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BANGCHAK HONG KONG LIMITED ("BANGCHAK") NOTICE TO CUSTOMERS NOTICE TO CUSTOMERS RELATING TO THE PERSONAL DATA (PRIVACY) ORDINANCE (THE "ORDINANCE")

IT IS VERY IMPORTANT THAT YOU READ THIS NOTICE CAREFULLY. IF YOU ARE UNSURE ABOUT OR HAVE ANY

QUESTIONS CONCERNING THIS NOTICE, PLEASE CONTACT US.

As used throughout this privacy notice ("Notice"), the terms "our," "we" and "us" refer to the Operator (as such term is defined in the Terms of Use).

- (a) As our customer, you may be required from time to time to supply us with your personal data, so that we can provide you with the products or services which you have requested. The supply of such personal data is not obligatory, but failure to do so may result in us not being able to supply or provide you with our products or services.
- (b) The purposes for which your personal data may be used by us include:
 - (i) the daily operation relating to the provision of services and products including operation of loyalty and rewards programs or the processing of issuance of cards to you; (ii) complying with disclosure requirements as may be required by law; (iii) providing you with information of any products or services (including products and services of our Affiliates and business partners); (iv) marketing of services or products (see further details in "Use of personal data in Direct Marketing" below); (v) to enable you to be contacted via email, direct mailing, telephone, SMS, smartphone apps or other means allowed by local law; and (vi) any other use specified at the time of collection of such personal data.
- (c) Your personal data held by us will be kept confidential but we may provide such information to the following parties (whether they are within or outside the Hong Kong Special Administrative Region) for the purposes set out in paragraph (b) above: (i) the Operator's Affiliates; (ii) any agent, contractor or third party service provider who provides administrative, accounting, telecommunications, advertising, market research, computer and technology or other services to us in connection with the operation of our business, including processing applications, verifying identity, and prevention of fraud; (iii) business partners who provide products and services set out in (d)(ii) below.
- (d) Use of personal data in Direct Marketing: We intend to use your personal data to provide you with direct marketing materials and will use your personal data for such purpose unless you indicate your objection. In this regard: (i) The personal data to be used for marketing are your name, contact details and demographic information such as gender and age. (ii) The following classes of services, products and subjects may be marketed: (1) Fuel discount / offers provided by the Operator; (2) Products and services offered by the Operator and its Affiliates; (3) Consumer products and services such as apparel and fashion accessories, automobiles, dining, education, e-commerce, electronics, entertainment, food & beverages, health & beauty, hospitality, household, information & media, lifestyle, social networking, sports, technology, telecommunication, transportation & travel, logistics, as well as special events or activities in the nature of auctions, contests, games, shows & exhibitions and sweepstakes; (4) Loyalty and reward programmes; and (5) Charitable or non-profit making causes or events. (iii) Your personal data may be provided to the Operator's Affiliates, business partners or agents who provide the same type of products and services listed in (d)(ii) above to be used for the above direct marketing purposes. (iv) You may at any time opt out of your personal data being used for direct marketing as set out above, free of charge, by contacting our Customer Service Centre as indicated below, or in the case of email communications, by clicking the "unsubscribe" link which forms part of such emails.
- (e) You are entitled to request: (i) access to data held by us about you or your account and to update or correct such data; (ii) information on items of data about you which we may disclose to a third party described in paragraph (c) above for debt collection, credit reference, administrative purposes or other purposes set out in paragraph (b) above; (iii) access to data about you so held by those third parties and to update and correct such data.
- (f) We have the right to charge a reasonable fee for the processing of any such request(s) made under paragraphs (e)(i) and (e)(ii) above.
- (g) Your personal data will only be retained by us for as long as necessary for the fulfilment of our business needs or legal requirements.
- (h) We have the right to request additional information from you from time to time for the purposes set out in paragraph (b) above.
- (i) We will only use your personal data for the purposes set out in paragraphs (b), (c) and (d) above and we will use our best endeavour to secure your personal data against unauthorized or accidental access, processing or deletion.
- (j) All requests for access to or correction of personal data or information regarding policies and practices and types of personal data held by us should be made in writing and forwarded to:
Customer Service Centre
Bangchak Hong Kong Limited
Address: Unit 1501, 15/F., Tower B, Manulife Financial Centre, 223-231 Wai Yip Street, Kwun Tong, Kowloon, Hong Kong
Email: dataprotection-hk@bangchak.com.hk
- (k) In case of discrepancies between the English and Chinese versions of this Notice, the English version shall prevail.
- (l) For the purposes of this Notice, the term "Affiliate" shall mean any person that directly or indirectly Controls, or is Controlled by, or is under common Control with, the Operator (where "Control" means direct or indirect beneficial ownership of more than 50% of the voting stock interest in a person or such other relationship as, in fact, constitutes actual control).
- (m) We may occasionally update this Notice. When we do, we will revise the "updated" date at the bottom of this Notice. You should revisit this page periodically to become aware of the most recent privacy terms; to the extent permitted by law, your use of the card after such changes have been posted constitutes your agreement to such changes.