

## Personal Information Collection Statement

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

### Purpose of Collection

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

- to provide our services (including the functions of our mobile application);
- to process, maintain and/or administer the user account you have opened with us;
- to conduct activities in which you participate;
- to maintain, update and/or process relevant records containing your participation in activities;
- to communicate with you;
- to provide you with energy services and advice and methods on energy saving;
- to provide you with a more personalised experience regarding CLP's website, mobile application, products and/or services;

You are not required to provide the personal data requested. However, CLP may not be able to provide you with products or services, unless you provide the personal data designated as "mandatory".

### Transfer of Personal Data

To fulfill any of the purposes stated above, CLP may transfer your personal data to third parties, such as:

- Partners or co-organisers that assist CLP in the execution of the aforementioned promotional activities;
- Agents, service providers and merchants engaged by CLP for any of the purposes mentioned above (including but not limited to service providers outside Hong Kong, dispatch centres, telecommunications companies, call centres, data processing companies and cloud service providers); and/or

- CLP's connected companies, including subsidiaries and affiliated companies of the CLP Group in Hong Kong.

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 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 sent by email to [csd@clp.com.hk](mailto:csd@clp.com.hk) addressed to the Data Protection Officer of CLP.

#### 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.