

適用於社福機構及社區夥伴的條款及細則

1. 受惠人已細閱、明白及同意個人資料收集聲明及申請條款及細則，保證申請資料及文件均屬正確、完備及真實，並授權代辦申請之社福機構或社區夥伴（下稱「機構」）處理此計劃之各項申請事宜。
2. 本機構已清楚核對受惠人所提交的個人資料，包括姓名、身份證號碼、電話、居住地址、（證明文件資料及中電賬戶資料〔適用於 65 歲或以上獨居/雙老長者、低收入家庭和殘疾人士類別〕）或（銀行賬戶資料〔適用於劏房住戶類別〕），並確認符合本計劃的申請資格，所有提交的資料確保是正確、完備及真實的。
3. 本機構明白及同意當申請經網上平台提交後，中電於審核過程中發現有任何資料錯誤及遺漏，機構需要與受惠人聯絡並跟進個案。
4. 本機構明白如本機構及 / 或本機構職員知情不報、縱容或協助受惠人提供虛構資料、遞交重覆申請或進行詐騙，中華電力有限公司（下稱「中電」）可對該機構及相關職員採取適當法律行動作出追究。
5. 本機構明白及同意當本機構負責處理有關「基層家庭電費補助計劃」的申請，並有機會接觸受惠人個人資料的員工離職時，我方將於該員工離職生效後一星期內通知中電。
6. 本機構明白及同意採取切實可行的措施保護及妥善處理所有「基層家庭電費補助計劃」所收集得的個人資料。申請經網上平台遞交，本機構將會在相關資料輸入網上平台後，將有關「基層家庭電費補助計劃」所收集得的個人資料妥善儲存以及制定合理的資料保留期限，確保此計劃所收集的個人資料不會保留超過實際所需。
7. 本機構明白及同意不可向任何第三方透露或轉移任何「基層家庭電費補助計劃」所收集得的個人資料。
8. 本機構明白及同意如發現本機構系統出現異常或懷疑資料外洩的情況，必須立即通知中電。

9. 如因任何原因導致中電不能夠按計劃進行資助，包括電腦系統病毒感染、缺陷、篡改、未經授權的干擾、欺詐、技術故障或其他超出了中電的控制範圍的任何原因，而影響管理系統的安全性、公正性、完整性或本計劃的正常進行，中電將保留絕對權利採取可行的任何行動。
10. 本機構明白及同意只會在有需要的情況下（例如：處理受惠人查詢）才會於網上平台查閱受惠人的申請記錄。
11. 中電保留對「基層家庭電費補助計劃」下的申請作最終審批權。
12. 本條款及細則備有英文及中文版本，如有歧義，以英文版本為準。

Terms and Conditions applicable to
the Non-Governmental Organization and Community Partner

1. The beneficiary has read, understood and agreed to the personal information collection statement and application terms and conditions, and ensures that the application materials and documents are correct, complete and authentic. And the authorized Non-Governmental Organization or Community Partner (hereinafter referred to as 'the organization') shall handle all application related to this programme.
2. The organization have verified the personal information submitted by the beneficiary, including the beneficiary's name, Hong Kong identity card number, telephone number, address, (supporting document information and electricity account number “for Aged 65 or above either elderly singleton or elderly doubletons, Low-income family and the Disabled”) or (bank account information “for subdivided-units household”), and confirm that the application meets the eligibility requirements for this programme and the data is true, complete and accurate.
3. The organization understands and agrees that after the application is submitted through the online platform, if there are any errors or omissions in the information during the review process from CLP, the organization needs to contact the beneficiaries and follow up on the cases.
4. The organization understand that CLP Power shall take any appropriate legal action against us and our staff(s) if we and/or our staff(s) conceal any fact that we knew, allow or assist the beneficiary in furnishing any false particulars, or submit duplicated applications or to fraud. CLP Power (hereinafter referred to as "CLP") may take appropriate legal actions against the organization and relevant staff.
5. The organization understands and agrees to inform CLP Power within 1 week of the resignation of any staff who is responsible for processing the application of Underprivileged Families Electricity Subsidies Programme and has access to the personal data.
6. The organization understands and agrees to take practicable measures to protect and properly handle all the personal data collected under Underprivileged Families Electricity Subsidies Programme. The organization shall set a reasonable data retention period to ensure personal data collected under this Programme will not be kept longer than is necessary after beneficiary's information has been submitted through NGO Portal.
7. The organization understand and accept we shall not disclose or transfer any personal data collected under the Underprivileged Families Electricity Subsidies Programme to any third party.
8. The organization understands and agrees to inform CLP Power immediately if they are aware of any abnormalities on the NGO portal and/or suspect there is data leakage.

9. If CLP Power is not capable of running as planned for reasons including infection by computer virus, bugs, tampering, unauthorised intervention, fraud, technical failure or any other causes beyond the control of CLP Power, which corrupt or affect the administration security, fairness or integrity or proper conduct of this programme, CLP Power reserves the right at its sole discretion to take any action that may be available.
10. The organization understands and agrees to check the beneficiaries' past application record on NGO Portal only when it is necessary, e.g. appoint beneficiaries enquiries
11. CLP Power reserves the absolute right to approve or decline any application under Underprivileged Families Electricity Subsidies Programme.
12. The English version of these Terms and Conditions shall prevail in case of any discrepancy between the English and Chinese versions.