



**TOWNGAS ACCOUNT TRANSFER FORM
(FOR RESIDENTIAL ACCOUNT ONLY)**

APPLICATION CHECKLIST

The following documents are essential and must be submitted on your application :

- New gas account holder must sign on the completed Towngas Account Transfer Form
- Old gas account holder must sign on the completed Towngas Account Transfer Form
- A copy of Identity Card / Passport of new account holder (if registered in personal name) **or**
A copy of Business Registration Certificate of new account holder (if registered in company name)
- A photo of the gas meter reading for verification
- A copy of property lease **or** property purchase agreement (if necessary)

Please send your completed Towngas Account Transfer Form and required documents via :

- Website : <https://eservice.towngas.com/en/topic/submitdocument>



- In person : Visit any of our Towngas Customer Centres

or

- Postage : The Hong Kong and China Gas Co., Ltd.,
CFMD - Customer Accounts Section
22/F, 363 Java Road
North Point Hong Kong

or



Towngas Account Transfer Form (For Residential Account Only)

Notes:

- ✓ This form is applicable to transfer of gas account from old gas account holder to new gas account holder at a mutually agreed meter reading without connecting of gas supply.
 - Provide a photo of the gas meter reading for verification. The deposit refund and future gas bills are calculated based on the gas meter reading recorded on the date of transfer account provided below.
 - New account holder must submit a copy of Identity Card as well as a photograph of the gas meter reading and the property lease or purchase agreement for gas account registration.
 - Security deposit is non-transferable and will be refunded to the old registered account holder after finalizing the gas account. Security deposit for the new gas account will be charged at the first gas bill.
 - This form must be completed by both the old and new customers.
 - Please submit the completed form immediately to <https://eservice.towngas.com/en/topic/submitdocument> or bring it to any Towngas Customer Centres or mail to The Hong Kong and China Gas Co. Ltd., Customer Accounts Section, 22/F, 363 Java Road, North Point, Hong Kong.
- ✓ New account holder must read the Privacy Policy Statement appended to the form and the Town Gas Supply - General Terms and Conditions via our website (<http://www.towngas.com>) or are available on request before completing this form. In any event the printed version will be mailed to the new account holder for record purpose.

Gas account information (All parts must be filled in)

Gas meter address _____

Date of gas account transfer: _____ Gas meter reading at the
date of account transfer : _____
(Photo of the meter reading is required)

To be filled by Transferee (All parts must be filled in)

Registered name : _____ (English) _____ (Chinese)
Correspondence address : _____
(if different from gas supply address) _____

Use eBilling instead of mailing bill, be eco-friendly and convenient (please tick if consent)

Email address : _____ Contact phone no. : _____

I agree to register the Towngas account at the above address under my name and use the gas meter reading provided above as the initial reading. I have read and agree to be bound by the Town Gas Supply - General Terms and Conditions and the Privacy Policy Statement.

I have also read the arrangements on "Use of Your Personal Data in Direct Marketing" set out in the "Privacy Policy Statement" and understand that Towngas intends to use my personal data in direct marketing. I understand that if I do not tick the box below, then Towngas may send me direct marketing information and materials in accordance with such arrangement.

I DO NOT wish to receive direct marketing information and materials from Towngas

HKID No. : _____ Signature : _____

Remarks: Please enclose a copy of your ID card as well as a photograph of the gas meter reading and the property lease or purchase agreement when you submit this form or you may present the above document at any of our Customer Centres.

To be filled by Transferor (All parts must be filled in)

Gas Account no. :

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Registered name : _____ (English) _____ (Chinese)
Correspondence address*: _____

Contact phone no. : _____

I agree to use the above gas meter reading to finalize my Towngas account on the account transfer date.

Signature : _____

* Please provide your correspondence address for the purpose of deposit refund. Alternatively you may leave your address through our Customer Service Hotline at 2880 6988.

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.)

The Hong Kong and China Gas Company Limited