

榮獲「盛世環保企業獎」



煤氣公司環保工作委員會主席盧永強(右)接受由商界環保協會傳訊及市務總監章佩華頒發的「盛世環保企業獎」。

煤氣公司最近榮獲《盛世雜誌》及商界環保協會頒發的「盛世環保企業獎」。該獎項旨在表揚企業在運作流程、產品採購及製造、銷售包裝，以及公眾推廣等方面對環保所作的貢獻，鼓勵香港以至大中華區內更多企業持續推動環保。

嘉許禮當天亦舉辦「減碳與建設持續發展的香港」研討會，煤氣公司環保工作委員會主席盧永強在會上分享公司關於節約能源、減碳及可持續發展的營運方式等環保理念。

榮獲《3周刊》x《Lisa味道Family》 優質生活名牌2009「創意環保大獎」

《3周刊》x《Lisa味道Family》舉辦第二屆「優質生活名牌」，表揚於2008年提供優質產品及服務、制定傑出市場策略，提升顧客生活質素的企業及品牌。由於各界關注環境保護的意識日漸提升，今年的「優質生活名牌2009」增設了「綠色生活大獎」類別，煤氣公司憑著卓越的環保政策及顧客服務，得到評審及兩份雜誌的讀者投票支持，奪得今年新增的「創意環保大獎」。

推出「煤氣低碳生活網站」



為提高客戶對環保能源的認識及鼓勵客戶改善自己的生活習慣，例如節約能源及減少碳排放等，煤氣公司於最近推出「煤氣低碳生活網站」(www.towngas.com/lowcarbonliving)。該網站除了提供有關公司的環保資訊及節能減碳貼士外，客戶更可計算及記錄自己日常生活的碳足印，歡迎客戶瀏覽，獲取更多環保資訊，實踐低碳生活。

環保小貼士

保持冷氣機隔塵網清潔，可節省10%的電力消耗。

保持雪櫃最理想的溫度為3°C，冷藏格最理想為0°C。將溫度每降低1°C會增加5%的電力消耗。

使用低流量式花灑頭淋浴；以四人家為例，每年可節省36,500公升用水。



私隱政策聲明

《個人資料(私隱)條例》(「該條例」)的主要規定已於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」)根據該條例承擔之責任及所採取的政策。

個人資料

本公司持有各客戶之資料，包括：姓名、地址、身份證號碼、電話號碼、賬戶號碼、煤氣用量和賬單的資料及各項服務所需的其他資料。

客戶在開立煤氣賬戶，享用煤氣服務時及當本公司提供其他相關設施和服務時，需向本公司提供上述資料。

用途

有關的客戶資料將可能作下列用途：

- 提供本公司之日常服務
- 進行客戶、產品及服務調查
- 直接促銷產品及服務和慈善募捐
- 處理客戶投訴及查詢
- 根據適用於本集團的法例要求而作出披露
- 任何與上述有直接關連之事項

若客戶未能提供有關資料，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，但有可能向下列人士提供資料：

- 本公司的附屬公司及聯營公司(「本集團」)

- 任何就本公司業務向本集團提供服務的代理人、承包商或其他服務供應商
- 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)
- 本集團根據適用法例有責任作出披露予的人士
- 其他對本集團負有保密責任的人士

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

香港七姊妹道郵政信箱60088號

本公司於處理索取資料的要求時，或會向客戶收取小額費用。

直接促銷

倘若客戶不欲收取任何直接促銷資料(有關煤氣服務資料除外)，請致函本公司資料保護主任(列明賬戶號碼、姓名及地址)，本公司將停止使用其個人資料作直接促銷活動，而不收任何費用。

(本聲明之中、英文本如有歧異之處，應以英文本為準。)

Prime Awards for Eco-Business 2009



Towngas Environmental Working Committee Chairman Lo Wing-keung (right) receives the honours from Estrid Wai, Head of Communications and Marketing, Business Environment Council.

Towngas received the "Prime Awards for Eco-Business", which is organised by Prime Magazine with the support of the Business Environment Council. The awards recognise the outstanding contributions made by business organisations to environmental improvement through their commercial operations, procurement and production activities, sales and marketing, and public education efforts. The awards aim to encourage environmental protection endeavours among companies in Hong Kong and the Greater China Region.

Lo Wing-keung, Chairman of Towngas Environmental Working Committee, was invited to be a guest speaker at the "Carbon Reduction and Sustainable Development in Hong Kong" seminar. The event provided an enthusiastic exchange of progressive concepts relating to energy conservation, carbon reduction and sustainable business development.

Towngas Wins Smart Green Living Award

The "Smart Living Awards 2009" organised by "3 Weekly" and "Family" Magazines recognises excellence in customer service performance, overall business development and corporate marketing strategies in 2008. Winners were selected by both a judging panel and the votes of readers from both publications.




We were delighted to gain recognition for our contribution to industry and the community, by winning the "Smart Green Living" award for our excellent performance in environmental protection, as well as our customer service strategies.

Launch of Low-carbon Living Website



Earlier this month, Towngas launched a new "Low-carbon Living Website" (www.towngas.com/lowcarbonliving) to promote the concept of low-carbon living and to encourage our customers to conserve energy resources and reduce their carbon footprint. This mini-website provides useful information and news of our environmental initiatives, together with green tips for lowering carbon emissions. Customers can also register and keep a record on their carbon footprint to keep track of the carbon reduction improvements that they have achieved in their daily lives.

Green Tips

-  Keeping the filter and cooling coils of an air-conditioner clean saves up to 10% in energy.
-  Keeping your fridge and freezer compartments at 3°C and 0°C respectively, ensures the highest energy efficiencies. Each additional degree the temperature is lowered causes a further 5% in power consumption.
-  Installing a low-flow type shower head saves 36,500 litres of water per year for a family of four.



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
- (ii) conducting customer, product and service surveys
- (iii) direct marketing of products and services and appeals for donation
- (iv) handling customer complaints and enquiries
- (v) making disclosure under the requirements of any law applicable
- (vi) any other directly related matters

Without such data, the Company may not be able to provide services to their 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:

- (i) subsidiaries and associated companies within the Company's group (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 the Group is under an obligation to make disclosure under any law applicable to the Group
- (v) any person who owes a duty of confidentiality to the Group

Access 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
PO Box 60088, Tsat Tsz Mui Post Office

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

Direct Marketing

Customers who do not wish to receive any direct marketing materials (excluding information that directly relates to the Company's services) should write to the Company's Data Protection Officer (stating relevant account number, name and address), the Company will then not use the customer's personal data for direct marketing purposes. Processing of such requests will be free of charge.

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