

Personal information collection statement

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CLP is committed to protecting your privacy. Set out below is information that explains our practices about the way your personal data are collected and used.

Personal Data We Hold

Personal data held by CLP include information such as your name and address which were collected from you directly and also information such as detailed electricity consumption data and payment records that were gathered during the course of your dealings with CLP.

Purpose of Collection

CLP may use the personal data you provide for the below purposes:

- to supply you with services, facilities, goods and offers provided from us or our agents and merchants (including functions of our websites or mobile applications);
- to verify your identity before processing any request from you;
- to respond to and follow up on your enquiries or complaints;
- to carry out activities (including our loyalty and reward programmes, and/or events) which you have entered;
- to maintain, update and/ or process records of activities you have entered (including warranty, delivery services, rewards and offers provided to you, and loyalty and/ or rewards points accumulated and redeemed);
- to communicate with you;
- to provide energy services, hints and tips on energy conservation;
- to provide you with a better personalised experience in respect of our website, mobile applications, products and/ or services;
- to conduct customer survey, research and statistical analysis for better understanding of your needs, as well as designing or improving our goods or services;
- to conduct aggregated behavioural analysis; and/ or

- subject to your prior consent to do so, to conduct direct marketing activities (including making appeals for non-profit organisations that may or may not be related to CLP).

You are not required to provide the personal data requested. However, CLP may not be able to provide our products and/ or services to you (e.g. process your applications / requests / purchases / participations / reward or redemption of loyalty points / enquiries and/ or complaints) unless you provide the personal data specified as “compulsory”.

Transfer of Personal Data

If necessary, for any of the purposes stated above, CLP may transfer your personal data to third parties, including:

- co-organisers that assist in executing the activities under this thematic website;
- agents, service providers, merchants (including but not limited to service providers outside Hong Kong, mailing houses, telecommunication companies, call centres, data processing companies and cloud service providers) engaged by CLP for any of the purposes stated above; and/ or
- related CLP companies, including subsidiaries and affiliated companies within the CLP Group in Hong Kong.

CLP will disclose personal data when required to do so by law and may also disclose such personal data in response to requests from law enforcement agencies or regulatory authorities.

Access and Correction of Personal Data

You have a right to request access to, the correction and erasure of, your personal data in accordance with, where applicable, the provisions of the Personal Data (Privacy) Ordinance (Cap. 486), and any other data protection law as applicable. Requests for access, correction and/or erasure of personal data, as well as withdrawal of consent, where applicable, should be by letter or email and addressed to the Personal Data Officer of CLP at clpecograde@clp.com.hk.

Privacy Policy Statement

You can find out more about CLP's policies on privacy and personal data protection by accessing our privacy policy statement available on the CLP website at <https://www.clp.com.hk/en/privacy-policy>.

Unless specified otherwise, references to "CLP" and the "CLP Group" shall mean CLP Holdings Limited, its subsidiaries and affiliates.

中電個人資料收集聲明

個人資料收集聲明

中電致力保護你的私隱。下列信息闡述我們有關收集及使用閣下個人資料方式的操作慣例。

公司持有的個人資料

中電持有的個人資料，例如姓名、地址等，是中電直接向閣下收集的，其餘資料，例如詳盡的用電數據和繳費紀錄等，則是閣下與中電交易時累積所得。

收集個人資料的用途

中電使用閣下提供的個人資料於下述用途：

- 提供我們或我們的代理人及商戶的服務、設施、貨品及優惠(包括我們的網站或流動應用程式的功能);
- 在處理閣下的要求前確認閣下身份;
- 回覆及跟進閣下的查詢或投訴;
- 進行閣下參與的活動(包括我們的忠誠及獎賞計劃及/或活動);
- 維持、更新及/或處理載有閣下參與活動的相關記錄(包括保養、送遞服務、向閣下提供的獎賞及優惠、累積及兌換的忠誠及/或獎賞積分);
- 與閣下溝通;
- 向閣下提供能源服務及節約能源的建議和方法;
- 就中電的網站、流動應用程式、產品及/或服務，提供閣下更加個人化的體驗;
- 進行客戶調查、研究及統計分析，使中電能理解閣下需要的其他服務及設計或改善產品或服務;
- 進行綜合性行為分析; 及/或
- 在閣下同意的情況下進行直接促銷活動(包括為與中電有關或無關的非牟利機構作出呼籲和請求)。

中電並無規定閣下必須提供個人資料。除非閣下向中電提供已標記為“必需”的個人資料，否則中電可能無法向閣下提供產品及/或服務(例如:處理閣下的申請、要求、訂購、活動參與、發放及兌換獎賞積分、查詢及/或投訴)。

個人資料的轉移

為滿足上述用途之需要，中電可能會將閣下的個人資料轉移給第三者，包括：

- 協助中電執行在此網站內的活動的合作夥伴或協辦機構;
- 中電就上述任何用途而聘請的代理人、服務供應商及商戶(包括但不限於香港以外的服務供應商、寄件中心、電訊公司、電話中心、資料處理公司及雲端服務供應商);及/或
- 中電的關連公司，包括中電集團在香港的附屬和關聯公司。

如有法例規定，中電會披露有關個人資料，也會應執法機關或監管部門的要求披露上述個人資料。

查閱或更正你的個人資料的方法

根據《個人資料(私隱)條例》(第 486 章) 及其他適用的個人資料保護法例，你有權知道中電是否擁有你的個人資料，亦可索取有關資料副本，並更正和刪除中電保存的有關資料。有關索閱、更正及/或刪除中電記錄內任何有關你的個人資料的要求，以及撤回同意的要求（如適用），可電郵至 clpecograde@clp.com.hk 與中電個人資料保障主任聯絡。

私隱政策聲明

你可以登入中電的網站 <https://www.clp.com.hk/zh/privacy-policy> 查閱中電的私隱政策聲明，以了解更多關於中電在私隱及個人資料保護方面的政策。

除非文義明確另有所指，本文所提及的「中電」及「中電集團」是指中電控股有限公司、其附屬公司及關聯公司。