

Privacy Policy Statement

The main provisions of the Personal Data (Privacy) Ordinance (the "Ordinance") came into force on 20 December 1996. This Statement sets out the obligations and policies of The Hong Kong and China Gas Company Limited (the "Company") under the Ordinance.

Personal Data

The Company keeps personal details of its customers on file such as names, addresses, ID numbers, telephone numbers, account numbers and information relating to gas consumption and billing, together with other information which may be necessary for the provision of the Company's services.

Customers are required to supply the Company with this kind of data in connection with the opening or operation of gas accounts, and when the Company provides other related facilities and services.

Purpose

The purposes for which data may be used include:

- (i) the daily operation of the Company's services and processing applications or requests relating to the Company's products, facilities and services
- (ii) opening and maintaining gas accounts for customers
- (iii) providing after-sales and maintenance services
- (iv) conducting customer, product, facility and service surveys
- (v) direct marketing of products, facilities and services and appeals for donation (please see further details in the section entitled "Use of Your Personal Data in Direct Marketing" below)
- (vi) handling customer complaints and enquiries
- (vii) calculating any amount of indebtedness owing to or from customers, and collecting debts from customers
- (viii) making disclosure according to the requirements of any law, regulations, codes of conduct or guidelines applicable to any member of the Group (defined below)
- (ix) any other directly related matters.

Without such data, the Company may not be able to provide services to its customers.

Transfer of Personal Data

Personal data of customers held by the Company will be kept confidential but the Company may provide such information to the following persons (whether within or outside Hong Kong) except that the Company has no current intention to transfer customer data to another person for it to use in direct marketing:

- (i) subsidiaries and associated companies of the Company (the Company and all its subsidiaries and associated companies collectively called the "Group")
- (ii) any agent, contractor or third party service provider who provides services to the Group in connection with the operation of the Company's business
- (iii) the media (only in relation to the handling of customer complaints and enquiries referred to the Company by the media)
- (iv) any person to whom any Group member is under an obligation or is otherwise expected to make disclosure according to any law, regulations, codes of conduct or guidelines applicable to any Group member
- (v) any person who owes a duty of confidentiality to any Group member (e.g. professional advisers of the Group).

Use of Your Personal Data in Direct Marketing

The Company is allowed to use your personal data in direct marketing only if you consent or do not object.

In connection with direct marketing, the Company intends:

- (i) to use your name, contact details, customer profiling and service portfolio information (including information on gas consumption and billing) held by the Company from time to time in direct marketing
- (ii) to market the following classes of products, facilities, services and subjects which may be offered or arranged by any member of the Group or business partners with which any member of the Group conducts cross or joint marketing activities:
 - a. gas supply and related products, facilities and services (including after-sales and maintenance services)
 - b. household gadgets, cookware, kitchenware, appliances and furnishings
 - c. restaurants, food and beverages
 - d. personal or household insurance products and services
 - e. contests, lucky draws, events and/or activities organised or sponsored by any member of the Group (including cooking classes, beverage making classes, workshops on handmade products, certificate courses, product demonstrations and members' activities relating to membership programmes offered by any member of the Group
 - f. environmentally friendly and health products
 - g. lifestyle products; and
 - h. donations and contributions for charitable and/or non-profit making purposes.

If you do NOT wish the Company to use your personal data in direct marketing, you may exercise your opt-out right. You may opt out at the time you registered for the Company's services. You may also write to the Company's Data Protection Officer at the address below or send to webmaster@towngas.com or call the Company at 2880 6988 stating your gas account number and other necessary particulars to opt out from direct marketing at any time. The Company will then cease to use your personal data in direct marketing. Processing of such request is free of charge.

Access to and Correction of Personal Data

Customers have the right under the Ordinance:

- to check whether the Company holds records of their personal data
- to obtain a copy of that data
- to correct any data which is inaccurate

Requests for access to data or correction of data should be made in writing to:

Data Protection Officer

The Hong Kong and China Gas Company Limited

13/F 363 Java Road, North Point, Hong Kong

Customers may be asked to pay a reasonable handling charge to cover data access processing.

Retention of Personal Data

The Company keeps personal data for such period that is necessary for the fulfillment of the purposes for which the data was collected or as required or permitted by applicable laws.

Security

The Company takes all reasonably practical measures to protect personal data, whether stored physically or electronically, and prevent unauthorized or accidental access, processing, erasure, loss or use (including transfer). Personal data is stored under lock, encrypted or password-protected as necessary. When the Company engages a data processor to process personal data on its behalf, contractual or other means are adopted to prevent unauthorized or accidental access, processing, erasure, loss or use (including transfer) of the data transferred to the data processor.

(If there is any inconsistency or conflict between the English version and Chinese version of this Statement, the English version shall prevail.)



《個人資料(私隱)條例》(「該條例」)的主要條文於1996年12月20日生效。本聲明旨在列出香港中華煤氣有限公司(「本公司」)根據該條例的責任及所採取的政策。

個人資料

本公司持有客戶之個人資料，例如：姓名、地址、身份證號碼、電話號碼、賬戶號碼、有關煤氣用量和賬單的資料及本公司提供服務所需的其他資料。

客戶為開立或運作煤氣賬戶，及就本公司提供其他相關設施和服務，需向本公司提供上述資料。

用途

客戶資料可能被用作下列用途：

- (i) 本公司之日常服務運作，與及處理有關本公司產品、設施及服務之申請或要求；
- (ii) 開立及維持客戶煤氣賬戶；
- (iii) 提供售後及保養服務；
- (iv) 進行客戶、產品、設施及服務調查；
- (v) 直接促銷產品、設施及服務和慈善募捐(詳情請參閱以下「於直接促銷時使用客戶的個人資料」章節)；
- (vi) 處理客戶投訴及查詢；
- (vii) 計算任何本公司對客戶的欠款，或客戶對本公司的欠款，及向客戶追收欠款；
- (viii) 根據適用於本集團(定義如下)任何成員的任何法律、法規、守則或指引要求而作出披露；
- (ix) 任何與上述有直接關連之事項。

若未能提供有關資料，本公司可能無法向客戶提供服務。

個人資料之轉移

本公司會將客戶資料保密，但本公司可能向下列人士(不論在香港境內或境外)提供該等資料，但本公司現時無意轉移客戶資料予其他人士作直接促銷用途：

- (i) 本公司的附屬公司及聯營公司(本公司及所有本公司的附屬公司及聯營公司統稱「本集團」)；

- (ii) 就本公司業務向本集團提供服務的任何代理人、承包商或第三方服務供應商；
- (iii) 傳播媒介(僅限於處理有關由傳播媒介轉交予本公司之客戶投訴及查詢)；
- (iv) 本集團任何成員根據對該成員適用的任何法律、法規、守則或指引有責任或被預期向其作出披露的任何人士；
- (v) 對本集團任何成員負有保密責任的任何人士(如本集團的專業顧問)。

於直接促銷時使用客戶的個人資料

本公司只可於客戶同意或不反對的情況下才可使用客戶個人資料於直接促銷。

有關直接促銷，本公司擬：

- (i) 使用本公司不時持有的客戶姓名、聯絡資料、客戶背景及服務組合資料(包括煤氣用量及賬單資料)作直接促銷用途；
- (ii) 促銷可能由本集團任何成員或與本集團任何成員進行跨業或共同促銷活動的業務伙伴所提供或安排的下述類別產品、設施、服務及事宜：
 1. 燃氣供應及相關產品、設施及服務(包括售後及保養服務)；
 2. 家居用品、烹飪器具、廚房器具、電器及傢具；
 3. 餐廳及餐飲服務；
 4. 個人或家居保險產品及服務；
 5. 由本集團任何成員主辦或贊助的比賽、抽獎、項目及/或活動(包括烹飪班、飲品製作班、手工製作班、證書課程、產品示範及與本集團任何成員提供的會員計劃有關的會員活動)；
 6. 環保及保健產品；
 7. 休閒生活產品；及
 8. 作慈善及/或非牟利用途的捐獻。

如客戶不希望本公司使用客戶的個人資料作直接促銷，可行使客戶拒絕直接促銷的權利。客戶可在登記本公司服務時提出拒絕直接促銷。客戶亦可於任何時間致函下述地址予本公司資料保護主任、或電郵至webmaster@towngas.com、

或致電本公司電話2880 6988，說明客戶煤氣賬戶號碼及其他所需資料，向本公司提出拒絕直接促銷。屆時，本公司將會停止使用客戶的個人資料作直接促銷。處理有關要求並不收費。

查閱及更正個人資料

根據該條例，客戶有權：

- 查詢本公司是否持有其個人資料；
- 索取該等資料的副本；
- 更正任何不準確資料。

如欲索取或更正資料，請致函：

資料保護主任

香港中華煤氣有限公司

香港北角渣華道363號13樓

本公司於處理索取資料的要求時，或會向客戶收取合理手續費。

個人資料保存

本公司可保存個人資料至不超過貫徹該資料被收集目的所需的時間或適用法律要求或許可的保存時間。

保安

本公司採取所有合理切實可行的措施保護個人資料(不論以實體或電子儲存)及防止未獲准許的或意外的查閱、處理、刪除、喪失或使用(包括轉移)。因應需要，個人資料會上鎖儲存、加密或以密碼保護。當本公司聘用資料處理者代表本公司處理個人資料，會採取合約規範方法或其他方法以防止轉移予資料處理者的資料未獲准許或意外地被查閱、處理、刪除、喪失或使用(包括轉移)。

(本聲明之中、英文本如有任何歧異或不一致之處，應以英文本為準。)