

**Shell GAS**

Licensee

營運商：光大行石油有限公司  
**Operator: KWONG TAI HONG PETROLEUM CO. LTD.**  
 氹仔亞威羅街57號匯景花園2座GF樓A室  
 RUA AVEIRO SN LOTE 28, EDIF.  
 WUI KENG GARDEN, R/C, TAIPA  
 Tel: 2882 0417 Fax: 2883 6483

## 蜆殼石油氣用戶退約書 SHELL GAS TERMINATION AGREEMENT

No.

**此項由營運商填寫 To be filled in by operator**

客戶編號 \_\_\_\_\_ 用戶姓名 \_\_\_\_\_  
 Customer Code \_\_\_\_\_ Name of Consumer. \_\_\_\_\_

供氣地址 \_\_\_\_\_  
 Service Address \_\_\_\_\_

電話 \_\_\_\_\_ 開戶日期 \_\_\_\_\_  
 Tel. No. \_\_\_\_\_ Date of Contract \_\_\_\_\_

**此項請用戶填寫 To be filled in by Consumer**

(a) 本人/本戶聲明以下為退戶原因(請在正確之理旁填寫 ✓ 號)

I/We wish to terminate my/our Subscription Contract for the following reasons (Please tick against the appropriate reason (s)):

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> 離港 Leave Macau                    | <input type="checkbox"/> 遷居 Move                                   | <input type="checkbox"/> 不需要用燃料 No Need to Use Any Fuel |
| <input type="checkbox"/> 改用其他燃料 Change Fuel                | <input type="checkbox"/> 電 Electricity                             | <input type="checkbox"/> 火水 Kerosene                    |
| <input type="checkbox"/> 對石油氣不滿意 Not satisfied with LPG    | <input type="checkbox"/> 對石油氣爐具不滿意 Not satisfied with appliance(s) |   |
| <input type="checkbox"/> 對服務不滿意 Not satisfied with service | <input type="checkbox"/> 其他理由 Others                               |   |

(b) 依照“客戶液化石油氣(「石油氣」)供應之條款及條件”

According to the “LIQUEFIED PETROLEUM GAS SUPPLY TERMS AND CONDITIONS”

(請刪去不適用者 Delete whichever inapplicable)

(i) 本人/本戶已收到澳門幣 \$ \_\_\_\_\_ 元之按金，並退還 / 遺失了石油氣按金單。

(ii) I/We have received MOP\$ \_\_\_\_\_ being the deposit for LPG Equipment on loan, and return / lost the deposit slip.

本人/本戶已將澳門幣 \$ \_\_\_\_\_ 元之石油氣設備按金繳交，作為遺失/損壞裝備應賠之款項

I/We have paid MOP\$ \_\_\_\_\_ out of the deposit for LPG Equipment being the cost equipment

Lost/damaged by me/us.

日期: \_\_\_\_\_ 簽署 \_\_\_\_\_  
 Date: \_\_\_\_\_ Signature: \_\_\_\_\_



# 關於個人資料（私隱）條例致客戶通知

## Notice to Customers - PERSONAL INFORMATION COLLECTION STATEMENT

### DSG Energy (Macau) Limited (“COMPANY”)

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

- Personal Data Policy & Practices:**

The Personal Data (Privacy) Ordinance (the “Ordinance”) regulates the use of personal data collected by data users in Macau. This statement informs you about our responsibilities and your rights under the Ordinance.
- Types of Personal Data**

Company collects, holds and uses your personal data, such as your name, telephone/fax numbers, title, 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 or has been collected from you by the transferor of your LPG account. Other personal data such as consumption and payment records will be provided to Company by other business operators or contractors of Company.
- Uses of Personal Data held by us**

The purposes in collecting your personal data include:

  - Processing your application for LPG-related services;
  - Processing the lending of LPG-related equipment;
  - Assisting contractors to conduct LPG 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 LPG to you;
  - Processing billing and payment of accounts, including the collection of amounts outstanding;
  - Conducting credit checks and ensuring ongoing credit worthiness; and
  - Meeting the requirements to make disclosure under any statutory law or safety regulations.

**DIRECT MARKETING**

If you have consented to such use of personal data in respect of your current LPG account, Company 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 to communicate to you about

  - Company's products, services, and marketing and promotions of Company's products and services and its business partners and
  - Reward, loyalty or privileges programmes and related services and products.

If you do not wish your personal data to be used for direct marketing as described above, you may exercise your right to opt-out by notifying Company at any time.
- Personal data held by Company will be kept confidential and be used by authorised individuals of Company in fulfilling the above purposes. Company may also disclose and transfer such information to the following parties, whether within or outside Macau for the purposes as set out in Clause 3 above:**
  - Banks and other financial institutions in connection with the collection of payments;
  - Third party reward, loyalty and privileges programme providers;
  - Debt collection agencies in the event of default of payment;
  - Any person to whom Company is under an obligation to make disclosure under the requirements of any law binding on Company or under and for the purposes of any regulations, guidelines or request issued by any regulatory, governmental or law enforcement authorities with which Company is reasonably expected to comply; and
  - Any personnel, agents, advisers, contractors or service providers or Company's subsidiaries and associated companies who provide administrative, delivery, telecommunications, market research, computer, payments or other services to Company in connection with the operation of its business.
- The provision of personal data is on a voluntary basis. You are not obliged to provide Company with your personal data. However, such provision is necessary so as to enable Company to provide you with the products or services for which you have requested. Failure to provide these data may result in Company being unable to provide services to you. Unless specified otherwise hereof or by law, by providing your data to Company, you are deemed to have consented to the collection and use of the personal data by Company in accordance with this Statement.**
- You the right to:**
  - check whether Company holds data about him/her and the right of access to such data, if any;
  - request Company to correct any data relating to him/her which is inaccurate or outdated;
  - ascertain Company's policies and practices in relation to data and to be informed of the kind of personal data held by Company; and
  - discontinue receiving marketing information from Company.
- In accordance with the Ordinance, Company has the right to impose a reasonable charge for processing of any request(s) made under 6(a) above.**
- Your personal data will only be retained by Company for as long as necessary for the needs of its business or legal requirements. When your personal data is no longer needed for any of the purposes stated above, we will erase such data.**
- 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 changing your preference on receiving promotional materials or otherwise, is to be addressed as follows:**

Address: Avenida da Amizade, No 876, Edif, Marine Gardens, Sala 305, 3 Andar, Macau  
Attn: Compliance Officer  
Tel: 2870 2772  
Fax: 2870 2779

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，敬請聯絡本公司。

- 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。這張通知說明本公司對於個人資料的責任範圍及您的權利。
- 個人資料的種類**

本公司將收集、持有及使用您的個人資料，包括姓名、電話/傳真號碼、稱謂、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，這些是本公司向客戶直接收集的或從您的石油氣戶口轉讓者轉移給本公司的。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本公司營理商/承辦商提供。
- 您的個人資料用途**

本公司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及安全檢查;
  - 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，包括追討欠款;
  - 進行信用檢查及確保閣下持續擁有良好信用地位;
  - 遵守對本公司有約束力之法律所要求之披露資料的責任;有關使用資料作直接促銷
  - 如閣下就您的石油氣戶口曾表示同意，本公司可使用您的姓名、地址、電話及電郵，以郵寄、電話、電子媒介等向閣下提供有關
  - 本公司及其商業伙伴的產品、服務、市場推廣等訊息、通訊、刊物、信件;
  - 獎賞、顧客忠誠或優惠計劃及有關服務或產品。

如閣下不希望本公司根據以上所述使用閣下資料作直接促銷用途，閣下可隨時通知本公司行使其選擇權拒絕接收直接促銷信息。
- 本公司會對其持有的客戶資料保密，只許本公司及本公司指定人仕使用。但為達到上述收集目的，本公司可能會根據上述第三段所述用途披露及轉移有關資料予下列各方，不論其在澳門境內或境外:**
  - 銀行及會計公司處理收費費用事項;
  - 第三者獎賞、顧客忠誠或優惠計劃供應人;
  - 因代收欠賬的代收賬款機構;
  - 根據本公司需遵守的任何法律要求，或根據及為符合任何法律、監管、政府、執法或其他機構而作出披露，以遵守對本公司有約束力之法律所要求披露資料的責任;及
  - 向本公司提供與本公司業務運作有關的行政、運輸、電訊、市場調查電腦服務或與以上目的相關的其他服務的任何代理人、承辦商、第三方服務提供者或本公司附屬及聯營公司。
- 閣下提供您的個人資料是閣下自願提供的。您雖沒有義務向本公司提供您的個人資料，但您的個人資料對於本公司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，會導致本公司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，一旦閣下向本公司提供您的個人資料，即視為閣下已同意本公司根據本通知獲取和使用該等個人資料。**
- 閣下有權要求:**
  - 查閱本公司所持關於閣下或閣下賬戶的資料;
  - 要求本公司修訂或更正有關資料;
  - 查閱本公司對於收集及所持資料之政策與實務，以及查詢資料之種類;
  - 停止從本公司獲取推銷資料。
- 本公司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。**
- 當閣下之個人資料已不再為原本目的而屬有需要，本公司將會刪除您的個人資料。**
- 關於要求查閱或更正資料，或索取與本公司政策與實務及本公司所持資料種類情況有關的資料，或更改閣下收取促銷資料或其他資料的意願，應向下列人仕提出:**

地址: 澳門友誼大馬路876號碧濶花園3樓305室  
聯絡人: 合規主任  
電話: 2870 2772  
傳真: 2870 2779
- 10) 為任何之目的，此通知應以英文本為準。**