

## CLP Energy-Saving Missions — Personal Information Collection Statement

### Purpose of Personal Information Collection

CLP may use the personal data (including payment information) and electricity consumption data you provide to process “Energy-Saving Missions” (“the Scheme”) and any directly related purposes. CLP may also use such personal data:

- to reply and follow up enquiries, and provide support services;
- to communicate with you;
- to process, maintain and/or manage any user account with us, to verify your identity before processing your request;
- to offer, accumulate and redeem the rewards & Eco Points;
- to handle product delivery arrangement;
- to conduct electricity usage, usage pattern and efficiency analysis;
- to conduct research and statistical analysis;
- to enable you to better understand your energy usage;
- to provide consumption alerts and other related messages of the Scheme;
- to gain an understanding of your energy needs;
- to provide energy related services, hints and tips on energy conservation;
- 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 provide your personal data on a voluntary basis, but in the absence of your name, power supply address, mobile phone number and email address, we may not be able to complete the delivery of product, event notifications of Energy-Saving Missions, energy saving calculation and reward. CLP will distribute relevant information of the Scheme via mailing, e-mail, CLP mobile App push or SMS, including but not limited to product trial enrolment acknowledgment, kick-start notice of Event (s) through the mobile App or SMS, conducting surveys and reward of Eco Points etc (whenever appropriate).

### Transfer of Personal Data

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

- Product suppliers and related app developer
- related CLP companies, including subsidiaries and affiliated companies within the CLP Group in Hong Kong; and
- service providers (including service providers outside Hong Kong and cloud service providers) engaged by CLP for any of the purposes stated above.

CLP will disclose data when required to do so by law and may also disclose such data in response to requests from law enforcement agencies, government departments 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, where applicable, should be made by email to our Data Protection Officer at [csd@clp.com.hk](mailto:csd@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" shall mean CLP Power Hong Kong Limited and the "CLP Group" shall mean CLP Holdings Limited, its subsidiaries and affiliates.*