

蜆殼石油氣用戶退約書

SHELL GAS TERMINATION APPLICATION FORM

客戶英文姓名(請以正楷填寫)

Customer English Name

(Please fill in block letters)

客戶中文姓名

Customer Chinese Name

身份証號碼 HKID (首五個字元 First Five Characters)

/商業登記號碼 BR No.

客戶號碼

Customer No.

聯絡電話

Tel. No

終止供氣地址

Address for Gas Termination

終止供氣日期

Termination Date

最後氣錶讀數(由客戶提供)*

Final Meter Reading (provided by customer)*

最後賬單#郵寄地址#

Final Bill Mailing Address#

請提供以下資料作退回按金用途:

Please provide below information for deposit refund:

香港銀行轉賬 Hong Kong Bank Transfer	銀行名稱: Bank Name:
	銀行賬戶名稱: Bank Account Name:
	銀行賬戶號碼: Bank Account No.

*如客戶提供之最後氣錶讀數與技工於拆除氣錶時所記錄之讀數有差異，最後讀數將以後者為準。

*If discrepancy arises between the readings reported by customer and that recorded by our fitter during meter disconnection, the latter shall prevail.

#按金會用以扣除石油氣戶口內的剩餘欠款及氣錶損壞或遺失招致之損失(如適用)，而餘額將以銀行轉賬退還客戶。

#Your deposit will be applied toward any outstanding balance on your final bill, as well as any costs arising from damage to or loss of the gas meter. Any remaining credit will be refunded to you via bank transfer in Hong Kong.

附上按金收據 Attached deposit slip

有, 按金銀碼為港幣\$ _____ / Yes, the deposit amount is HK\$ _____

沒有, 本人遺失了按金收據, 現提供石油氣登記人之身份證副本以作核實/ No, I have lost the deposit slip, and understand I need to provide the LPG registered user's HKID for verification.

本人得悉此退約書是用於終止石油氣服務供應之申請，並了解終止供氣日期前必須繳付帳戶內所有石油氣供應及相關服務費用及退還正常狀態之氣錶。本人特此聲明，此表格中提供的資料均屬真實及準確無誤。

I understand this form shall be used for LPG supply service termination, and all charges and fees under the LPG customer account must be settled and gas meter must be returned in proper condition before the above indicated termination date. I hereby declare that the information provided in this form is true and accurate.

日期:

Date: _____

客戶簽名:

Signature of Customer: _____

DSG Energy Limited

蜆殼石油氣客戶服務 Shell Gas Customer Service

特爾高能源有限公司

熱線

2435 8388

電郵

Email

hkshellgas-csc@citadelpacific.com

網站

Website

www.dsg-energy.com

關於個人資料（私隱）條例致客戶通知
Notice to Customers - PERSONAL INFORMATION COLLECTION STATEMENT
DSG Energy Limited (“COMPANY”)

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. This statement informs you about our responsibilities and your rights under the Ordinance.

2. 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.

3. 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

- a) Company's products, services, and marketing and promotions of Company's products and services and its business partners and
- b) 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.

4. 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 Hong Kong, 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.

5. 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.

6. You the right to:

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

7. 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.

8. 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.

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 changing your preference on receiving promotional materials or otherwise, is to be addressed as follows:

Address: Room 2201-2202, 22/F, AIA Kowloon Tower, Landmark East, 100 How Ming Street, Kwun Tong, Kowloon, Hong Kong
Attn : Compliance 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，敬請聯絡本公司。

(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。這張通知說明本公司對於個人資料的責任範圍及您的權利。

(2) 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運商/承辦商提供。

(3) 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，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
 - (i) 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；
 - (ii) 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。

(4) 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，不論其在香港境內或境外：

- 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；
- 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、市場調查電腦賬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。

(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。

(6) 閣下有權要求：

- (i) 查閱本公司所持關於閣下或閣下賬戶的資料；
- (ii) 要求本公司修訂或更正有關資料；
- (iii) 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；
- (iv) 停止從本公司獲取推銷資料。

(7) 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。

(8) 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。

(9) 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 : 香港九龍觀塘巧明街 100 號 Landmark East 友邦九龍大樓 22 樓
2201-2202 室

聯絡人 : 合規主任電

話 : 2435 8388

傳真 : 2435 7200

(10) 為任何之目的，此通知應以英文本為準。