

## **PRIVACY STATEMENT**

### **To be placed on all advertising**

“Stockland respects your privacy. The personal information provided by you is used by Stockland to contact you or to send you information about our products. For further information, a copy of our Privacy Statement can be found on the Stockland website.” [www.stockland.com.au](http://www.stockland.com.au)

## **PRIVACY POLICY**

This policy is intended to set out Stockland Corporation Limited, its related companies and trusts (the "Group") approach to complying with the Privacy Act. This policy relates to the collection, storage and use of personal information.

Stockland has appointed a Privacy Officer. This person is responsible for implementing the privacy policy and the person to whom any queries or complaints should be referred.

### **Collection of Information**

The Group operates the following businesses:

- Property development;
- Investment in and leasing of commercial and industrial property;
- Investment in and leasing of Shopping Centres;
- Operation of a hotel group called the Saville Hotel Group;
- Unlisted Property Trust where it may make product offerings to potential investors.

The Group collects personal information in order to carry on the above businesses. The primary purpose of collection of personal information is for entry into a property or hotel transaction and communication with our customers and investors.

From time to time, members of the Group conduct surveys as to customers and investors personal preferences, which may collect personal information to improve our customer or investor services.

Collection, maintenance, disclosure of certain personal information is governed by the Privacy Act and other legislation. Personal Information may also be disclosed to other members of the Group.

### **Guidelines for collection of Personal Information**

1. Information to be collected from customers is to be relevant and appropriate for operating the relevant business in the Group.
2. Where practical it is the Group's policy to collect the information from the individual concerned. The Group may collect information in

particular circumstances about personal preferences to assist the Group in its marketing initiatives.

3. From time to time the Group may employ third party advertising companies who are used to measure the effectiveness of any advertising by monitoring traffic on the website. Any information collected is anonymous and does not identify people.

### **To Whom is Personal Information Disclosed**

This information is not provided to third parties unless such disclosure is required by law.

From time to time the Group may undertake a marketing campaign with an affiliate retailer in the Shopping Centre where the customer is a member of Club Stockland. Our Saville Hotel Group may also undertake marketing campaigns in conjunction with corporate affiliates. No personal information is provided to these affiliates as the Group undertakes the direct marketing on behalf of the companies.

Parties to whom the Group may disclose relevant personal information include:

- (a) Consultants (including solicitors) and agents or contractors (including real estate and travel agents) acting on our behalf;
- (b) Corporate affiliates;
- (c) Valuers where Stockland is seeking to revalue a property or lease;
- (d) Regulatory authorities where required by law;
- (e) Related parties and entities of the Stockland Group for marketing purposes; and
- (f) parties to whom the Group has outsourced various functions e.g. share registry services, restaurant services, etc.

### **How Information is collected?**

Personal information is generally collected through an application or reservation form, the Internet, applying to become a member of various customer loyalty programs run by the Group or through a competition. Occasionally personal information is collected through a questionnaire or survey.

The information used and collected is only for the purposes of the particular transaction and for use within the Group e.g. for marketing initiatives or to communicate with you.

### **Maintenance of the Quality of Information**

The Group will take reasonable steps to ensure that the personal information it collects and uses is accurate, complete and up to date.

The Group will let individuals see information held about them and correct the errors or omissions. Where a customer or investor wishes to review

information held about them, they should contact or be referred to the Privacy Officer.

It is Stockland's policy from time to time to delete or de-identify information about you when it is no longer needed or no longer a legal requirement for the information to be kept.

### **Security of Information**

No employee is able to access information they do not require for the proper carrying on of their job. There are passwords and security access IDs in place to restrict access of confidential and personal information about individuals to those that need it in the carrying on of their positions. Stockland does not sell personal information to companies outside the Stockland Group.

### **Access to and Correction of Personal Information**

You can contact the Privacy Officer if you would like details of personal information, which the Group may hold about you or if you would like to correct or update it. You will need to specify the personal information to which you are seeking access. To ensure the integrity and safety of the personal information, the Group will only disclose to customers and investors such information if its internal procedures are satisfied. Depending on the nature of the request we may ask you to put your request in writing and sign an enquiry form, which will be sent to you. To contact the Privacy Officer you should use either:

[privacy@stockland.com.au](mailto:privacy@stockland.com.au)

or write the Privacy Officer at:

Level 16,  
157 Liverpool Street  
SYDNEY NSW 2000

### **Opting Out/Complaints**

The Group may from time to time send to its customers or investors general marketing material. Upon request to the Privacy Officer, the Group is agreeable to removing you from our marketing campaigns. If you wish to opt out please contact the Privacy Officer as set out above.

Where the customer or investor has made a specific request then it is the responsibility of the Privacy Officer to action that request.

If you wish to make a complaint or view what personal information we may hold about you, you should contact our Privacy Officer. To ensure the integrity of personal information the Privacy Officer may only disclose information if our internal procedures are satisfied.

## **Investors/Shareholders of Stockland including Unlisted Property Funds**

The Group has outsourced its registry function to Computershare Investor Services Pty Limited. They have developed a privacy policy about what information they collect on Stockland's behalf, and to whom they disclose personal information. You can obtain a copy of their privacy policy by contacting:

[privacy@computershare.com.au](mailto:privacy@computershare.com.au)

Privacy Officer  
Level 3, 60 Carrington Street,  
Sydney NSW 2001  
Phone 1300 850 505

You should contact the Computershare Privacy Officer if you as an investor/shareholder have a complaint about privacy or would like details of your personal information, which Computershare hold on behalf of Stockland or would like to correct it. For your protection they may only disclose personal information if their internal procedures are satisfied. If you are not satisfied by Computershare's response to your privacy concerns you should contact the Stockland Privacy Officer.

However if your securities holding is sponsored by a broker, Computershare will not be able to update your personal information. You will need to contact your broker to do this.

### **Changes to the Group's Privacy Statement**

The Group reserves the right to modify or amend this statement at any time and will provide an update of the policy on our Web Site if it has been changed. If you have any further questions about our Privacy Statement please contact our Privacy Officer.