



# IFM Group Contact Us Privacy Notice

IFM Investors Pty Ltd ("IFM Investors") and its subsidiaries, branches local employing entities, associates, and affiliated companies (hereafter "IFM Group", "IFM", "us," "our", or "we") are committed to protecting and securing the privacy and confidentiality of your Personal Data,<sup>1</sup> where IFM collects from you or your delegate regarding your request (inquiries, complaints, feedback, suggestion or privacy related requests) submitted on the IFM website's 'Contact Us' webpage. This notice (the "Notice") outlines and explains how IFM will process<sup>2</sup> your Personal Data in accordance with applicable privacy legislation(s).

## Contact Details

IFM is the controller for the Personal Data we process unless otherwise stated.

You can contact us by either email or post.

Our postal address for Australia is:

Attn: Privacy Officer,  
Address: Level 33, 50 Lonsdale Street  
Melbourne VIC 3000  
Australia

The postal addresses for all IFM office locations can be found [here](#).

Alternatively, you can contact us via email at [dataprotection@ifminvestors.com](mailto:dataprotection@ifminvestors.com).

## What does this Notice cover?

This Notice aims to provide individuals ("you") with information on what Personal Data we may collect and process about you, why and how we process your Personal Data, including details on the privacy principles we will abide by and inform you of certain rights you may be able to exercise in respect to your Personal Data.

## What Personal Data do we collect?

When you visit our IFM 'Contact Us' webpage, depending on the relevant circumstances and applicable local laws and requirements, we collect some or all of the information listed below.

Categories of Personal Data	Examples
Personal details	Full name and Email address.
Other	Other Personal Data you choose to provide us in your inquiry.

## How do we collect your Personal Data?

We collect your Personal Data directly from you or your delegate when you input your Personal Data into the IFM 'Contact Us' webpage, including when inquiring about, applying for, using, or otherwise engaging in our products or services, or conducting business with us.

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<sup>1</sup> 'Personal Data' means any information about you from which you can be identified (whether derived from that information on its own or when combined with other information that we or another party may hold about you).

<sup>2</sup> Processing means any activity or set of activities which is performed on Personal Data or on sets of Personal Data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.



## How we use your Personal Data?

We may collect and use your Personal Data for the purposes including, but not limited to, as set out below:

- **General:** To receive and respond (including with Generative Artificial Intelligence) to your general inquiries about us and communicate information about our products and services.
- **Complaints:** To receive and respond to any of your complaints relating to IFM, our services, products, experiences and legal.
- **Feedback and Suggestions:** To receive any input on improving our services, products, or customer experiences.
- **Privacy:** To receive and respond any concerns or requests regarding your Personal Data or our privacy practices.
- to correspond with you (including with Generative Artificial Intelligence), for example, using your data to monitor your interactions with us so we can seek to improve the service or to inform you about related products or services you may be interested in and bring to your attention, to manage our relationship with you, and to provide you with investor surveys.

## Why we process your Personal Data?

We process your Personal Data for specified purposes and on the following legal grounds for the various situations which may arise with us:

- When processing your Personal Data, we are relying on the legal basis that processing your Personal Data is within our legitimate interests to respond to you requests (queries, suggestion/feedback or complaints).
- When processing your Personal Data, we are relying on the legal basis that the processing is necessary for us to comply with security and legal obligations.

## With whom we share/disclose your Personal Data

We may share/disclose your Personal Data with any of the following parties:

- **IFM:** We may share your Personal Data with applicable IFM employees who have responsibilities in answering requests, queries, suggestion/feedback or complaints, and, if applicable, the IT or legal team responsible for supporting your request, queries, suggestion/feedback or complaints.
- **Our service providers:** We may share Personal Data with our service providers who assist us in performing our functions and services. These service providers may include organisations that provide insurance and insurance broking, personnel, archival, mail and delivery, auditing, professional advisory (financial, legal, tax and management consulting), banking, security or technology services that may also support Generative Artificial Intelligence.
- **Regulators or other authorities:** We may share your Personal Data in order to comply with our legal and regulatory obligations, such as with regulators, when, in our reasonable opinion, the law or other regulation requires us to share this data. We may also share your Personal Data where we think this is necessary, for example, to meet our legitimate interests and protect our business, including from fraud and legal claims.

## Is your Personal Data transferred across international borders?

We may transfer your Personal Data to IFM offices and authorised third parties located outside of your country and take organisational, contractual and legal measures to ensure that your Personal Data are exclusively processed for the purposes mentioned above and that adequate levels of protection have been implemented to safeguard your Personal Data. These transfers will be undertaken in compliance with applicable law(s) and regulation(s).

If it is necessary to transfer your Personal Data from your habitual place of residence to countries that do not offer



adequate protections, then we will ensure that appropriate safeguards, as required by applicable laws, are put in place prior to the transfer of the data. For example, incorporating standard contractual clauses or data transfer agreement(s) established between the parties transferring the Personal Data. Further details of these transfers are available from us on request.

## **How long do we retain your Personal Data?**

We will take reasonable steps to keep your Personal Data for no longer than is necessary for the purposes for which we collected it, subject to any legal obligation to retain Personal Data for a prescribed period of time as specified in our Records Retention Schedule.

When determining the length of time, we take into account factors such as our legal or regulatory responsibilities, including complying with any required retention periods and limitation periods relevant to legal action. For example, we may need to retain certain of your Personal Data for purposes such as potential litigation, insurance claims.

## **How do we safeguard your Personal Data?**

We implement and maintain appropriate technical, organisational, and physical security measures to protect your Personal Data that aligns with key cyber security requirements from certain leading standards (such as the National Institute of Standards and Technology and the International Organisation for Standardization).

These may include, but are not limited to, the following:

- Access to Personal Data is based on the need-to-know and least privilege principle to ensure the Personal Data is only accessible to authorised individuals for the performance of their duties.
- Layered security controls ranging from perimeter security to end user machine level controls such as firewalls, spam protection, antivirus and spyware solutions, security awareness training, and incident management are applied.
- To further reduce the risk associated with processing the Personal Data, we make use of techniques to make your Personal Data anonymous where possible.
- We use encryption mechanisms, where appropriate, such as email encryption, encryption of Personal Data during transfer, secure VPN access, and disk level encryption, etc.
- Third parties that process Personal Data on our behalf do so according to our written instructions. They are bound by confidentiality and must implement suitable technical and organisational measures to ensure the Personal Data is secured.

## **Direct marketing**

We may use the Personal Data we collect to send you marketing communications about products, services, or offers that may interest you. You will have the option to opt in or opt out of receiving such communications. If you prefer not to receive direct marketing, you can unsubscribe at any time by following the instructions in the communication or by contacting us directly.

## **What if you do not provide Personal Data?**

Depending on the type of Personal Data in question and the grounds on which we may be processing it, should you decline to provide us with such Personal Data, we may not be able to fulfil our obligations as they relate to providing the required information with respect to your request, queries, suggestion/feedback or complaints on our 'Contact Us' webpage. If you have concerns about providing certain data, please reach out to us to discuss if there are any potential alternative options that may be available.



## **Your rights in relation to your Personal Data?**

You have certain rights in relation to the Personal Data IFM holds about you. These rights vary depending on the country where you are based. Further information about your rights, and how you can exercise them, is provided in this [Addendum 1](#).

## **Who can you contact if you have a query, concern, or complaint about your Personal Data?**

If you have any issues, queries or complaints regarding the processing of your Personal Data, please contact us at [dataprotection@ifminvestors.com](mailto:dataprotection@ifminvestors.com). For more details, please refer to the section 'Contact Details' above. If you are unsatisfied with the handling of your Personal Data by IFM, please refer to [Addendum 2](#) for the Country/State specific supervisory authority list.

Information about IFM's Privacy Statement is available [here](#).

## **How do we update this Notice?**

This Privacy Notice was last updated on 11 April 2025.