

A message from our Managing Director about your privacy and security

Dear Customer,

On Monday, 17 August 2026, Quest Apartment Hotels identified unauthorised access to a database system. We immediately took steps to contain the incident, secure our systems and prevent further unauthorised access.

The incident involved a system operated by one of our third-party technology providers and affected personal information relating to some of our guests.

We are very sorry for the concern this may cause. We understand that you trust us with your personal information, and we take that responsibility seriously.

Our analysis has identified the information currently known to have been accessed. All information identified relates to records from before June 2025.

Information involved

For the overwhelming majority of impacted individuals, the information identified was limited to a combination of full name, email address and/or telephone number, mobile number, fax number or street address.

Our analysis is continuing. We are communicating directly with impacted individuals to explain the information relevant to them and provide guidance on steps they can take to help protect themselves.

As our analysis continues, we will continue to communicate with impacted individuals if further relevant information becomes available.

We have notified the relevant authorities and are working closely with

- The Office of the Australian Information Commissioner (OAIC),
- The Australian Signals Directorate (ASD)
- The Australian Cyber Security Centre (ACSC), and
- The Victoria Police.

We are continuing to cooperate with these authorities as their work and our investigation progress.

We have also strengthened our security controls and required our third-party technology provider to remediate the affected environment and implement additional security measures.

How you can protect yourself

As a precaution, we encourage you to remain alert to unexpected communications.

Be cautious: Be wary of unexpected calls, texts or emails asking you to provide personal information, click a link or make a payment.

Don't click unexpected links: Even if a message appears to come from Quest, your bank or another organisation you trust, take a moment to check that it is genuine before clicking a link or opening an attachment.

Check with us: If you receive a communication that you believe may be from Quest and you are unsure whether it is genuine, please contact us using our official contact details.

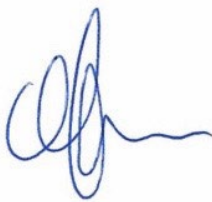
We have also published FAQs on our website, which we will update as further information becomes available.

If you have any questions or concerns, please contact our privacy team at privacy@questapartments.com.au. We are working through all enquiries received through this inbox and will respond as soon as possible.

We know that trust is earned through the way we respond, particularly at times like this. We are committed to keeping you informed, supporting you through this process and continuing to protect your personal information.

We are sincerely sorry for the concern this may cause and thank you for your understanding.

Sincerely,



David Mansfield

Managing Director, The Ascott Limited, Australasia