart Card Policy

1. Introduction

As the hub of innovation and technology in Asia, Hong Kong Science Park (“**Science Park**”) implements an electronic smart card system including but not limited to physical and virtual card media (the “**Smart Cards**”). The Smart Cards provide users with a convenient and efficient means to access different areas and facilities within Science Park, and support multiple functions such as identity verification, access control, e-purse and payment services, transport and/or parking management, loyalty and membership programmes, and other transaction processing or value-added services currently provided or which may be introduced by Science Park from time to time (the “**Smart Card Services**”).

The following applicants are eligible to apply for Smart Cards (each an “**Applicant**”):

- (i) Tenants of Science Park;
- (ii) Users of co-working space at Science Park; and
- (iii) Such other individuals or companies that Hong Kong Science and Technology Parks Corporation (“**HKSTP**”) may, in its sole and absolute discretion, determine from time to time.

All Applicants must complete the application form in the Smart Card Service System for the issuance of all Smart Cards (the “**Application**”).

Approval of each Application is at the sole and absolute discretion of HKSTP. Upon approval, Smart Cards will be issued to those individuals who are designated by the Applicant in its Application (“**Users**”).

Users can use the Smart Cards to gain access to the following areas depending on the level of their approved authority (“**Purposes**”):

- Main entrances of designated buildings
- Passenger lift cards to designated floor
- Car Park Facilities (if applicable)
- Access of Clubhouse (Member only)
- Registration of Tenants’ Non-franchised Bus Services
- Identification for free shuttle bus services
- Verification of Tenant Identity in HKSTP Mobile App

HKSTP reserves the right to amend and/or update the list of Smart Card Services and/or Purposes from time to time.

This document sets out the terms and conditions pertaining to all Smart Cards including, without limitation, the Application, issuance, re-issuance, replacement, cancellation and any associated deposits and fees relating to the Smart Cards (the “**Terms**”).

Each Applicant will be deemed to have read, understood and agreed to the Terms by submitting its Application to HKSTP.

All Smart Cards shall remain the property of HKSTP and HKSTP reserves the right to revoke, suspend, or reclaim any Smart Card at its sole discretion and at any time. If

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requested by HKSTP, an Applicant must, without delay and at its own cost, procure the retrieval of Smart Cards from its Users and return them to HKSTP.

For further inquiries, please call our Facilities Management Office (the “FMO”).

2. Smart Card Application and Issuance

An eligible Applicant can submit an Application for Smart Cards. An Applicant must, when submitting the Application, also pay to HKSTP a deposit (if applicable) amount which corresponds to the number of Smart Cards that it wishes to apply for its Users (see Section 5. for details). Issuance of physical cards or virtual cards is subject to the media availability of the designated building. For physical cards, a refundable deposit of HK\$200.00 will be charged for each Smart Card (new card or reissued card).

The FMO will review each Application and shall have the right to request for further supporting information and clarifications from Applicants, if and when it sees fit.

Each Application will, under most circumstances, follow the below processing time according to the payment method of the deposit.

Online Payment (Fast Track)

- Within ten (10) working days after all necessary information and deposit have been received and confirmed.

Bank Payment (Cheque or Bank Transfer)

- Up to twenty (20) working days subject to the bank confirmation of the payment.
- Applicant is required to upload the proof of payment to the application after settling the payment.

Applicants will be notified by email on whether the Application is approved or rejected. If approved, collection details of the Smart Cards will be provided in the notification email.

For the avoidance of doubt, submission of an Application does not guarantee the issuance of Smart Cards and HKSTP has the sole, absolute and final discretion on whether to approve or reject any Application.

3. Smart Card Suspension, Re-activation and Modification of Access Rights

Suspension, reactivation and/or modification of the access right of any Smart Cards issued to such Applicant (each a “**Revised Application**”) must be made by filling out and submitting the relevant form in the Smart Card Service System . All revised Applications must be made by the Applicant not less than one (1) working day before the requested effective date.

HKSTP reserves the full, final and absolute discretion to approve or reject all Revised Applications.

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The FMO will review each Revised Application and shall have the right to request for further supporting information and clarifications from Applicants, if and when it sees fit. Applicants will be notified by email on whether the Application is approved or rejected. If approved, the FMO will instruct its relevant personnel responsible for configuring the access rights of Smart Cards to implement the relevant changes requested in the relevant Revised Application.

4. Smart Card Cancellation

Cancellation of any Smart Cards issued to any Applicant (each a “**Cancel Application**”) must be made by filling out and submitting the relevant form in the Smart Card Service System. All Cancellation Applications must be made by the Applicant not less than one (1) working day before the requested effective date. Applicants will be notified by email on whether the Application is approved or rejected. If approved, deposit will be refunded by bank transfer (to the bank account provided in the Cancel Application) within 6-8 weeks upon approval of the Cancel Application and the intact physical smart card is received (if applicable).

5. Smart Card General Rules and Regulations

- Each Applicant undertakes to ensure that each of its Users shall at all times comply with and observe the Terms that are applicable from time to time and shall indemnify and hold harmless HKSTP from and against any and all claims, actions, demands, damages, costs, liabilities, losses and expenses (including reasonable attorneys' fees) arising out of the Applicant or its Users use of the Smart Cards.
- Users shall take all reasonable steps to keep their Smart Cards (including but not limited to any associated PINs, passwords, or device credentials) safe and secure, and shall not tamper with or otherwise interfere with the Smart Card, any virtual credential, or the underlying systems in any manner.
- Users shall not use the Smart Cards in any way that may compromise the security, integrity or normal operation of any access control, payment, or information system of Science Park, and HKSTP may immediately deactivate any Smart Card where misuse, suspected fraud, or system abuse is detected.
- Any change of address or loss shall be reported by the Applicant to the FMO without delay, failing which, the Applicant concerned shall be solely responsible and liable for any losses and damage that may be incurred (whether to the Applicant or to HKSTP) due to such change or loss of the relevant Smart Card(s).
- Smart Cards will become invalid upon expiry of their relevant license or tenancy agreement / contract at the Science Park. Applicants should ensure that the cancellation and return of all physical Smart Cards (if applicable) should be completed on or before the expiry/termination date of such agreement, otherwise, HKSTP shall have the right to forfeit the corresponding deposits for their unreturned physical Smart Cards without notice.
- The FMO may suspend any Smart Cards at any time if the usage of smart cards is in contravention of the Smart Card Policy.

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- Each Applicant shall pay to HKSTP a refundable deposit of HK\$200 for each Smart Card (new card or reissue card). A non-refundable administration and material charge cost of HK\$30 per Smart Card will be levied for replacing its cover.
- For reissuance of Smart Cards due to card loss, the deposit (if applicable) of the original card will be forfeited and will not be refunded and Applicant shall settle the new deposit for the reissue Smart Cards.
- All Smart Cards shall at all times remain the property of HKSTP and HKSTP reserves all rights to change or discontinue any functions and/or rights attached to any such Smart Cards.
- Restrictions on use
 - a. Users shall only use the Smart Cards for the Purposes and/or Smart Card Services stated here or as otherwise approved by HKSTP in writing.
 - b. Usage of Smart Cards is personal and Users are not allowed to transfer to or share the use of their Smart Cards with any other parties or third parties.
 - c. Users shall not use Smart Cards for any unauthorised commercial purposes (including resale, lending, or use in connection with promotions or offers not approved by HKSTP) or to obtain benefits, discounts or services to which they are not entitled, and any such misuse may result in immediate termination of the Smart Card and forfeiture of related deposits or privileges.
- Revision of Smart Card Policy – HKSTP reserves the right to amend or delete the Terms (or any part thereof) from time to time at its absolute discretion. The latest version of the Smart Cards Policy can be found at this [link](#).

