

關於《個人資料（私隱）條例》（「條例」）
的政策指引

請客戶小心閱讀本政策指引。若客戶對本政策指引有不明瞭處或有任何疑問，敬請聯絡本公司。

本政策指引適用於中石化（香港）油站有限公司及其所在香港的直接附屬公司及聯屬機構（「本公司」）

1. 客戶在建立或延續本公司提供之除貸設施或本公司提供的產品服務時，需要不時向本公司提供有關其個人資料。
2. 若客戶未能向本公司提供有關資料，可能會導致本公司無法建立或延續客戶除貸設施或向客戶提供任何本公司提供的產品或服務。
3. 客戶向本公司提供的個人資料(包括但不限於姓名、身份證號碼、電話號碼、郵寄地址、車輛登記號碼等)，將作以下用途：
 - (a) 回應客戶所提交的查詢或需求；
 - (b) 核實客戶的身份及直接付款銀行賬戶持有人之身份；
 - (c) 處理及/或審批客戶之相關申請、續期及/或取消，處理產品及服務訂單；
 - (d) 管理及進行信貸審查及核對程序；
 - (e) 確保客戶持續具備良好信用地位；
 - (f) 確定客戶與本公司之間的欠款額；
 - (g) 向客戶或為客戶的擔保人追收欠款；
 - (h) 遵守對本公司、其關聯公司及/或指定的業務合作夥伴有約束力之法律所要求之披露資料的責任；
 - (i) 設計及/或推廣本公司提供的產品或服務進行市場推廣及/或直接促銷(包括但不限於本公司以書面、電郵、網上、電話等形式進行)，本公司提供的產品或服務包括各類燃油產品、便利店內的貨品或服務、本公司油站內提供的貨品或服務、本公司網站內提供的貨品或服務、與本公司合作夥伴提供之貨品或服務；
 - (j) 進行考察及/或市場調查；
 - (k) 進行資料審計及核實；
 - (l) 進行與以上有關之用途。
4. 每當本公司要求客戶提供其個人資料，本公司均會說明收集此等資料的用途，並確保只會將資料用於收集時所說明的用途。
5. 本公司對持有的個人資料保密，但可以向下述各方提供該等資料或轉移有關資料到香港以外地方予：
 - (a) 關於追收欠款事宜、銀行、債務追收代理及其他財務機構；
 - (b) 就行政、電訊、收賬、信用證明、廣告、市場調查、市場推廣、直接促銷及/或優惠促銷、電腦、技術支援、賬務、

Policy Statement

relating to Personal Data (Privacy) Ordinance ("the Ordinance")

Customer please read this Policy Statement carefully. If customers are unsure about or have any questions concerning this Policy Statement, please contact the Company.

This Policy Statement is applicable to Sinopec (Hong Kong) Petrol Filling Station Company Limited and all its direct or indirect subsidiaries and affiliates in Hong Kong ("the Company")

1. From time to time, it is necessary for customers to supply the Company with personal data in connection with the establishment or continuation of credit facilities or provision of the products or services provided by the Company.
2. The Company may be unable to establish or continue the credit facilities or to provide any products or services provided by the Company if customer fail to provide such personal data to the Company.
3. The personal data provided by customers to the Company (including but not limited to name, Hong Kong Identity Card Number, telephone number, email address, vehicle number) for the following purposes:
 - (a) response to customers' enquiries or requests;
 - (b) verify customer's identity and the identity of the direct debit bank account holder;
 - (c) processing and/or approving customers' relevant applications, renewals and/or cancellations, daily operations relating to the placing of orders and provision of products and services,;
 - (d) managing and conducting credit reference checks;
 - (e) ensuring customer's ongoing credit worthiness;
 - (f) determining the amount of indebtedness owed to or by customer;
 - (g) collection of outstanding amounts from customer and those providing security for their obligations;
 - (h) complying with disclosure requirements binding on the Company, any of its affiliates and/or specified business partners and as may be required by laws or regulations;
 - (i) designing, marketing, direct marketing and/or cross-marketing (including but not limited to channels via website, email or over the telephone) any products or services provided by the Company or any of its affiliates and business partners including various kinds of fuel products, products and services offered in the convenience stores and/or filling stations operated by the Company;
 - (j) conducting survey and/or market research;
 - (k) carrying out audit and verification; and
 - (l) carrying out purposes relating to the above.
4. If the Company asked customers to provide their personal information, the Company will always specify the purpose for which such personal information is collected and ensure that It is only used for the purpose specified at the time of collection.
5. Customers' personal data held by the Company will be kept confidential but the Company may provide such information or transfer such information to a place outside Hong Kong to:
 - (a) banks, debt collection agencies and other financial institutions in connection with the collection of payments;
 - (b) any affiliate of the Company, agent, contractor or third party service provider who provides administrative, telecommunications, debt collection, credit

轉賬或與業務營運方面向本公司提供服務的任何關連公司、代理人、承包商或第三方服務提供者；

(c) 業務夥伴、市場推廣策略伙伴或指定之第三方，以便客戶獲悉本公司認為客戶可能感興趣的的產品或服務(包括本公司、其關聯公司、業務夥伴或兩者的產品或服務)；

(d) 為達至上述而被本公司聘用的第三者服務供應單位(包括但不限於代客寄件中心、電訊公司、電話行銷及直銷代理人、電話中心、資料處理公司、發卡公司、資訊科技公司)；

(e) 任何對本公司負有保密責任並已承諾對上述資料保密的其他指定人士或機構；

(f) 法律或任何監管機構規定或容許本公司、其關聯公司及/或業務合作夥伴披露資料的有關人士。

6. 本公司擬把客戶向本公司提供的個人資料用於直接促銷用途，而須為該用途獲得客戶的同意(包括表示不反對)。就此，請注意：

(a) 本公司可能把不時持有的客戶姓名或其任何部分、聯絡資料、產品及服務組合資料、交易模式及行為、財務背景及人口統計資料用於直接促銷；

(b) 可用於促銷下列類別服務、產品及促銷標的：

(i) 石油類別產品；

(ii) 油卡產品及服務；

(iii) 汽車美容或維修服務及/或相關產品；

(iv) 獎賞、客戶或會員計劃、聯營品牌合作計劃、優惠計劃及相關產品及服務；

(v) 與本公司合作的聯營品牌合作夥伴提供之產品及服務(該等夥伴的名稱將於有關服務及產品申請表上列明)；及

(vi) 以慈善及/或非牟利為目的而向慈善及/或非牟利團體或機構提供的捐獻或捐贈。

(c) 上述服務、產品及促銷標的可能由本公司及/或以下任何單位或(就捐獻或捐贈而言)徵求：

(i) 本公司或中石化集團公司內任何成員；

(ii) 第三方財務機構、承保人、信用卡公司、石油相關產品供應商、零售貨品供應商、汽車美容服務供應商、汽車維修服務供應商；

(iii) 第三方獎賞、客戶或會員計劃、聯營品牌合作計劃或優惠計劃供應商；及

(iv) 慈善及/或非牟利團體或機構。

(d) 除由本公司促銷上述產品、服務及促銷標的以外，本公司亦擬將以上第 5(a) 條提及的資料提供予以上類別機構以供他們在促銷該等產品、服務及促銷標的中使用，而本公司為此用途須獲得客戶書面同意(包括表示不反對)。

(e) 如任何客戶不希望本公司如上述使用其資料或將其資

reference, advertising, market research, marketing, direct sale, and/or privilege contact calls, computer, information technology support, payment, transfer or other services to the Company in connection with the operation of its business;

(c) business partners, allied and strategic marketing partners or specified third parties in order to keep customers informed of products or services which the Company believes may be of interest to customers (including products and services of the Company, its affiliates and business partners or all of them);

(d) external service providers (including but not limited to mailing houses, telecommunications companies, telemarketing and direct sales agencies, call centres, data processing companies, card issuance companies, information technology companies) that the Company engages for the purposes abovementioned;

(e) any other person or organisation under a duty of confidentiality to the Company which has undertaken to keep such information confidential; and

(f) any party to whom the Company, its affiliates and/or specified business partners is/are required or permitted by law or any regulatory authority to make disclosure.

6. The Company intends to use the personal data in direct marketing and the Company requires customer's consent (which includes an indication of no objection) for that purpose. In this connection, please note that:

(a) the full name or any part thereof, contact details, products and services portfolio information, transaction pattern and behaviour, financial background and demographic data of customers held by the Company from time to time may be used by the Company or group company in direct marketing.

(b) the following classes of services, products and subjects may be marketed:

(i) petroleum products;

(ii) card related products and services;

(iii) car beauty or maintenance service and/or related products;

(iv) reward, loyalty, co-branding or privileges programs and related products and services;

(v) services and products offered by the Company's co-branding partners (the names of such co-branding partners shall be provided in the application form(s) for the relevant services and products, as the case may apply); and

(vi) donations and contributions made to charitable and/or non-profit making organizations for charitable and/or non-profit making purposes.

(c) the abovementioned types of products, services and subjects may be provided or (in case of donations and contributions) solicited by the Company and/or:

(i) any other member or group companies of the Company or Sinopec;

(ii) third party financial institutions, insurer, credit card companies, petroleum related products suppliers, consumer goods suppliers, car beauty service providers, car maintenance service providers;

(iii) third party reward, loyalty, co-branding or privileges programs or other related services and/or product providers; and

(iv) charitable or non-profit making organizations.

(d) in addition to marketing the above products, services and subjects, the Company also intends to provide the personal data referred to in Clause 5(a) herein for use by them in marketing those products, services and subjects, and the Company requires the customer's written consent (which includes an indication of no objection) for that purpose.

(e) If any person does not wish the Company to use or provide to other

料提供予其他人士作直接促銷用途，客戶可以通知本公司行使其選擇權拒絕促銷。

7. 本公司僅會使用客戶資料作上述第 3、4 及 5 項所述的用途；本公司將盡其能力保護客戶的個人資料，防止未獲准許的意外查閱、處理或刪除。

8. 客戶有權要求查詢或更正其個人資料，或向本公司查詢本公司持有之個人資料的類別、政策和執行慣例，包括：

(a) 查閱本公司是否持有其個人資料，並修訂、更正或清除有關資料；

(b) 獲得因收賬、信用證明、市場推廣、行政或上文第 3 項所述用途，而本公司可能將關於客戶的個人資料向上文第 4 項所述之第三方披露之資料類別；

(c) 查閱該等服務提供者及/或業務夥伴或第三方所持客戶的個人資料，並修訂或更正有關其個人資料內容；及

(d) 停止從本公司、其關聯公司及業務夥伴獲取推廣資料。

任何該等要求均應以書面形式提出並請郵寄到以下地址：

資料保護主任
中石化(香港)油站有限公司
香港灣仔告士打道郵箱 28377 號

9. 本公司對客戶個人資料的保存時間，不會超過本公司業務所需或法律所要求的時間。

10. 本公司保留權利就查閱個人資料所進行的所需程序收取合理費用。

11. 本政策指引並不限制客戶根據條例提出所享有的權利。

12. 任何客戶可隨時選擇不接收本公司發出的任何直銷推廣資料或優惠促銷聯繫電話，請將填妥的表格交回本公司。本公司會於 7 個工作天內辦理客戶指示，不收取任何費用，並確保日後的直接郵遞、電郵宣傳資料不再發送給客戶，客戶亦不會再收到與優惠促銷有關的電話聯繫。

13. 如本政策之中文文本與英文文本有歧異，以中文文本為準。

persons his data for use in direct marketing as provided in this Clause, he may exercise his/her opt-out right by notifying the relevant company.

7. The Company will only use customer data for purposes set out in paragraphs 3, 4 and 5 above and the Company will use its best endeavour to secure customer data against unauthorized, accidental access, processing or erasion.

8. Customer has the right of access to or correction of his/her personal data or information held by the Company or information regarding policies and practices and types of personal data held by the Company including:

(a) to check if the Company retain his/her personal data and to update, correct or erase such data;

(b) to obtain information on items of data about customer which the Company may disclose to third party described in paragraph 3 above for debt collection, credit reference, marketing, administrative purposes or other purposes set out in paragraph 4 above;

(c) to access to data in relation to the relevant customer so held by those third parties, service providers and/or business partners and to update and correct such data; and

(d) to discontinue receiving marketing information from the Company and/or any of its affiliates and business partners.

Any such request should be in writing and forwarded to the following address:

The Data Protection Officer
SINOPEC (HONG KONG) PETROL FILLING STATION COMPANY LIMITED
P. O. Box No. 28377, Gloucester Road Post Office, Hong Kong

9. Customer's personal data will only be retained by the Company for as long as necessary for the fulfillment of its business needs or legal requirements.

10. The Company reserve right to charge a reasonable fee for the request and processing of any data access.

11. Nothing in this Policy Statement shall limit the rights of customers under the Ordinance.

12. Any customer may, at any time and without charge, choose not to receive any direct marketing material from the Company by returning the form with relevant information to us, customer will always have an opportunity to opt-out. The Company will then, at no cost to customers, act on their request within 7 working days and ensure that customer is not included in future direct marketing promotions or privilege contact call list.

13. In case of discrepancies between the Chinese and English Versions of this Policy Statement, the Chinese Version shall prevail.