



# Statement by clinical psychologist Dr. Cindy Chan on Loss of Hard Disk Containing Client Data

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HONG KONG, HONG KONG, September 16, 2026 /EINPresswire.com/ -- Dr. Cindy Chan, Founder and Director of Cindy Chan Psychological Services and Morphoziz Limited, today issued a formal statement regarding the loss of a company hard disk containing client data during transportation for work on August 31, 2026. Dr. Chan expresses deep regret over this unfortunate incident, emphasizes that the loss was entirely accidental, and sincerely apologizes to more than 5,000 affected clients.

The following immediate actions and security measures have been executed:

- \* Official Notifications: The incident was reported to the Police on August 31. Detailed discussions and follow-ups were made with the Office of the Privacy Commissioner for Personal Data (PCPD), the Department of Justice (DOJ), and the High Court.

- \* Information Protection: The data is secured by two layers of protection. The hard disk is password-locked and securely encrypted, and all personally identifiable information in the database is further encrypted, significantly reducing the risk of data leakage or exploitation.

- \* Client Support: Practicing since 2001 as a clinical psychologist for psychotherapy and forensic expert witness in Hong Kong, Dr. Chan is committed to ensuring her clients are well supported. She is proactively offering free consultations to any affected clients who require assistance. If any clients require support due to this incident, please contact Dr. Cindy Chan by phone at 852-92663000 or 852-93825262, or by email at [drcindychan.client.support@pm.me](mailto:drcindychan.client.support@pm.me).

Precautionary Advice:□ Clients are strongly advised to remain vigilant against any anonymous texts, phone calls, or emails that seem unusually familiar with their personal life stories. If you suspect anyone is attempting to approach you with suspicious motives by pretending to know you or your past experiences, please report it to the Police immediately. If any clients receive emails, text messages, or phone calls claiming to be from Morphoziz Limited of Hong Kong, please double-check that the correspondence is signed with both the English and Chinese company names as a two-factor verification (please refer to the Company Registry for the Chinese Company Name). Please note that Dr. Cindy Chan will never discuss details of previous psychological assessments or treatments with clients by phone, email, or text message, except in face-to-face, in-person encounters. Please also be reassured that Dr. Cindy Chan is stepping

down from providing psychotherapy or forensic assessment to new clients. Please be alert if anyone comes across any advertisements on social media claiming to be Dr. Cindy Chan providing such one-on-one service.

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