HKBN AI+ | Data Security FAQ

Bilingual English / Traditional Chinese | 13 November 2026

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Document reference key / 文件縮寫

STC — Special Terms and Conditions of HKBN AI+
https://hkbnes.com/support/pdf-tnc/Special_Terms_and_Conditions_of_HKBN_AI+.pdf

PP — HKBN AI+ Personal Data and Privacy Policy Statement
https://hkbnes.com/support/pdf-tnc/HKBN_AI+_Personal_Data_and_Privacy_Policy_Statement.pdf

TOU — HKBN AI+ Terms of Use
https://hkbnes.com/support/pdf-tnc/HKBN_AI+_Terms_of_Use.pdf

DPS — HKBN AI+ Data Protection Statement
https://hkbnes.com/support/pdf-tnc/HKBN_AI+_Data_Protection_Statement.pdf

Question / 問題	Answer / 答案	Supporting T&C / 條款來源
01 EN Where is our data stored and processed? **繁中** 我們的資料儲存及處理位置在哪裡？	**EN** User conversation history is stored locally on the user's device and is not retained by HKBN AI+. Only limited usage metadata, such as token usage and service statistics, is retained for operational and billing purposes. **繁中** 用戶對話記錄僅儲存在用戶本地裝置上，HKBN AI+ 不會保留相關內容。平台只會保留有限的使用量中繼資料，例如 Token 用量及服務使用統計，以作營運及計費用途。	**Source** DPS §3, pp. 2–3: gateway/model processing; metadata retained. PP §11, p. 13: possible processing locations. **來源** 資料保護聲明 §3，第 2–3 頁；私隱政策 §11，第 13 頁。

02 EN Where does the HKBN AI+ computing power come from? **繁中** HKBN AI+ 運算能力來自哪裡？	**EN** HKBN AI+ utilizes locally deployed GPU computing infrastructure in Hong Kong, with core AI computing resources hosted at Hong Kong Cyberport. **繁中** HKBN AI+ 採用於香港部署的 GPU 運算基礎設施，核心 AI 運算資源設於香港數碼港（Cyberport）。	
03 EN Is our data used to train any AI model? **繁中** 我們的資料會否用於訓練任何 AI 模型？	**EN** HKBNES will not use Customer Content submitted through HKBN AI+ to train foundation AI models for unrelated third parties. **繁中** HKBNES 不會使用客戶透過 HKBN AI+ 提交的內容，為無關第三方訓練基礎 AI 模型。	**Source** PP §8, p. 11: limited no-training undertaking; safeguarded service improvement. DPS §3, p. 3. **來源** 私隱政策 §8，第 11 頁；資料保護聲明 §3，第 3 頁。
04 EN What information is stored locally on the user's PC? **繁中** 用戶電腦本機會儲存哪些資料？	**EN** For the WorkMate desktop application, chat history is stored locally on the customer's computer and remains there until the customer deletes it. **繁中** 就 WorkMate 桌面應用程式而言，聊天紀錄會儲存於客戶電腦本機，並會保留至客戶自行刪除。	**Source** DPS §3, p. 2: WorkMate desktop chat history and deletion; §2.3, p. 2: local client excluded from statement scope. PP §9, p. 11: cookies/local storage. **來源** 資料保護聲明 §3、§2.3，第 2 頁；私隱政策 §9，第 11 頁。
05 EN What permissions does WorkMate require? **繁中** WorkMate 需要哪些權限？	**EN** Permissions depend on which functions the customer enables. The service requires account authentication; if device control, instant messaging (IM) or Model Context Protocol (MCP) integrations are enabled, access may be granted to selected devices, folders, files, applications, external systems, APIs or databases. Customers are responsible for authorising, limiting, reviewing and revoking those permissions. **繁中** 所需權限取決於客戶啟用的功能。服務需要帳戶驗證；如啟用裝置控制、即時通訊或 Model Context Protocol 整合，則可能需要授權存取指定裝置、資料夾、檔案、應用程式、外部系統、API 或資料庫。客戶須負責授權、限制、檢視及撤銷相關權限。	**Source** STC §§2, 6, pp. 1–2; TOU §3.3, pp. 3–4: user-selected permission scopes. **來源** 特別條款 §§2、6，第 1–2 頁；使用條款 §3.3，第 3–4 頁。
06 EN Can an agent take action without human approval? **繁中** AI Agent 可以在未經人手批准下執行操作嗎？	**EN** Customers can configure approval status (Ask every time/Auto approve/Skip approval) based on their business needs and risk management, including whether human approval is required before an agent takes action. They should set appropriate access scopes, regularly review permissions, and supervise agent activity. Important decisions or high-impact actions should always be subject to appropriate human review. AI-generated Output does not constitute professional advice. **繁中** 客戶可根據業務需要及風險管理要求，自行設定 Agent 的審批機制及批准層級，包括要求 Agent 在執行操作前必須取得人手批准。客戶應妥善設定存取範圍、定期檢視權限及監督 Agent 活動；涉及重要決策或高影響性的操作時，仍須進行適當的人手審核。人工智能生成的輸出內容並不構成專業意見。	**Source** TOU §5.5, pp. 6–7: certain actions without separate approval; human oversight. STC §12, p. 3. **來源** 使用條款 §5.5，第 6–7 頁；特別條款 §12，第 3 頁。
07 EN Can administrators monitor token	**EN** The platform records usage metadata, including	**Source** DPS §§3, 4.3, pp. 2–3: request-level

consumption and AI usage by user? **繁中** 管理員可以按用戶監察 Token 消耗及 AI 使用情況嗎？	model, channel, token counts, request status, latency, request ID and cost. **繁中** 平台會記錄使用量中繼資料，包括模型、渠道、Token 數量、請求狀態、延遲、請求識別碼及成本。	usage metadata. STC §3, p. 1: token definition. **來源** 資料保護聲明 §§3、4.3，第 2–3 頁；特別條款 §3，第 1 頁。
08 EN Can administrators see what users and agents have done? **繁中** 管理員可以查看用戶及 AI Agent 的操作紀錄嗎？	**EN** Administrators cannot access users' conversation content or reconstruct conversations from platform logs. **繁中** 管理員不能查看用戶的對話內容，亦無法透過平台日誌重建對話。	**Source** PP §6.3, p. 9: system/usage logs. DPS §§3, 4.2, 4.4, pp. 3–4: admin activity audits; conversation privacy. **來源** 私隱政策 §6.3，第 9 頁；資料保護聲明 §§3、4.2、4.4，第 3–4 頁。