

CLP Power Hong Kong Limited (“CLP Power”)
CUSTOMER PERSONAL DATA POLICY STATEMENT

Statement on Policies & Practices

CLP is committed to ensuring its compliance with the requirements of the Personal Data (Privacy) Ordinance (Cap.486). We recognize the importance of personal data to our business and the importance of respecting the privacy rights of individuals. This Statement informs you about our responsibilities and your rights under the Ordinance. This Statement may be amended from time to time to reflect any changes in legislation.

Types of Personal Data held by Us

We hold certain personal data relating to you such as names, addresses, telephone numbers, identity card numbers and bank account details. Some of the data are collected by us from you directly. The rest of the data such as your electricity consumption and payment record are generated or accumulated by us in the course of our business operations.

Uses of Personal Data held by Us

Your personal data are collected and used by us primarily for the purposes of supplying to you the routine services, facilities and goods you may require, or carrying on or developing the business operations of the Company or any related company or for any related purpose.

We may also use your personal data to offer to you other services, facilities and goods available from us or other parties.

We may transfer your personal data to third parties such as employees, related companies, joint venture partners, agents, independent contractors and business associates if it is necessary for any of the purposes stated above, provided that such third parties are under a duty of confidentiality to the Company. Such third parties may only use the data for the purposes for which they are supplied to them. We will not transfer your personal data to third parties outside Hong Kong.

We will erase, or procure that any third party will erase, your personal data when they are no longer needed for any of the purposes stated above.

Your Rights and Obligations

You are not required by law to provide your personal data to us. However, we cannot provide you with the services, facilities and goods you may require unless we have the personal data we seek from you.

You are entitled to be informed whether we hold any of your personal data, and to be supplied with a copy of and to correct such data we do hold. If you want to access and/or correct any of your personal data held by us, please address your request(s) in writing to our Data Protection Officer. We may make a reasonable charge for complying with your request(s).

If you do not wish to receive information on other services, facilities and goods, you may notify us of this by writing to our Data Protection Officer. Upon receipt of such notice, we shall, without charge to you, cease using your personal data to provide such information to you.

You have the right to ascertain our policies and practices in relation to personal data. If this Statement is not sufficient for your needs, please address your further enquiries to our Data Protection Officer.

Exceptions

In certain cases we have the legal right to refuse requests for access to or correction of personal data held by us. In certain circumstances, such as aiding the prevention of crime, we may also have a legal duty to use or disclose your personal data for purposes other than those stated above.

Data Protection Officer

Please address your enquiries in writing to the Data Protection Officer: CLP Power Hong Kong Limited, 13/F, 6 On Lai Street, Shatin, NT.