



致：八達通卡有限公司 - 營運部  
To: Octopus Cards Limited – Operations Department

**八達通銀包錯誤轉賬 - 退款申請表格 Octopus Wallet Mis-Transfer Transaction Refund Request Form**

八達通銀包號碼 客戶姓名  
Octopus Wallet Number \_\_\_\_\_ Customer Name: \_\_\_\_\_

錯誤轉賬詳情 Details of the Mis-transferred transaction			
交易金額 Transaction Amount		交易備註 Transaction Remark	
交易日期及時間 Transaction Date & Time			
轉賬方式 Transfer Method	以收款人電話號碼作轉賬，請提供以下資料 Please provide below information if transfer with payee’s mobile number		
	收款人電話號碼 Payee’s Mobile No. _____		
	以收款人賬戶號碼作轉賬，請提供以下資料 Please provide below information if transfer with payee’s account number		
	收款人賬戶號碼 Payee Account No. _____		
	收款人姓名 Payee Name _____		
	收款銀行 / 儲值支付工具 Payee’s Bank / Stored Value Facility (“SVF”) _____		

本人謹此要求八達通卡有限公司處理上述由本人錯誤向第三方轉帳之退款。I hereby request Octopus Cards Limited to handle the refund of the Fund transferred by me to a third party by mistake.

本人瞭解及同意上述資料會披露予收款人、收款銀行、儲值支付工具和香港警務處(如適當)處理本申請。I understand and agree that the information herein will be disclosed to the Payee, the Payee’s Bank, Stored Value Facility and/or the Hong Kong Police Force as appropriate for handling this request.

本人明白退款將受各種因素的影響，例如，未經收款人授權，款項不得退還。I understand that the returning of the mis-transferred fund is subject to various factors, for instance, no fund may be returned without the payee’s authorization.

本人證實本申請內的資料乃本人自願提供及在各方面均屬真實、正確和完備。本人確認本人的指示已清楚、準確及完整地填妥於本表格內才簽署作實。I confirm that the information given in this form is provided voluntarily and is true, correct and complete. I confirm that my instruction has been clearly, accurately and completely set out in this form before signing it.

客戶簽署 Customer Signature \_\_\_\_\_

日期 Date (日 dd/月 mm/年 yyyy) \_\_\_\_\_

請填妥申請表格並電郵至 [omp@octopus.com.hk](mailto:omp@octopus.com.hk) 或郵寄至香港九龍九龍灣宏泰道 23 號 Manhattan Place 46 樓八達通卡有限公司-營運部

Please submit the completed form by email to [omp@octopus.com.hk](mailto:omp@octopus.com.hk) or mail to Operations Department, Octopus Cards Limited, 46/F, Manhattan

Place, 23 Wang Tai Road, Kowloon Bay Kowloon, Hong Kong

**有關閣下的個人資料收集聲明：關於個人資料（私隱）條例（「該條例」）的通知（「本通知」）**

**Personal Information Collection Statement relating to you (this “Notice”) in accordance with the Personal Data (Privacy) Ordinance (the “Ordinance”)**

1. 閣下同意，八達通卡有限公司可把閣下籍「八達通銀包錯誤轉賬 - 退款申請表格」內所提供的資料作以下用途：

- (a) 處理因錯誤向第三方轉帳之八達通八達通銀包退款申請事宜；
- (b) 八達通收費系統、服務及卡內資金的管理、運作及保養，包括審計及本公司與閣下根據八達通發卡條款行使其權利；
- (c) 本公司與閣下進行通訊；
- (d) 調查投訴或備受懷疑的可疑交易及研究服務改善措施；
- (e) 防止及偵測罪行；及
- (f) 根據法例、規則、規例、守則或指引作出披露。

You agree that Octopus Cards Limited (“OCL”) may use your personal data as collected through the Octopus Wallet Mis-Transfer Transaction Refund Request Form for the following purposes:

- (a) processing of Octopus Cards Limited Octopus Wallet refund request of the fund transferred to a third party by mistake;

- (b) management, operation and maintenance of the Octopus payment system, the Octopus Wallet service and the service you selected including audit, and exercising our and your rights under the Conditions of Issue of Octopus;
- (c) communication by us with you;
- (d) investigation of complaints, suspicious transaction and research for service improvement;
- (e) prevention or detection of crime; and
- (f) disclosure as required by law, rules, regulations, codes or guidelines.

2. 若閣下未能向本公司提供有關個人資料，本公司可能無法處理有關的服務。  
If you do not provide your personal data to us, we may be unable to provide you with our services as requested.
3. 本公司會將閣下的資料保密，但閣下同意，基於第 1 條列出之目的，本公司可將有關資料轉移或披露予位於香港境內的下述各方 (惟第 3(a) 及 3(b) 條中列出的各方可能位於香港境外):
- (a) 在按閣下所要求的服務過程中予銀行/儲值支付工具持牌人/香港警務處 (如適用);
  - (b) 對本公司有保密責任而向本公司提供與本公司業務運作有關的行政、電訊、電腦、打擊洗錢及恐怖份子籌資情報、付款、數據處理或其他服務的代理人或承辦商 (例如專業顧問、電話服務中心供應商、速遞公司或資料輸入公司);
  - (c) 本公司、其附屬公司及 / 或聯屬公司，根據任何法例、規則、規例、守則及 / 或指引規定及 / 或履行任何具管轄權力的法院、執法機關及 / 或監管機構所發出的命令，按照適用之法例、規則、規例、守則及 / 或指引，有具約束力責任履行在法律上可強制執行向任何執法機關及 / 或監管機構作出披露的要求，但此類披露須有適當授權方可作出。

Your personal data will be kept confidential by us, but you agree that for the purposes set out in clause 1 above, we may transfer or disclose such personal data to the following parties within the Hong Kong Special Administrative Region ("Hong Kong") (except that the parties set out in clauses 3(a) and 3(b) below may be located outside Hong Kong):-

- (a) The Bank, Store Value Facilities Licensees or Hong Kong Police Force (if any) in the course of handling the requested service;
- (b) our agents or contractors under a duty of confidentiality to us who provide administrative, telecommunications, computer, anti-money laundering and counter terrorist finance intelligence, payment, data processing or other services to us in connection with the operation of our business (such as professional advisers, call centre service providers, courier or data entry companies);
- (c) any law enforcement agency and/or regulatory body for compliance with applicable laws, rules, regulations, codes and/or guidelines and/or any person or entity to whom we, our subsidiaries and/or affiliates are under a binding obligation to make disclosure under the requirements of any law, rule, regulation, code and/or guideline and/or order of any competent court of law, law enforcement agencies and/or regulatory bodies. Such disclosure will only be made under proper authority.

4. 閣下有權確定本公司處理資料的政策及慣例和獲告之本公司持有的資料類別。在繳付所需費用，閣下有權：
- (a) 查核本公司是否持有閣下的資料及查閱該等資料；及
  - (b) 要求本公司改正任何不正確資料。

You have the right to ascertain our policies and practices in relation to the personal data as held by us. Subject to payment of reasonable fees permitted by the law. You have the right to:

- (a) check whether we hold your personal data and to have access to your personal data; and
- (b) require us to correct any personal data which is inaccurate.

5. 任何查閱資料的要求，請以書面向下列人士提出：  
香港九龍九龍灣宏泰道 23 號 Manhattan Place 46 樓  
八達通卡有限公司  
資料保障主任  
或電郵地址：dpo@octopus.com.hk

Enquiries concerning the personal data collection by means of this form, our privacy policy and the making of access and correction, may be address to

The Data Protection Officer  
Octopus Cards Limited  
46/F, Manhattan Place  
23 Wang Tai Road  
Kowloon Bay  
Kowloon  
Hong Kong  
Email: dpo@octopus.com.hk.

6. 本通知不會限制閣下在該條例下所享有的權利。  
Nothing in this Notice shall limit your rights under the Ordinance.