

IMPORTANT NOTES

1. SUBMISSION OF APPLICATION

Please complete and return this form to CLP Power

- By mail to Customer Care Team, CLP Power Hong Kong Limited, 13/F, Shatin Centre, 6 On Lai Street, Shatin, N.T, Hong Kong.; or
- At any CLP Power Customer Service Centre during office hours.

2. ENQUIRY AND PROGRESS TRACKING

You will be able to track the current status of your supply, change of load and auto-pay applications anytime.

Please access the Application Progress Tracking System at our CLP Online or call CLP Infoline at 2678 2678.

3. 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 are collected and used.

3.1 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.

3.2 Purpose of Collection

CLP may use the personal data held by us for the supply of electricity to you and any directly related purposes. CLP may also use such personal data:

- to open, maintain and terminate accounts
- to supply you with services, facilities and goods you requested
- to respond to and follow up on your enquiries
- to process billing, payments and sales orders
- to conduct customer surveys
- to conduct research and perform statistical analysis
- to enable you to better understand your energy usage
- to gain an understanding of your energy needs
- to provide energy services, hints and tips on energy conservation
- to notify you of changes to our services that may affect you
- to develop new products and services
- 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 in this form. However, personal data marked with (*) on this form are necessary for CLP to process your application. CLP may not be able to provide you with services, facilities or goods you require unless you provide the personal data marked with (*).

3.3 Transfer of Personal Data

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

- related CLP companies, including subsidiaries and affiliated companies within the CLP Group in Hong Kong;
- service providers (including service providers outside Hong Kong and cloud service providers) engaged by CLP for any of the purposes stated above; and
- entities (including entities outside Hong Kong) for conducting research and preparing statistics relating to 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 or other government and regulatory authorities.

3.4 Access and Correction of Personal Data

You have a right to request access to, and 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 and, correction and/or erasure of personal data, as well as withdrawal of consent, where applicable, should be made by email and addressed to our Data Protection Officer at csd@clp.com.hk or by letter and sent to the following address:

CLP Power Hong Kong Limited Data
Protection Officer
13/F, 6 On Lai Street
Shatin, NT
Hong Kong

3.5 Direct Marketing

CLP may use your name, contact number, correspondence address, email address and electricity consumption data for marketing energy and energy savings related products, services (including digital services such as e-bill and mobile payment channels), programmes (including the associated rewards and redemption offers) and education; and electrical appliances offers, events organised by CLP Group companies in Hong Kong and making appeals for non-profit organisations.

If you wish us to exclude your personal data for direct marketing purposes, please send us an email, along with your name and account number to our Data Protection Officer at csd@clp.com.hk or call us on 2678 2678.

3.6 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.