



香港蜆殼有限公司 Shell Hong Kong Limited ("Shell")

關於個人資料 (私隱) 條例致客戶通知

Notice to Shell Gas Customers - PERSONAL INFORMATION COLLECTION STATEMENT

IT IS VERY IMPORTANT THAT YOU READ THIS STATEMENT. IF YOU HAVE ANY QUESTIONS CONCERNING IT, PLEASE CONTACT US.

1. Personal Data Policy & Practices:

The Personal Data (Privacy) Ordinance (the "Ordinance") regulates the use of personal data collected by data users in Hong Kong such as Shell. This statement informs you about our responsibilities and your rights under the Ordinance.

2. Types of Personal Data

Shell collects your personal data, such as your name, telephone/fax numbers, sex, installation/contact/billing addresses, account information, account number, payment records, credit card number and identity card number. These are the personal data which are directly collected from you. Other personal data such as consumption and payment records will be provided to Shell by other Shell business operators or contractors.

3. Uses of Personal Data held by us

The main purposes in collecting your personal data include:

- Processing your application for Shell Gas services;
- Processing the lending of Shell Gas equipment;
- Assisting Shell Gas contractors to conduct Shell Gas installations and safety checks;
- Conducting Service surveys and business research activities;
- Conducting of routine services, daily operations and all other services relating to the provision of Shell Gas to you;
- Processing billing and payment of accounts;
- Conducting credit checks and ensuring ongoing credit worthiness;
- Meeting the requirements to make disclosure under any statutory law or safety regulations; and
- Direct Marketing : namely Shell may use your name, address, phone number and email to provide you messages, newsletters, publications and/or correspondences by mail, phone, electronic means or otherwise relating to
 - a) Shell's products, services, and marketing and promotions of Shell's products and services.
 - b) Reward, loyalty or privileges programmes and related services and products

4. Personal data held by Shell will be kept confidential and be used by authorised individuals of Shell in fulfilling the above purposes. Shell may also provide such data to third parties to:

- Banks and other financial institutions in connection with the collection of payments;
- third party reward, loyalty and privileges programme providers; and
- Any personnel, agents, advisers, contractors or service providers who provide administrative, delivery, telecommunications, market research, computer, payments or other services to Shell in connection with the operation of its business.

5. The provision of personal data is on a voluntary basis. You are not obliged to provide Shell with your personal data. However, such provision is necessary so as to enable Shell to provide you with the products or services for which you have requested. Failure to provide these data may result in Shell being unable to provide services to you. Unless specified otherwise hereof or by law, by providing your data to Shell, you are deemed to have consented to the collection and use of the personal data by Shell in accordance with this Statement.

6. In accordance with the Ordinance, any individual has the right:

- (a) to check whether Shell holds data about him/her and the right of access to such data, if any;
- (b) to request Shell to correct any data relating to him/her which is inaccurate or outdated;
- (c) to ascertain Shell's policies and practices in relation to data and to be informed of the kind of personal data held by Shell; and
- (d) to discontinue receiving marketing information from Shell.

7. In accordance with the Ordinance, Shell has the right to make a reasonable charge for processing of any request(s) made under 6(a) above.

8. Your personal data will only be retained by Shell for as long as necessary for the needs of its business or legal requirements. When your personal data are no longer needed for any of the purposes stated above, we will erase such data.

9. The person to whom requests for access to data or correction of data or for information regarding policies and practices and kinds of data held or regarding receipt or promotional materials or otherwise, is to be addressed as follow :

Address: Shell Hong Kong Limited
35/F, AIA Kowloon Tower, Landmark East, 100 How Ming Street, Kwun Tong, Kowloon, Hong Kong
Attn : The Data Protection Officer
Tel : 2435 8388
Fax : 2435 7200

10. For all purposes, the English language text of this Statement shall prevail.

閣下閱讀此「致客戶通知」乃至關重要。若閣下對本通知有任何疑問，敬請聯絡「蜆殼」。

(1) 個人資料實務守則

個人資料 (私隱) 條例控制個人資料的收集、持有及使用。這張通知說明「蜆殼」對於個人資料的責任範圍及您的權利。

(2) 個人資料的種類

「蜆殼」將持有您的個人資料，包括姓名、電話/傳真號碼、性別、供氣 / 聯絡 / 收費地址、戶口資料及號碼、繳費資料、銀行信用卡號碼及身份証號碼等，這些是會向客戶直接收集的。其它資料將會是間接收集，包括石油氣用量或賬單記錄會由其集團內人士或營運商提供。

(3) 您的個人資料用途

「蜆殼」收集到您的個人資料會作以下用途:

- 進行開戶或其他服務申請；
- 記錄借予用戶的石油氣裝備；
- 協助承辦商進行氣體安裝或安全檢查；
- 進行服務或商業調查；
- 為閣下提供各種服務與產品的日常運作以及其他相關的服務；
- 進行賬單收費及付款程序；
- 進行信用檢查及確保閣下持續擁有良好信用地位；
- 遵守對「蜆殼」有約束力之法律所要求之披露資料的責任；
- 直接促銷：蜆殼可使用您的姓名、地址、電話及電郵，以郵寄、電話、電子媒介等向閣下提供有關

a) 蜆殼產品、服務、市場推廣等訊息、通訊、刊物、信件。

b) 獎賞、顧客忠誠或優惠計劃及有關服務或產品；

(4) 「蜆殼」會對其持有的客戶資料保密，只許「蜆殼」及其集團內指定人仕使用。但為達到上述收集目的，「蜆殼」可能會把該等資料提供給下述各方：

- 銀行及會計公司處理收集費用事項；
- 第三者獎賞、顧客忠誠或優惠計劃供應人；及
- 向「蜆殼」提供與「蜆殼」業務運作有關的行政、運輸、電訊、市場調查電腦賬務或與以上目的相關的其他服務的任何代理人、承辦商或第三方服務提供者。

(5) 閣下提供您的個人資料是閣下自願提供的。您雖沒有義務向「蜆殼」提供您的個人資料，但您的個人資料對於「蜆殼」提供您所要求的產品或服務是必需的。若未能提供所需資料，會導致「蜆殼」延誤或無法提供石油氣服務。除非私隱通知或法律另有定明，一旦閣下向「蜆殼」提供您的個人資料，即視為閣下已同意「蜆殼」根據本通知獲取和使用該等個人資料。

(6) 根據香港個人資料私隱條例，閣下有權要求：

- (i) 查閱「蜆殼」所持關於閣下或閣下賬戶的資料；
- (ii) 要求「蜆殼」修訂或更正有關資料；
- (iii) 查閱「蜆殼」對於收集及所持資料之政策與實務，以及查詢資料之種類；
- (iv) 停止從「蜆殼」獲取推銷資料。

(7) 「蜆殼」保留權利收取有關處理上述第 6(i) 項下任何要求的合理費用。

(8) 當閣下之個人資料已不再為原本目的而屬有需要，「蜆殼」將會刪除您的個人資料。

(9) 關於要求查閱或更正資料，或索取與「蜆殼」政策與實務及「蜆殼」所持資料種類情況有關的資料，或關於索取促銷資料或其他資料，應向下列人仕提出：

地址：香港九龍觀塘巧明街 100 號 Landmark East 友邦九龍大樓 35 樓
石油氣部收

聯絡人：資料保護主任

電話：2435 8388

傳真：2435 7200

(10) 為任何之目的，此通知應以英文本為準。