



## **Privacy Policy Statement**

Privacy and the information handling practices  
of CFSGAM Property  
(formerly part of Property and Alternative Investments)

## HOW WE HANDLE YOUR PERSONAL INFORMATION

Personal information is information or opinion that allows others to identify you. It includes your name, age, gender, contact details, as well as your health and financial information. We are part of the Commonwealth Bank of Australia group (the 'Bank'). We will act to protect your personal information in accordance with the National Privacy Principles.

The group is a collection of related organisations that provide banking, insurance, funds management, financial planning and advice, superannuation, stockbroking and finance services.

We value your trust, and aim to help you manage and build wealth over a long period. The protection of your personal information is a vital part of this relationship. It is supported by our long experience of keeping personal information confidential.

We collect personal information to provide you with the products and services you request as well as information on other products and services offered by us. The law may also require us to collect personal information. We will tell you who collects the personal information, advise you of their contact details, your right of access to that information, and what will happen if you choose not to provide the information.

Personal information may be used and disclosed within the group to administer our products and services, as well as for prudential and risk management purposes and, unless you tell us otherwise, to provide you with related marketing information<sup>1</sup>. We also use the information we hold to help detect and prevent illegal activity. We co-operate with police and other enforcement bodies as required or allowed by law.

We disclose relevant personal information to external organisations that help us provide services. These organisations are bound by confidentiality arrangements. They may include overseas organisations.

You can seek access to the personal information we hold about you. If the information we hold about you is inaccurate, incomplete, or outdated, please inform us so that we can correct it. If we deny access to your personal information, we will let you know why. For example, we may give an explanation of a commercially-sensitive decision, rather than direct access to evaluative information connected with it.

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<sup>1</sup> Information collected by CFS GAM Property will not be used by other group members for marketing purposes.

**Further information and feedback**

The pages that follow contain more detailed information about our privacy and information handling practices. Further copies of the Privacy Policy Statement can be obtained from the address below, or on the bottom of our website home page at [www.colonialfirststate.com.au/property](http://www.colonialfirststate.com.au/property).

If you have any questions or would like further information on our privacy and information handling practices, please contact us by:

- email at [cfsgamrhc@colonialfirststate.com.au](mailto:cfsgamrhc@colonialfirststate.com.au)
- telephone 61 2 9303 3500 (and ask for the Privacy Officer), or
- writing to the address below:

Privacy Officer  
CFSGAM Property  
GPO Box 3892  
Sydney NSW 2001  
Australia

## **BACKGROUND**

### **About CFSGAM Property**

CFSGAM Property constitutes one of the largest and most innovative teams of property and fund management professionals in Australasia. With more than A\$18<sup>2</sup> billion in funds under management, the division offers an integrated investment solution for property, infrastructure and private equity investment.

This integrated structure brings together a range of skills across alternative assets which combine to ensure property fund teams optimise investment performance. Funds under management within CFSGAM Property include three publicly listed property trusts and a listed private equity fund. The division manages a number of unlisted property funds as well as direct/ indirect property investment mandates.

Within these specialist asset classes, institutional investors can access investment options across the full risk-return spectrum.

The division's values focus on people, performance, alignment, innovation, corporate governance and sustainability are central to all activities undertaken by its fund managers.

Its core values underpin the culture and business model to achieve the goal of optimising long-term value for investors and clients. CFSGAM Property believes that for a property fund to perform optimally, it relies on a dedicated and specialised team of property and funds management professionals.

The Asset Management and Development Division of CFS GAM (formerly Colonial First State Property Management) delivers strategic value to a number of funds within CFSGAM Property, including CFS Retail Property Trust and Commonwealth Property Office Fund, through the provision of retail and commercial property management, leasing and development expertise.

## **PRIVACY**

### **Common law duty of confidentiality**

As part of the general law governing the banker/ customer contract, banks have always been required to keep any information about their customers in the strictest confidence. Banks have only ever been able to disclose information they hold about a customer if they have the customer's consent, the disclosure is compelled by law (such as under the Tax Acts), is in the public interest, or is required in the best interests of the Bank (such as when a dispute goes before a court).

As a matter of policy, all members of the Bank group of companies observe this standard of confidentiality (even if they are not banks) although under the Privacy Act, members of the Bank group of companies are entitled to (and do) disclose personal information to each other.

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<sup>2</sup> As at 30 June 2009

## **Privacy Act 1988**

The Commonwealth Government has enacted privacy legislation to protect information held by all credit providers (not just banks) about their customers' personal credit dealings. Since 1991, under Part IIIA of the Privacy Act, credit providers (that includes the Bank) have only been allowed to disclose information about personal credit dealings to certain classes of persons (such as another bank or a credit union) for certain very limited purposes.

## **Privacy Amendment (Private Sector) Act 2000**

In December 2000, the Commonwealth Government enacted further privacy legislation which commenced on 21 December 2001, amending the Privacy Act (implementing the National Privacy Principles) to include provisions that regulate the way private sector organisations collect, use, disclose, keep secure and provide access to personal information.

CFSGAM Property acts to protect your personal information in accordance with the National Privacy Principles.

### **This document**

The information in this document details how we protect the personal information we hold about you.

## **COLLECTION OF PERSONAL INFORMATION**

### **What is 'personal information'?**

Personal information is information or an opinion, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

### **Why we collect information**

Personal information is collected by us for various business purposes, including so that we may:

- administer our unitholder, tenancy and customer relationships
- carry out the day-to-day management of commercial, industrial and residential properties and shopping centres
- employ staff and contractors
- provide services to unitholders, tenants, customers and visitors to properties owned or managed by us, and
- unless they tell us otherwise, provide information on products and services that may be of interest to unitholders, tenants, customers and visitors to our properties.

Personal information may also be used for other purposes such as:

- monitoring and evaluating products and services
- gathering and aggregating information for statistical, prudential, actuarial and research purposes
- assisting unitholders, tenants, customers and visitors with queries
- assessing injuries and damages suffered on our properties, and

- taking measures to detect and prevent frauds and loss.

### **What we collect**

The type of personal information collected by CFSGAM Property will depend on the nature of your relationship with us, for example, whether you are a unitholder, a tenant, an employment applicant, a contractor, a customer or a visitor to one of our properties. In most cases we collect your name, address and other contact details. In the case of tenants and guarantors of leases, we may also collect information such as financial and bank account information. In the case of employment applicants and contractors, we will collect information relevant to the position you are applying for. We only collect the information we need for our business purposes.

Where it is necessary to do so, we collect information on individuals such as company directors and officers (where the company is our tenant), guarantors of lease obligations and tenants' agents and persons dealing with us on a 'one-off' basis.

We do not collect information about your political or religious beliefs, or ethnic background.

### **What if you provide incomplete or inaccurate information?**

We may not be able to provide you with the products or services you are seeking or process your application or request.

### **Obtaining your consent**

In some cases, before or at the time (or, if that is not practicable, as soon as practicable thereafter) we collect your personal information, we may ask for your consent to the purposes for which we intend to use and disclose your personal information. If you do not give us consent, we may not be able to provide you with the products or services you want or process your application or request.

### **Withdrawing consent**

Having provided consent, you may be able to withdraw it, depending on the circumstances. To withdraw consent, please contact your usual CFSGAM Property contact or refer to the Further Information and Feedback section at the front of this document. Please note that withdrawing your consent may lead to us no longer being able to provide you with the product or service you enjoy or to process your application or request.

### **Information collected from someone else**

In some cases, your personal information may be collected through or provided to us by agents, industry referees or family members or friends. We will take reasonable steps to let you know that we have your personal information, unless it is obvious from the circumstances that you know or would expect us to have the information, such as where a broker or other agent is acting on your behalf. Reasonable steps may include asking the person who gave us your information to let you know that we have that information.

## **Collection from young people**

Requests from young people for services such as Kids Clubs in shopping centres may require a parent's or guardian's signature. The parent or guardian's personal information may also be collected.

## **OTHER MEMBERS OF THE BANK GROUP OF COMPANIES**

Members of the Bank group of companies that have collected personal information are permitted by the Privacy Act to disclose personal information to other members of the Bank group of companies. This enables the group to have an integrated view of its customers. Any such disclosure is controlled by the Privacy Act. Without your consent, other members of the group may not use or disclose your personal information for purposes other than for which your information was originally collected. All members of the group observe the same standard of privacy and information handling practices.

## **OTHER DISCLOSURES**

### **Who we may communicate with**

Depending on the product or service, we may exchange personal information with:

- brokers and other agents who refer business to us
- valuers
- external product providers for whom we act as agent
- auditors
- credit reporting agencies
- insurers, including proposed insurers and insurance reference agencies
- claims assessors and investigators, claims managers, builders, architects and engineers, and reinsurers
- medical practitioners
- industry referees
- agents who assist us to dispose of property or equipment, such as at the end of a lease or the sale of a property
- recruitment and contracting agencies
- investors, advisors, trustees and ratings agencies where receivables are pooled and sold (securitised)
- other organisations who in conjunction with us provide products and services, and
- promoters of competitions and affinity clubs in properties owned or managed by us.

### **Outsourcing**

We disclose personal information when we outsource certain functions, including maintenance of unit registries, fund accounting, trustee and custodial services, bulk mailing, recruitment, market research, debt recovery and information technology support. We also seek expert help from time to time to help us improve our systems, products and services.

We use leasing agents to source information about potential tenants on our behalf.

In all circumstances where personal information may become known to contractors or agents, there are confidentiality arrangements in place. Contractors and agents are not able to use or disclose personal information for any purposes other than our own.

CFSGAM Property takes its obligations to protect personal information very seriously and we make every effort to deal only with parties who share and demonstrate the same attitude.

### **Sending personal information overseas**

We send personal information overseas if we outsource functions using overseas agents or contractors.

### **Exchanging information with a credit reporting or assessment agency**

If you apply for a lease in one of our properties or are a director or guarantor of a lease, we need to be in a position to decide whether or not you are likely to meet your financial obligations. Our decision may be based on factors such as your current financial position (including your other commitments) and on your credit history. We will consider the information you give us and may check that information with a credit reporting or assessment agency and with other trade or industry referees. In doing this, we are looking to confirm the completeness and accuracy of information you have provided on your ability to meet your commitments.

Where the Privacy Act applies we can only give information about you to a credit reporting agency if we first have told you that we will do so, and we can only obtain information about you from a credit reporting agency if we have your consent.

You may obtain a copy of credit reports about you. Please refer to the section on Access to Personal Information for details of how to do this.

### **Disclosure required by law**

We may be required or authorised by or under law to disclose information, for example, when we are served with a court order. We may also be required by a government agency to produce information and records, for example, pursuant to taxation laws.

Anti-money launderings laws require us to disclose some information, in some circumstances, to the Australian Transaction Reports and Analysis Centre ('AUSTRAC').

### **Disclosure as a result of your actions**

There may be circumstances in which we consider you, by your actions, to have released us from our duty of confidentiality or to have consented to the disclosure of information about you without actually saying so (for example, if you discuss your affairs publicly with the media, in such a way as to leave us with little alternative but to respond publicly).

### **Securitisation**

Securitisation involves the pooling of assets of a similar kind and the sale of the pooled assets to a special purpose vehicle. To facilitate the process, we may disclose personal information to any person to whom our rights in the assets are to pass or proposed to pass and to any ratings agencies, trustees, investors and advisers involved in the transaction.

## **PERSONAL INFORMATION QUALITY**

Our goal is to ensure that the personal information we hold is accurate, complete and up to date. Please contact us if any of the details you have provided change. Please also contact us if you believe that the information we have about you is not accurate, complete or up to date.

## **PERSONAL INFORMATION SECURITY**

We are committed to keeping secure the personal information you provide to us. We take all reasonable precautions to protect the personal information we hold about you from misuse and loss and from unauthorised access, modification or disclosure.

We have a range of physical and technology policies in place to provide a robust security environment. We ensure the ongoing adequacy of these measures by regularly reviewing them.

Our security measures depend in some cases on the type of information we hold about you and may include:

- restricting access to our computer systems and physical records to authorised persons and preventing users from accessing information they have no need to access
- requiring employees to use unique passwords to gain access to systems. These passwords are changed regularly and their use is independently monitored
- encrypting data sent from your computer to our systems during Internet transactions and customer access codes transmitted across networks
- employing firewalls, intrusion detection systems and virus scanning tools to prevent unauthorised persons and viruses from entering our systems
- using dedicated secure networks or encryption when we transmit electronic data for purposes of outsourcing
- providing secure storage for physical records, and
- detecting and preventing unauthorised access to buildings by employing physical and electronic means such as alarms, cameras and guards as required.

Where information we hold is identified as no longer needed for any purpose we take reasonable steps to effectively and securely destroy it, for example, by shredding or pulping in the case of paper records or by degaussing (demagnetism of the medium using alternating electric currents) and other means in the case of electronic records and equipment.

## **ONLINE**

### **Collection of information via website activity**

For statistical purposes we collect information on website activity (such as the number of users who visit our website, the date and time of visits, the number of pages viewed, navigation patterns, what country and what systems users have used to access the site and, when entering our website from another website, the address of that website) through the use of 'cookies'. This information on its own does not identify an individual

but it does provide us with statistics that can be used to analyse and improve our website.

We may also collect your personal information via your use of our website. Generally, the information that we collect is what you give us when you complete a form or otherwise make an enquiry via the website.

## **Cookies**

A 'cookie' is a packet of information that allows the server (the computer that houses the website) to identify and interact more effectively with your computer.

When you use our website, we send you a temporary cookie that gives you a unique identification number. A different identification number is sent each time you use our website. Cookies do not identify individual users, although they do identify a user's browser type and your Internet Service Provider (ISP).

To evaluate the effectiveness of our web site, we may use third parties to collect statistical data. No personal data is collected on these occasions.

You can configure your browser to accept all cookies, reject all cookies, or notify you when a cookie is sent. Please refer to your browser instructions or help screens to learn more about these functions. If you reject all cookies, you may not be able to use our websites.

At the end of your interaction with our website, the cookie 'crumbles'. This means it no longer exists on your computer and therefore it cannot be used for further identification or access to your computer.

## **Links to other websites**

Our web site may contain links to other websites. While such links are provided for your convenience, you should be aware that the information handling practices of the linked websites might not be the same as ours. You should review any privacy policies on those linked websites. We are not responsible for any linked websites.

## **TELEPHONE**

We may monitor and record telephone calls for training and security purposes. If we do we will tell you at the time.

## **DIRECT MARKETING**

One of the reasons we collect personal information is so that we may provide you with information on products offered by or through CFSGAM Property. However, you may, if you wish, indicate that you do not want to receive information on products offered by or through us by letting us know at any time that you wish to 'opt out' of receiving such information.

Please note that if you provide your information to more than one CFSGAM Property entity or to other members of the Bank group of companies, you will need to tell each member that holds your information if you wish to 'opt out' of receiving marketing information from them.

## **CHANGES TO OUR PRIVACY AND INFORMATION HANDLING PRACTICES**

We may make changes to our privacy and information handling practices from time to time for any reason. We will publish those changes on our website and, if there are important changes or a lot of minor changes, by updating this document. The original document was dated 20 December 2001.

## **ACCESS TO PERSONAL INFORMATION**

You can request us to provide you with access to the personal information we hold about you.

### **Requests may be denied or limited**

If particular circumstances apply, we are permitted by the Privacy Act to deny your request for access, or limit the access we provide. We will let you know why your request is denied or limited. For example, we may give an explanation of a commercially-sensitive decision, rather than direct access to evaluative information connected with it.

### **Jointly held information**

Where we hold your personal information in conjunction with that of another individual or individuals (eg where you jointly hold units in a unit trust or lease property from us), we will allow each individual access to their own personal information and to the joint information (eg account balances and transaction details) but not to the personal information of the other individual(s).

### **Responding to an access request**

We will respond to your access request as soon as possible. We will endeavour to comply with your request within 14 days of its receipt but, if that deadline cannot be met owing to exceptional circumstances, your request will be dealt with within 30 days if reasonably possible. It will help us provide access if you can tell us what you are looking for. Your identity will be confirmed (for example by verifying your signature) before access is provided.

### **Access charges**

We do not currently charge for providing access to personal information that we hold. This policy may be subject to change in the future.

### **How to gain access**

Please complete and sign the *'Request for Access to Personal Information under the National Privacy Principles'* form at the back of this document, and either mail it to the address shown, or hand it to your CFSGAM Property contact.

### **Access to a credit report about you**

You have the right to ask us for a copy of any credit report we have obtained about you from a credit reporting agency. However, as we may not have retained a copy after we have used it in accordance with Part IIIA of the Privacy Act, the best means of obtaining

an up-to-date copy is to get in touch with the credit reporting agency direct. We will supply you with the relevant details when you ask us for a copy of any report that we no longer retain. You have a right to have any inaccuracies corrected or, if there is any dispute as to accuracy, to have a note added to your credit reporting agency file explaining your position.

If we decline your application wholly or partly because of adverse information on your credit report, the Privacy Act requires us to tell you of that fact and how you can go about getting a copy of your credit report.

## **CONTACT US ABOUT OUR PRIVACY AND INFORMATION HANDLING PRACTICES**

If you have any questions or would like further information about our privacy and information handling practices, please contact us by:

- email at [cfsgamrmc@colonialfirststate.com.au](mailto:cfsgamrmc@colonialfirststate.com.au)
- telephone 61 2 9303 3500 (and ask for the Privacy Officer), or
- writing to the address below:

Privacy Officer  
CFSGAM Property  
GPO Box 3892  
Sydney NSW 2001  
Australia

### **Making a privacy complaint**

We recognise that even in the best run organisations things can go wrong. Should you have a privacy complaint, please tell us because it gives us the opportunity to fix the problem. We will investigate the complaint, answer your questions and do all we can to regain your confidence.

To assist us in helping you, we ask you to follow a simple three-step process:

1. Gather all supporting documents about the matter of complaint, think about the questions you want answered and decide on what you want us to do.
2. Contact the relevant CFSGAM Property entity or our Privacy Officer and your situation will be reviewed and if possible resolved straight away. A quick chat is all that's required to resolve most issues.
3. If at this stage the matter has not been resolved to your satisfaction, please contact us using the above contact points. Rest assured that an officer with the necessary authority will review your case. If you are still not satisfied, we will tell you about the dispute resolution avenues available to you.

