Important Notice from Gleneagles Hong Kong

(Hong Kong, 24 November 2026) On 18 November 2026, Gleneagles Hong Kong discovered unauthorised activity involving the security infrastructure supporting its patient mobile app, My Gleneagles SmartHealth, which is maintained by a third-party service provider. Upon detection, our security team immediately isolated the affected access route and took the mobile app offline as a precaution.

We have launched an investigation with independent cybersecurity experts and implemented additional monitoring and security hardening measures. The incident has been contained. Hospital operations and clinical services continue as normal.

Based on our investigation to date, the activity resulted in unauthorised access to certain patient and other personal data, including names, identification document numbers and contact details. Medical information remains intact. Credit card and payment information were not affected. We have notified the relevant law enforcement and regulatory authorities.

We take our responsibility to protect the personal information entrusted to us seriously. We have established safeguards, including regular security assessments and independent reviews. As cyber threats become increasingly sophisticated, we continue to strengthen our defences.

We encourage patients to remain vigilant against suspicious communications requesting personal information. Gleneagles Hong Kong will never ask for passwords or one-time verification codes.

All affected patients are being directly informed and we have established a dedicated hotline at 3912 3217 to respond to enquiries and provide assistance. The hotline operates from 9:00 am to 6:00 pm, Monday to Friday and from 9:00 am to 1:00 pm, Saturday.

We sincerely apologise for the concern this incident may have caused.

Gleneagles
港怡醫療