



## APPLICATION FOR TRANSFER AND DECLARATION (Submitted and Signed By an Immediate Family Member of a Deceased)

Please submit this form with the required documents listed below for opening new gas account under current gas supply address:

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|--|---|
| 1. Copy of the Death Certificate of the deceased registered account holder                               | 2. Copy of your HKID / Passport                           |
| 3. Copy of any documents proving the relationship between you and the deceased registered account holder | 4. Photo of the gas meter reading on the date of transfer |

### Points to Note:

- By submitting this application, you hereby authorize Towngas, in accordance with the Personal Data (Privacy) Ordinance, to use any of your information for the purpose of application processing.
- The applicant must be an immediate family member of the deceased registered account holder (i.e. Spouse/ Parent/ Child).
- The registered account of the deceased will be closed upon the completion of this transfer application, any unpaid amount will be deducted from the deposit, and the net balance will be transferred to the new account registered under your name.

## CUSTOMER INFORMATION (ALL FIELDS ARE MANDATORY)

### Applicant Information (As shown on your HKID / Passport)

Name (Applicant): \_\_\_\_\_ (English) \_\_\_\_\_ (Chinese)

HKID / Passport No. (Applicant): \_\_\_\_\_

Relationship with the deceased registered account holder: Surviving Spouse / Parent / Child (Please delete as appropriate)

Email: \_\_\_\_\_ Contact Number: \_\_\_\_\_

Use e-Billing instead of mailing bill, be eco-friendly and convenient (please tick "√" if consent)

### Deceased's Account

Gas Account Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Gas Meter Address: \_\_\_\_\_

Name (Deceased registered account holder): \_\_\_\_\_ (English) \_\_\_\_\_ (Chinese)

Transfer Effective Date (DD-MM-YYYY): \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Gas Meter Reading at the Transfer Effective Date (Photo of Gas Meter Reading Enclosed): \_\_\_\_\_

### Direct Marketing

I have read and agree to be bound by the Towngas' Privacy Policy Statement. I have also read the arrangements on "Use of Your Personal Data in Direct Marketing" set out in the said Privacy Policy Statement and understand that Towngas intends to use my personal data in direct marketing. I understand that if I do not tick the box below, then Towngas may send me direct marketing information and materials in accordance with such arrangement.

I **DO NOT** wish to receive direct marketing information and materials from Towngas.

### Undertaking and Indemnity

I agree to register a Towngas account of the above gas meter address under my name and use the gas meter reading provided above as the initial reading, I hereby undertake to be responsible for the gas bills for the said gas meter address. I agree and undertake to abide by the Towngas Supply – General Terms and Conditions and any amendments thereto from time to time.

**I hereby undertake at all times to indemnify Towngas and keep Towngas indemnified against all costs, losses, damages, claims & proceedings against Towngas in consequence of the aforesaid transfer of gas account and monies.**

### Declaration

I, \_\_\_\_\_ (Name of Applicant), of above gas meter address solemnly and sincerely declare that: (1) I am the Surviving Spouse / Parent / Child (Please delete as appropriate); (2) The Deceased passed away on \_\_\_\_\_ (Date); and (3) To the best of my knowledge and belief: (a) I am the next-of-kin of the Deceased; (b) The Deceased has not left any will; and (c) No other person has applied or is applying for probate or administration of the Deceased's estate. **And I make this solemn declaration conscientiously believing the same to be true and by virtue of the Oaths and Declarations Ordinance.**

Signature of Applicant (Declarer): \_\_\_\_\_

Date: \_\_\_\_\_

Please submit this application form with the required documents via:



1. Website: <https://eservice.towngas.com/en/topic/submitdocument> OR
2. In person: Visit any of our Towngas Customer Centre OR
3. Postage: The Hong Kong and China Gas Co., Ltd., Finance Transformation Office - Customer Accounts Section, 22/F, 363 Java Road, North Point, Hong Kong

## **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 and processing applications or requests relating to the Company's products, facilities and services
- (ii) opening and maintaining gas accounts for customers
- (iii) providing after-sales and maintenance services
- (iv) conducting customer, product, facility and service surveys
- (v) direct marketing of products, facilities and services and appeals for donation (please see further details in the section entitled "Use of Your Personal Data in Direct Marketing" below)
- (vi) handling customer complaints and enquiries
- (vii) calculating any amount of indebtedness owing to or from customers, and collecting debts from customers
- (viii) making disclosure according to the requirements of any law, regulations, codes of conduct or guidelines applicable to any member of the Group (defined below)
- (ix) 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 the following persons (whether within or outside Hong Kong) except that the Company has no current intention to transfer customer data to another person for it to use in direct marketing:

- (i) subsidiaries and associated companies of the Company (the Company and all its subsidiaries and associated companies collectively called 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 any Group member is under an obligation or is otherwise expected to make disclosure according to any law, regulations, codes of conduct or guidelines applicable to any Group member
- (v) any person who owes a duty of confidentiality to any Group member (e.g. professional advisers of the Group).

## **Use of 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
- (ii) to market the following classes of products, facilities, services and subjects which may be offered or arranged by any member of the Group or business partners with which any member of the Group conducts cross or joint marketing activities:
  - a. gas supply and related products, facilities and services (including after-sales and maintenance services);
  - b. household gadgets, cookware, kitchenware, 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 any member of the Group (including cooking classes, beverage making classes, workshops on handmade products, certificate courses, product demonstrations and members' activities relating to membership programmes offered by any member of the Group);
  - f. environmentally friendly and health products;
  - g. lifestyle products; and
  - h. 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, you may exercise your opt-out right.**

You may opt out at the time you registered for the Company's services. You may also write to the Company's Data Protection Officer at the address below or send to [webmaster@towngas.com](mailto:webmaster@towngas.com) or call the Company at 2880 6988 stating your gas account number and other necessary particulars to opt out from direct marketing at any time. The Company will then cease to use your personal data in direct marketing. Processing of such request is free of charge.

## **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 reasonable handling charge to cover data access processing.

**Retention of Personal Data**

The Company keeps personal data for such period that is necessary for the fulfillment of the purposes for which the data was collected or as required or permitted by applicable laws.

**Security**

The Company takes all reasonably practical measures to protect personal data, whether stored physically or electronically, and prevent unauthorized or accidental access, processing, erasure, loss or use (including transfer). Personal data is stored under lock, encrypted or password-protected as necessary. When the Company engages a data processor to process personal data on its behalf, contractual or other means are adopted to prevent unauthorized or accidental access, processing, erasure, loss or use (including transfer) of the data transferred to the data processor.

(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**