

Towngas Account Transfer Form (For Residential Account Only)

Notes:

- ✓ This form is applicable to transfer of gas account from old gas account holder to new gas account holder at a mutually agreed meter reading without connecting or disconnecting of gas supply. This form must be completed by both the old and new customers.
- ✓ New account holder must read the Privacy Policy Statement appended to the form and the Town Gas Supply - General Terms and Conditions via our website (<http://www.towngas.com>) or are available on request before completing this form. In any event the printed version will be mailed to the new account holder for record purpose. New account holder is also required to submit a copy of Identity Card for registration.
- ✓ Security deposit refund and future gas bills are calculated based on the gas meter reading recorded on the date of transfer account provided below. Security deposit is non-transferable and will be refunded to the old registered account holder by cheque after finalizing the gas account. Security deposit for the new gas account will be charged at the first gas bill.
- ✓ Please mail the completed form immediately to The Hong Kong And China Gas Co. Ltd., Customer Accounts Section, 22/F, 363 Java Road, North Point, Hong Kong. You may also bring it to any Towngas Customer Centres, or fax it to 2562 2200.

All parts must be filled in	Current account information	
	Gas Account no.	: <input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/> - <input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/> - <input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/>
	Gas meter address	: _____ _____
	Date of gas account transfer:	Gas meter reading at the date of account transfer : _____ <i>(Please ignore the red digits)</i>

All parts must be filled in	New account registration (to be filled in by Transferee)	
	Registered name	: _____ (English) _____ (Chinese)
	Correspondence address	: _____ (if different from gas supply address)
	Contact phone no.	: _____ Email address : _____
	<p><i>I agree to register the Towngas account at the above address under my name and use the gas meter reading provided above as the initial reading. I have read and agree to be bound by the Town Gas Supply - General Terms and Conditions and the Privacy Policy Statement.</i></p> <p>**For direct marketing, please see further details in the section entitled "Use of Your Personal Data in Direct Marketing" appended to the form.</p> <p><input type="checkbox"/> I consent to allow Towngas to use my personal data in direct marketing (please tick if consent)</p>	
	HKID No. :	Signature : _____

Remarks: Please enclose a copy of your ID card and the property lease or purchase agreement when you submit this form or you may present the above document at any of our Customer Centres.

All parts must be filled in	Account termination (to be filled in by Transferor)	
	Registered name	: _____ (English) _____ (Chinese)
	Correspondence address*	: _____ (if different from gas supply address)
	Contact phone no.	: _____ Email address : _____
	<p><i>I agree to use the above gas meter reading to finalize my Towngas account on the account transfer date.</i></p> <p style="text-align: right;">Signature : _____</p>	

* Please provide your correspondence address for the purpose of deposit refund. Alternatively you may leave your address through our Customer Service Hotline at 2880 6988.

Privacy Policy Statement

The main provisions of the Personal Data (Privacy) Ordinance (the "Ordinance") came into force on 20 December 1996. This Statement sets out the obligations and policies of The Hong Kong and China Gas Company Limited (the "Company") under the Ordinance.

Personal Data

The Company keeps personal details of its customers on file such as names, addresses, ID numbers, telephone numbers, account numbers and information relating to gas consumption and billing, together with other information which may be necessary for the provision of the Company's services.

Customers are required to supply the Company with this kind of data in connection with the opening or operation of gas accounts, and when the Company provides other related facilities and services.

Purpose

The purposes for which data may be used include:

- (i) the daily operation of the Company's services
- (ii) conducting customer, product and service surveys
- (iii) direct marketing of products and services and appeals for donation
- (iv) handling customer complaints and enquiries
- (v) making disclosure under the requirements of any law applicable
- (vi) any other directly related matters.

Without such data, the Company may not be able to provide services to its customers.

Transfer of Personal Data

Personal data of customers held by the Company will be kept confidential but the Company may provide such information to:

- (i) subsidiaries and associated companies within the Company's group (the "Group")
- (ii) any agent, contractor or third party service provider who provides services to the Group in connection with the operation of the Company's business
- (iii) the media (only in relation to the handling of customer complaints and enquiries referred to the Company by the media)
- (iv) any person to whom the Group is under an obligation to make disclosure under any law applicable to the Group
- (v) any person who owes a duty of confidentiality to the Group.

Access to and Correction of Personal Data

Customers have the right under the Ordinance:

- to check whether the Company holds records of their personal data
- to obtain a copy of that data
- to correct any data which is inaccurate

Requests for access to data or correction of data should be made in writing to:

Data Protection Officer
The Hong Kong and China Gas Company Limited
13/F 363 Java Road, North Point, Hong Kong

Customers may be asked to pay a small handling charge to cover data access processing.

Direct Marketing

Customers who do not wish to receive any direct marketing materials (excluding information that directly relates to the Company's services) should write to the Company's Data Protection Officer (stating relevant account number, name and address), the Company will then not use the customer's personal data for direct marketing purposes. Processing of such requests will be free of charge.

(If there is any inconsistency or conflict between the English version and Chinese version of this Statement, the English version shall prevail.)

The Hong Kong and China Gas Company Limited

USE OF PERSONAL INFORMATION IN DIRECT MARKETING

The Hong Kong and China Gas Company Limited ("The Company") would like to use your personal data in direct marketing. The Company is allowed to use your personal data in direct marketing only if you consent or do not object.

In connection with direct marketing, the Company intends:

- (i) to use your name, contact details, customer profiling and service portfolio information (including information on gas consumption and billing) held by the Company from time to time in direct marketing ; and
- (ii) to market the following classes of products and services which may be offered or arranged by us, our subsidiaries or associated companies:
 - a. gas supply and related products, facilities and services (including after-sales and maintenance services)
 - b. kitchen ware, appliances and furnishings
 - c. restaurants, food and beverages
 - d. personal or household insurance products and services
 - e. contests, lucky draws, events and/or activities organised or sponsored by us or any of our subsidiaries and associated companies (including cooking classes and related products)
 - f. environmentally friendly and health products; and
 - g. donations and contributions for charitable and/or non-profit making purposes.

If you do NOT wish The Company to use your personal data in direct marketing, please write to the Company's Data Protection Officer (stating relevant account number, name and address), the Company will then not use the customer's personal data for direct marketing purposes. Processing of such requests will be free of charge.