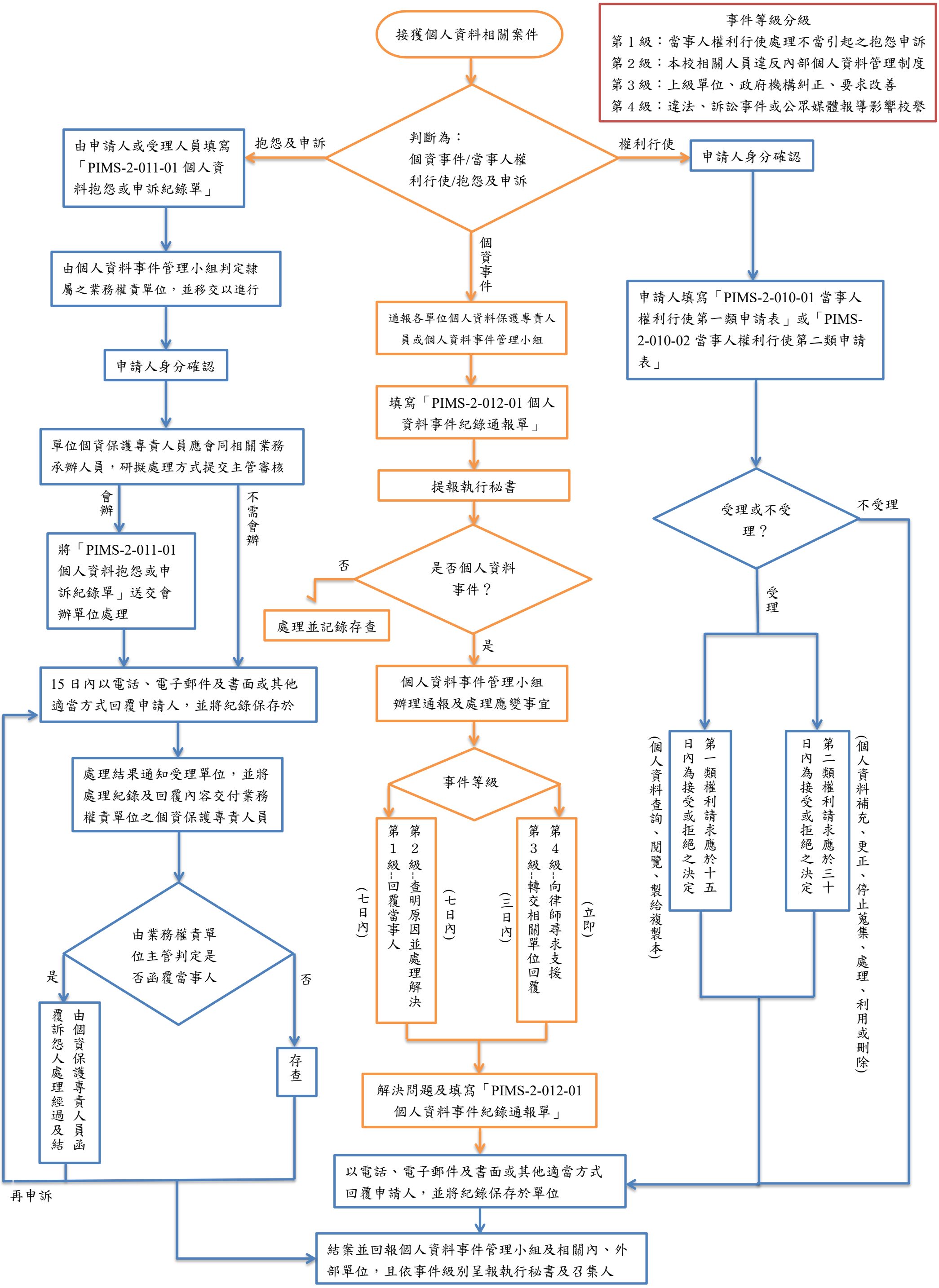個人資料事件處理/權利行使/抱怨申訴作業流程