

Privacy Policy

Our Privacy Commitment to our Customers

IKEA Indonesia ("we") are committed to protecting and respecting your privacy. This policy sets out why we collect data from you and how it will be processed by us. Please read the policy carefully so that you understand our views and practices and how we will treat your data. The data you give to us is confidential and is only disclosed in the circumstances noted in this policy.

By purchasing products and services from us, by using our in-store WIFI or by browsing our website on a computer, mobile device or mobile phone application, you give your consent for this personal information to be used by us.

Our registered company address is: Our registered office is at Graha Hero, CBD Bintaro sector VII Blok B7/A7, Pondok Jaya, Pondok Aren, Tangerang Selatan, Banten 15224, INDONESIA. If you have any questions regarding this policy or in respect to data privacy, our contact details are;

IKEA Indonesia, Customer Support, Jl. Jalur Sutera Boulevard Kav. 45, Alam Sutera Serpong, Serpong, Kec. Tangerang, Banten, INDONESIA.

IKEA Customer Service Telephone number: 021-29853900

E-mail: CS@IKEA.co.id

IKEA Indonesia processes your data in accordance with all applicable regulations and legislations. We ensure that we collect the information fairly and that it is kept secure.

Collection of personal information

You may provide us with your personal information when you:

- Apply to receive our annual catalogue.
- Make a purchase in store.
- Become an IKEA FAMILY or IKEA Business member or register a profile online.
- Make purchases online.
- Enter competitions.
- Sign up for an activity in store.
- Apply for promotions or redeem vouchers or coupons.
- Participate in surveys.
- Return products or file a claim.
- Correspond with our in store representatives or customer relations team and provide information to us in writing, by phone or by email.
- Have your WIFI capability on your mobile phone or other electronic device switched on in store or around the outer perimeter of the store.

The information we may receive from you includes:

- Your name, address, date of birth.
- Payment address.
- Delivery address.
- Financial information including your credit, or debit card or other payment information.

- Information you provide when filling in forms on our website or when corresponding with us by phone or email.
- Purchase history of IKEA products and services.
- Other information you decide to share with us.

IKEA customer accounts and profiles

At www.IKEA.com/id/en/ you can register for different customer accounts and profiles. The customer accounts we offer are:

1. IKEA Indonesia web account enables you to use our interior planner tools and design your home or office with IKEA Indonesia furniture and save your plans at our servers. If you choose, you can also use your account to subscribe to e-mail newsletters from us. If your account has been inactive for a longer period of time, we reserve our right to deactivate your account.
2. E-commerce account enables you to purchase IKEA products and services online without having to fill in your personal information every time you shop online with us. If your account has been inactive for a longer period of time, we reserve our right to deactivate your account.
3. IKEA BUSINESS is our business member club which is open for business owners above the age of 18 years. You may apply for an IKEA Business membership here or in our stores. In order to be able to provide you with relevant offers and marketing material, we may process your purchase history connected to your IKEA Business account for up to maximum 5 years from each purchase. If your account has been inactive for a longer period of time, we reserve our right to deactivate your account.

The personal information we receive about you from other sources

When you give information to third parties connected to us we may receive that information too. For instance, those trusted service partners we sub contract for the purposes of marketing, finance, advertising, processing payment, delivery and other in-store and out-store services. We may also purchase services and data from agencies to verify the contact details and personal information you have provided to us. This is to ensure that the information we have about you is accurate and to prevent fraud.

What we do with the personal information you provide to us

We use the information you give to us in a number of different ways. The information we hold about you may be matched and co-ordinated with our internal data bases for the purposes set out below and in order to maintain good management of your information.

Processing orders and delivery

To process your order ensuring that the personal and financial information you provide is accurate. For this, we use payment systems of trusted third parties to ensure that your payment is safe and that your details are not being used fraudulently. We use systems of fraud analysis which ensure that genuine and accurate payment details are being provided to IKEA Indonesia for any purchase. We may also use credit agencies to perform this task for us.

To ensure that the products and services you buy from us are delivered to the correct address. This involves working with trusted third parties who are based outside of the IKEA Group and sharing with them the personal information you have provided. For example, your name, address for delivery and any delivery preferences you have outlined to us such as the time of day you wish to receive a delivery.

We may store and process the information you provide for a period of time to ensure that any allegation of fraudulent use of identity can be properly investigated in the future.

To manage returns of products or possible claims of faulty products or services, we need to collect and process your personal information. In order to prevent fraud in connection with claims and returns, we may need to request certain personal information from you to handle your request.

To carry out statistical analysis

We use technology to track your mobile or other electronic device. If you have your WIFI capability switched on your mobile or other electronic device whilst you are in the IKEA Indonesia store or immediately outside the perimeter of the store, we will be able to use this information to identify your phone or other electronic device's MAC Address. This information is collected and stored securely by us. We use this information on an

anonymous basis and will not use it to identify any particular user. We use the information collected to help us generate statistics on our customers' shopping experience within the IKEA Indonesia store, for analysis purposes and for future marketing initiatives. This information is also used by us to determine how we can improve our services to you. If you do not want us to track your device or use your information in this way, please turn off the WIFI capability on your phone or other electronic device within your settings.

To carry out marketing activities

We may use the information we collect from you to analyse how you shop and what you shop for. This allows us in the future to provide a browsing experience which is relevant to you and ensures that we provide you with marketing materials which are relevant to your needs and tastes.

To show you products and services during your browse time which appear relevant from the information we have about you. This can include using the data you provide for statistical purposes and analysing how we can improve the services, products or website for you.

Manage your registered IKEA Indonesia accounts and profiles.

To contact you about the experience you have had whilst shopping with IKEA Indonesia so that we can find out about what we are doing well and what we can improve on.

To respond to any negative experiences you have had when shopping with us. For instance, you may have asked us questions on our social networking sites and we may reply to you.

If you provide us with your consent to contact you with IKEA Indonesia marketing information, we may do so by telephone, text or picture message, e-mail, telephone, in writing through the Post or otherwise.

To improve our website and ensure it is secure

To improve the IKEA Indonesia website, and to ensure that the content is presented in the best manner for you and your computer or mobile device.

To allow you to interact with the IKEA Indonesia website in the fastest and most accessible manner.

When we may disclose to others the personal information you give to us

Your personal information may be disclosed to other companies within the IKEA Group of companies, to our employees and to our trusted service partners who will only process the information for the purposes above. Your privacy is important to us and we will never sell or disclose your personal information to a third party for the use of the information for other purposes than described in this policy.

We are committed to ensure that our customers are protected from fraud and other criminal activities. Because of this we may pass on the information we have about you to other companies, retailers, financial organisations or other organisations specialising in the prevention of fraud and crime. We are sometimes obligated to disclose the information we have about customers to law enforcement agencies where an allegation has been made of suspected criminal activity.

IKEA Indonesia strives to ensure that your personal data is protected when it is sent outside of the IKEA group and so we ensure that third parties keep your data confidential and ensure that there are processes in place to protect your data. Each third party is under a duty to ensure that your data is processed in accordance with the law and data privacy standards and practises.

Where your information is stored

IKEA Indonesia ensures that the data collected about you is kept in secure environments. This means that your data is protected from unauthorised access, disclosure, use, alteration or destruction by organisations or individuals. This is achieved by having in place appropriate technical administrative and physical safeguards. Where data is transferred outside the Republic of Indonesia, IKEA Indonesia ensures that the data is subject to the same protective controls. However, some countries have legislation and policies which do not guarantee the same protections as within the Republic of Indonesia area. Where we do transfer data outside of the Republic of Indonesia we take all reasonably necessary steps to ensure that the data is kept private and held securely in accordance with this policy.

CCTV

We may use CCTV within our stores for the purposes of safety and crime detection and monitoring. We only store the data collected by CCTV for a period of time which allows us to assist regulatory bodies and law

enforcement agencies. This information is kept in secure environments and access is restricted to qualified security personnel.

No longer wish to be contacted by IKEA for marketing purposes?

If you do not wish to be contacted by IKEA Indonesia about our products or services, you can unsubscribe by writing to us at: Jl. Jalur Sutera Boulevard Kav. 45, Alam Sutera Serpong, Serpong, Kec. Tangerang, Banten, INDONESIA or email us at CS@IKEA.co.id

Update your records

If you find that the personal information we have about you is inaccurate or needs updating (for instance, you may have changed your name, address etc.) then please contact us so that we can correct it. IKEA Indonesia is under a legal obligation to ensure that all the information we have about our customers is factually correct and kept up to date. To do this, please write to us at: IKEA Indonesia, Customer Support, Jl. Jalur Sutera Boulevard Kav. 45, Alam Sutera Serpong, Serpong, Kec. Tangerang, Banten, INDONESIA or email at CS@IKEA.co.id

Access to your information

If you want to know what information IKEA Indonesia holds about you, we will provide you with that information free of charge within 40 days of receiving the request. You can request the information by writing to us at: IKEA, Customer Support, Jl. Jalur Sutera Boulevard Kav. 45, Alam Sutera Serpong, Serpong, Kec. Tangerang, Banten, INDONESIA or email at CS@IKEA.co.id

Any Questions

If you have any questions about this policy or the personal information we have about you, please do not hesitate to contact us. IKEA, Customer Support, Jl. Jalur Sutera Boulevard Kav. 45, Alam Sutera Serpong, Serpong, Kec. Tangerang, Banten, INDONESIA or CS@IKEA.co.id

How IKEA can change the Privacy Policy

IKEA Indonesia may from time to time update this policy. The date of issue will be indicated by the date on the top of this policy. Changes in technology, legislation and authorities' guidance may require us to inform you of the activities we undertake where it affects your privacy rights. You should check this page occasionally to ensure you are familiar with any changes.

Information about IKEA Indonesia and how to contact us

If you have any questions or complaints please contact us by telephoning our Customer Service Centre on 021-29853900 or email us at CS@IKEA.co.id which can be found on our contact us page at www.IKEA.com/id/en/

If you wish to contact us in writing, or if any section in these terms requires you to give us notice in writing, you can send this to our registered office is at Jl. Jalur Sutera Boulevard Kav. 45, Alam Sutera Serpong, Serpong, Kec. Tangerang, Banten, INDONESIA. We will confirm receipt of this by contacting you in writing. If we have to contact you or give you notice in writing, we will do so by e-mail, by hand, or by pre-paid post to the address you provide to us in the Order.

Terms & Conditions IKEA Indonesia Updated 2nd September 2016, PT. Hero Supermarket Tbk.