

## Personal Information Protection Policy

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This Policy applies to the various products and services provided by IKEA China, including but not limited to offline and online shopping experiences and the customer services related thereto, IKEA Club membership services, product promotion activities, and the distribution of promotional materials (collectively, the “Products and Services”).

IKEA China (“we”, “us”, or “our”) places great emphasis on the protection of your personal information. When you use our Products and Services, we will process and safeguard your personal information in accordance with this Personal Information Protection Policy (this “Policy”).

Please read and fully understand the terms of this Policy, especially those provisions highlighted in bold. If you have any questions regarding this Policy, you may contact us using the contact details provided herein.

This Policy is updated as of May 6, 2026, and will take effect on May 13, 2026. During the period between May 6, 2026 and May 12, 2026, for newly registered users, or users who believe that the updated Personal Information Protection Policy are more beneficial, we agree to apply the updated version of the Personal Information Protection Policy.

### **1. Definitions**

- 1.1 Ingka Group: refers to INGKA Holding B.V. and its controlled entities.
- 1.2 IKEA China: refers to IKEA (China) Investment Co., Ltd. and all legal entities invested by this company for IKEA Retail business in mainland (for the purpose of this Privacy Policy, excluding Hong Kong, Macau and Taiwan) of the People's Republic of China (hereinafter referred to as “China”).
- 1.3 IKEA franchise system: refers to Inter IKEA Systems B.V., the owner of the IKEA Concept and worldwide IKEA franchisor, other IKEA companies which are responsible for supply and communication, and other IKEA franchisees.
- 1.4 Online channel: refers to all touchpoints provided by IKEA China that can be accessed or used via internet, including but not limited to IKEA China website (ikea.cn), IKEA mobile application (IKEA App), IKEA Tmall store, IKEA JD store, IKEA JD delivery store, “IKEA” WeChat mini-program, “IKEA Food” WeChat mini-program, “IKEA Store Service” WeChat mini-program, “IKEA Family Membership Parking” WeChat mini-program, and other online

services governed by this Policy. Please refer to Annex 1 for more online channels and their operators.

- 1.5 Personal Information: refers to various types of information recorded in electronic or other ways that are related to an identified or identifiable natural person, including but not limited to name, address, mobile phone number, and ID number, etc., but excluding anonymized information.
- 1.6 Marketing Information: refers to the communication sent to the customers for promotion and marketing of products or services via channels including but not limited to phone call, e-mail, instant messaging, and social networking by IKEA China, such as the information about store activities, service or product promotion. The information that must be sent to the customers for providing services, such as logistics information and recall hints are not marketing information.
- 1.7 Sensitive personal information: refers to personal information which, if leaked or misused, may result in the violation of an individual's personal dignity or the endangerment of his or her personal or property security. Sensitive Personal Information includes biometric information, religious beliefs, specific identity information, health information, financial account information, location and tracking information, as well as the personal information of minors under the age of fourteen.

## **2. How We Collect and Use Your Personal Information**

- 2.1 We collect personal information through both online and offline means and use it for the purposes set out in this Policy. Online collection includes information you provide via online channels, information you provide when we contact and communicate with you online, and information automatically recorded by our information systems, such as your operation activities and log information, when you use the Products and Services. Offline collection includes information you provide via offline channels through paper or other offline forms, and information you provide when we contact and communicate with you offline.
- 2.2 We may also collect your personal information from third parties for the purposes set out in this Policy. We will specify the personal information collected from third parties as follows:

Serial Number	Source channel	Type of personal information	Purpose of collection and use
(1)	“IKEA” WeChat mini-program	WeChat avatar, WeChat nickname, WeChat OpenID, Union ID	To link your third-party account with your IKEA China online account so that you may log in to and use our Products and Services directly via the third-party account.
(2)	IKEA Tmall Official Flagship Store	Tmall registered mobile number, gender, nickname, date of birth, and Tmall OUID	To create an IKEA membership, establish the correspondence between your Tmall account and your IKEA membership, synchronize your Tmall order information, and provide the Products and Services under this Policy, including IKEA Family membership services, profile completion, online shopping and payment, account registration/login, conducting internal audits, surveys, data analysis and research, and improving our Products and Services.
		Order number, order delivery address	Process the order and provide the corresponding service.
		Invoice information	Issue invoices.
(3)	IKEA JD Official Flagship Store	JD.com member mobile number, JD.com user PIN, membership level change information, member	To create an IKEA membership, establish the correspondence between your JD.com account and your IKEA membership, synchronize your JD.com order information, and provide the Products and Services under this Policy, including IKEA Family membership services, profile

Serial Number	Source channel	Type of personal information	Purpose of collection and use
		cumulative number of member orders, cumulative amount of member orders, gender, name, email address, and date of birth	completion, online shopping and payment, account registration/login, conducting internal audits, surveys, data analysis and research, and improving our Products and Services.
		Order number, order delivery address	Process the order and provide the corresponding service.
		Invoice information	Issue invoices.
(4)	IKEA JD delivery store	JD delivery Member's phone number, JD delivery user PIN	To create an IKEA membership, establish a link between JD delivery and IKEA membership, synchronize JD delivery order information, and provide products and services under this policy. This includes IKEA Club membership, membership information completion, online shopping and payment, account registration/login, conducting internal audits, surveys, data analysis and research, and improving our products or services.
		Order number, order delivery address	Process the order and provide the corresponding service.
		Invoice information	Issue invoices.

### 3. Personal Information We Collect and the Purposes of Processing

We need to collect certain personal information from you in order to provide the corresponding functional services and to achieve the relevant processing purposes described in this Policy. Functional services marked with “\*” are our extended functional services, while those not marked with “\*” are basic functional services. For basic functional services, if you refuse to provide the personal information required for such services, it may result in your inability to use the corresponding services in a normal manner. For extended functional services, if you do not agree that we provide such extended services to you, or you do not agree the provision of the personal information required for extended services, we will not provide the corresponding extended functional services to you; however, you may continue to use our basic functional services.

Certain functional services require access to device permissions, including camera, photo album (gallery), geolocation, clipboard, storage, and calendar permissions. The specific permission(s) required for each functional service will be indicated under the “Device Permission” column in the table below; where a functional service does not involve device permissions, “Not involved” will be indicated. You may enable or disable these permissions in your device settings. In addition, certain functions available through our online channels, or third-party software development kits (“SDK”) integrated by us, may require additional device permissions. For details, please refer to the “[Mobile Application Permission List](#).”

Some functional services we provide also require the processing of your sensitive personal information. If you refuse to provide such sensitive personal information, you will be unable to use the corresponding functions and services. **With respect to sensitive personal information, we will present in bold the Purpose of Processing, Type of Personal Information, and Device Permission.** We will obtain your separate consent before collecting your sensitive personal information.

#### 3.1 IKEA China website (ikea.cn), “IKEA” APP, “IKEA” WeChat mini-program

Description of personal information types and collection frequency upon app launch: Each time the “IKEA” app is launched, we collect IDFA twice and IDFV three times to identify unique users, calculate active user numbers, session durations, and other metrics.

Explanation of IDFA collection during silent operation: For users who have consented to this policy and authorized us to collect your IDFA, our “IKEA” App will collect your IDFA during silent operation in the foreground to identify unique users, calculate active user numbers, session duration, and other data.

Explanation regarding silent state without location information access: For users who have consented to this policy and authorized us to collect your location

information, our “IKEA” App and “IKEA” WeChat mini-program will collect your location in silent foreground scenarios to provide location-based features. Please refer to the table below for details.

For detailed information regarding the personal information collected and its purposes by the IKEA China website (ikea.cn), “IKEA” APP, and “IKEA” WeChat mini-program, please refer to the table below:

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permission
(1)	Registration or Login an Account	To register or log in to an account; protect account security; verify identity; associate account with IKEA Family membership information so that you may enjoy the corresponding membership benefits; reset password; bind mobile number; modify the bound mobile number; and bind email address or WeChat account.	Mobile phone number, email address, WeChat account information, password, SMS verification code	Clipboard
(2)	Online Shopping and Payment	<b>To recommend nearby stores or pickup points based on your location; display pages more tailored to your needs; create a delivery address quickly;</b> deliver products or services to you, and generate orders and payment confirmations.	Recipient's name, delivery address, mobile phone number, order number, product or service information, payment amount, payment method, <b>precise geolocation</b>	<b>Geolocation</b> , clipboard

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permission
		Issue an electronic VAT invoice with the natural person's name as the invoice header	Name	Clipboard
		<b>Issue an invoice with the natural person's name as the header, and require that the invoice be organized and displayed within the individual's personal invoice folder</b>	<b>Name and ID number (Natural Person Taxpayer Identification Number)</b>	Clipboard
		To send electronic VAT invoice	Email address	Clipboard
		To complete payment and confirm payment instructions	Order number, payment amount, IP address	Not involved
		<b>To bind shopping card function and use wallet function for payment, and identify payment QR codes captured via screenshot and alert to payment code risks</b>	<b>Transaction password, verification code, payment QR code</b>	Clipboard, storage, photo album (gallery)
		<b>Within IKEA APP, for enabling</b>	IP address, delivery address,	Camera/Image Sensor

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permission
		<p>payment institutions to conduct security authentication and complete installment payments. (We collect and transmit relevant information solely at the request of the payment institutions. We do not store your facial feature data or liveness action data.)</p>	<p>facial feature and liveness action</p>	
(3)	<p>Search for products and display</p>	<p>To enable rapid search for products and services; optimize the display of products and services; improve and optimize product search and personalized display features; and <b>show products available in nearby stores.</b></p>	<p>Favorited products, favorited content, wish lists, search records, browsing history, IP address, device name, device model, device identifiers (IDFA/Android ID/UUID/OAID/ID FV; “IKEA” WeChat mini-program does not have the capability to collect device unique identifiers), operating system and application versions, language</p>	<p>Camera/Image Sensor, photo album (gallery), storage, <b>geolocation</b></p>

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permission
			settings, screen resolution, public land mobile network (PLMN), browser type, and <b>precise geolocation</b> .	
(4)	Smart search	To provide intelligent search services; provide products and product-related information that match your search queries; recommend content related to products you have previously browsed and purchased in order to enhance your shopping experience and for security and compliance traceability.	Queries you enter, historical clicks, and purchased items.	Clipboard
(5)	Smart Matching	Within IKEA APP, to provide preview services for intelligent home matching solutions, including generating visual renderings and providing product matching recommendations	Space images you upload	Camera/Image Sensor, album (Gallery)

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permission
		. We do not store the images you upload. For security and compliance traceability of any unlawful user inputs, we retain logs of your image-upload actions.		
(6)	Online experience	<b>To collect and review of comments and images that you publish via the “Inspiration” feature or other commenting features.</b>	The comments and images you upload and publish (which may contain personal information or <b>sensitive personal information</b> , including <b>children’s personal information</b> ).	Camera/Image Sensor, album (Gallery), Storage, Clipboard
		To provide product design tools and shopping lists to facilitate shopping and enhance the shopping experience, and association and storage of design solutions and/or shopping lists with your account for subsequent use.	The design solutions you create using the product design tools, your online shopping lists associated with your account	Not involved

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permission
		To experience AR features, display of event pages.	Sensor information	Camera/Image Sensor
(7)	Whole-House and Kitchen Design Services	To provide appointment and consultation, enable you to experience IKEA whole-home and kitchen design services, contact and communicate with you, and provide design solutions that meet your requirements and preferences.	Name, mobile phone number, mobile verification code, store for service, housing status, budget amount, planned renovation time, design requirements	Calendar, clipboard
		To conduct satisfaction telephone survey	Appointment information	Not involved
(8)	IKEA Enterprise Member	register or log in to IKEA Enterprise Member account, protect account security, verify your identity	Mobile phone number, WeChat account information, password, SMS verification code	Clipboard
		<b>To understand your preferred store,</b> provide business-to-business services (including corporate procurement services, bulk	Business contact person's name, mobile phone number, contact information, preferred store, address, referrer's mobile phone number, and	Clipboard, <b>geolocation</b>

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permission
		procurement services, shopping card procurement services, delivery services, assembly services, installation services, and commercial space design services)	<b>preferred store</b> (selected by you or <b>automatically matched based on geolocation</b> )	
		To conduct satisfaction telephone survey	Appointment information	Not involved
(9)	IKEA Family membership	To register as IKEA Family member	Mobile phone number, SMS verification code, WeChat authorization information	Clipboard
		Issue an electronic VAT invoice with the natural person's name as the invoice header	Name	Clipboard
		<b>Issue an invoice with the natural person's name as the header, and require that the invoice be organized and displayed within the individual's</b>	<b>Name and ID number (Natural Person Taxpayer Identification Number)</b>	Clipboard

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permission
		<b>personal invoice folder</b>		
		To send electronic VAT invoice	Email address	Clipboard
		<b>To understand your preferred store</b> and provide personalized marketing communication (this service is only provided on the IKEA official website, “IKEA” App, and “IKEA” WeChat mini-program; for how we provide personalized recommendations on these channels and how to disable them, please see Section 3.1 “Supplementary Note on Personalized Recommendations” of this Policy), and conduct data analysis and research to improve our products and services.	Avatar, nickname, gender, date of birth, residential address, cohabitation information, renovation or remodeling plans, children-related information (not provided/ no children/ whether the child has reached the age of majority), <b>preferred store</b> (selected by you or <b>automatically matched based on geolocation</b> ), and content preference information.	<b>Geolocation</b> , camera, photo album (gallery), clipboard
		<b>To match members with a</b>	<b>Precise geolocation</b>	<b>Geolocation</b>

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permission
		<p>default online mall or the nearest physical store, and to provide relevant services based on code scanning or geolocation. Specifically, on the membership registration page, the system first determines whether the member's scan contains store information; if so, the scanned store is set as the default store; if not, the store nearest to the member within 100 kilometers is set as the default store; if no store is found within 100 kilometers, no default store is selected. On the member center page, the system identifies the nearest store within 1 kilometer based on the member's location; if no store is found</p>		

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permission
		<b>within 1 kilometer, the default option is the online mall.</b>		
		To enjoy membership benefits, including but not limited to exclusive member discounts, events, and points mall.	Membership card number, member level, membership title and points details	Not involved
(10)	Offline activity reservation and purchase	To register for offline activities, provide purchase services and activity reminder services	Name, mobile phone number	Calendar
		To complete payment and confirm your payment instructions	Order number, payment account, IP address	Not involved
(11)	Store assistant (This feature is only available in the “IKEA” APP and mini-program)	<b>To determine store location, locate the nearest mall</b>	<b>Precise geolocation information</b>	<b>Geolocation</b>
		In-store shopping bag: To generate orders when you pay for goods purchased offline through online payment method or service, complete payment and	Recipient’s name, delivery address, mobile phone number, order number, information about products or services purchased, payment amount, payment method	Not involved

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permission
		confirm payment instructions		
		Shopping list: to enable quick checkout of products, complete payment and confirm your payment instructions	Information about purchased products or services (obtained by scanning codes, entering product numbers, taking photos, or uploading images), order number, payment amount, and payment method	Camera, photo album (gallery), storage
		In-store experience feedback to improve the shopping experience	Personal feedback	Clipboard
		Smart shopping assistant: to provide an AI Q&A shopping assistant service, including answering questions and recommending products; retain query records for security and compliance traceability of unlawful user inputs.	Query content (voice, text, and images)	Clipboard, camera, photo album (gallery), files
		Online buy-back and resale	Buy-back item information, product	Camera, photo album

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permission
		services: to initiate assessment and quotation for buy-back items; notify you of quotation results	images, mobile phone number.	(gallery), Storage
(12)	*Personalized recommendations	To predict your preference characteristics and provide personalized products you may be interested in.	Personal information collected under Search for Products and Display, chat records of your communications with our customer service, and other personal information you choose to provide.	Not involved
<p>Supplementary Note on Personalized Recommendations:</p> <p>We may, based on the above information, your chat records with our customer service, and other personal information you choose to provide, conduct data analysis or use algorithmic models to predict your preference characteristics, and push personalized products that you may be interested in only on the IKEA official website, “IKEA” App, and “IKEA” WeChat mini-program. We may also send marketing information to you via telephone, instant messaging, email, or social media, and conduct personalized marketing communications based on your preference characteristics. With your express consent, we may communicate with you via the “Yixiaojia” corporate WeChat account.</p> <p>You may choose whether to enable the personalized display feature. If you enable this feature, we will be able to provide personalized product search and recommendations or conduct personalized marketing</p>				

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permission
		<p>based on your preferences to help you discover products of potential interest; if you disable this feature, the relevance between product retrieval, recommended products, and marketing content shown to you and your preferences will be reduced.</p> <p>If you need to change the personalized recommendations, you can do in the following ways:</p> <p>If you do not wish us to recommend personalized products to you on the IKEA official website, you may go to “My Profile” - “Personalized Recommendation” to turn off the personalized display feature;</p> <p>If you do not wish us to recommend personalized products to you on the “IKEA” App or the “IKEA” WeChat mini-program, you may go to “Settings” - “Privacy” - “Personalized Recommendation” to turn off the personalized display feature.</p>		
(13)	*Marketing Promotion	<p>To send you marketing information via telephone, instant messaging, email, and social media platforms, based on your preference characteristics, and, with your express consent, to communicate with you via the “Yixiaojia” corporate WeChat account.</p>	<p>Mobile phone number, email address, your personal information collected under Search for Products and Display, chat records of your communications with our customer service, and other personal information that you choose to provide.</p>	Not involved
		<p>Supplementary note on marketing promotion:</p> <p>You may choose whether to receive marketing information sent by us, our affiliated companies, or our</p>		

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permission
		<p>service providers via telephone, email, SMS, or printed materials.</p> <p>For marketing SMS from IKEA Family, you may update your subscription options on the account management pages provided on the IKEA official website (mobile version), the “IKEA” App, and the “IKEA” WeChat mini-program as follows:</p> <p>On the IKEA official website (mobile version): go to “My Profile” - “IKEA Family SMS” to adjust your settings;</p> <p>On the “IKEA” App : go to “My” - “Settings” - “Privacy” - “Receive IKEA Family SMS” ;</p> <p>On the “IKEA” WeChat mini-program: go to “My” - “Settings” - “Privacy” - “Receive IKEA Family SMS” .</p> <p>For marketing SMS, you may also reply “0” to unsubscribe; for marketing emails, you may unsubscribe via the unsubscribe link provided in the email.</p> <p>You may also update your subscription preferences for marketing information by contacting us through the contact methods listed in the “Contact Information” section of this Policy.</p>		

### 3.2 IKEA Enterprise Membership B2B Portal (b2b.ikea.cn)

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permission
(1)	Log in to the website to use our online corporate (B2B) services to procure relevant products for your customers and employees	To log in to the website, verify the authenticity and validity of the user’s identity	Mobile phone number, SMS verification code	Not involved

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permission
(2)	Corporate (B2B) Services	To provide corporate (B2B) services (including corporate procurement services, bulk procurement services, shopping card procurement services, delivery services, assembly services, and installation services)	Business contact person's name, mobile phone number, contact information, address, preferred store, referrer's mobile phone number	Not involved
For the functional service, you undertake that you (not IKEA China) are responsible for obtaining consent from such customers or employees for the use of their personal information.				

### 3.3 “IKEA Restaurant Ordering” WeChat mini-program

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permissions
(1)	Login or Registration	To register or log in to an account; to verify identity; protect account security; associate your account with IKEA Family membership information so that you may enjoy the corresponding membership benefits; bind your mobile phone	Mobile phone number, email address, WeChat account information, password, SMS verification code	Clipboard

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permissions
		number; and bind your email address.		
(2)	Service Store Recommendation	<b>To provide convenient online ordering services and to locate the nearest store.</b>	<b>Precise geolocation information</b>	<b>Geolocation</b>
(3)	IKEA Family Membership	To register as an IKEA Family Member (including corporate members)	Mobile phone number, SMS verification code, WeChat authorization information	Clipboard
		Issue an electronic VAT invoice with the natural person's name as the invoice header	Name	Clipboard
		Issue an invoice with the natural person's name as the header, and require that the invoice be organized and displayed within the individual's personal invoice folder	Name and ID number (Natural Person Taxpayer Identification Number)	Clipboard
		To send electronic VAT invoice	Email address	Clipboard

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permissions
		<p><b>To understand your preferred store;</b> to provide personalized marketing communications only on the IKEA official website, the “IKEA” App, and the “IKEA” WeChat mini-program (for how we conduct personalized recommendations on these channels and how to disable them, please see Section 3.1 “Supplementary Note on Personalized Recommendations” of this Policy); and to conduct data analysis and research to improve our products and services.</p>	<p>Avatar, nickname, gender, date of birth, residential address, cohabitation information, renovation or remodeling plans, children-related information (not provided / no children / whether the child has reached the age of majority), <b>preferred store</b> (selected by you or <b>automatically matched based on geolocation</b>), and content preference information.</p>	<p><b>Geolocation,</b> camera, photo album (gallery), clipboard.</p>
		<p><b>To match members with a default online mall or the nearest physical store, and to provide relevant services based on code scanning or</b></p>	<p><b>Precise geolocation</b></p>	<p><b>Geolocation</b></p>

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permissions
		<p>geolocation. Specifically, on the membership registration page, the system first determines whether the member's scan contains store information; if so, the scanned store is set as the default store; if not, the store nearest to the member within 100 kilometers is set as the default store; if no store is found within 100 kilometers, no default store is selected. On the member center page, the system identifies the nearest store within 1 kilometer based on the member's location; if no store is found within 1 kilometer, the default option is the online mall.</p>		
		To enjoy membership benefits, including	Membership card number, membership	Not involved

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permissions
		but not limited to exclusive member discounts, events, and the points mall.	level, membership title, and points details.	
(4)	Online ordering and payment	To transmit order information to the store for meal preparation	Order number, product or service information	Not involved
		To complete payment and confirm your payment instructions, payment security control	Order number, product or service information, payment amount, payment method, IP address, mobile phone number	Not involved
		Issue an electronic VAT invoice with the natural person's name as the invoice header	Name	Clipboard
		Issue an invoice with the natural person's name as the header, and require that the invoice be organized and displayed within the individual's personal invoice folder	Name and ID number (Natural Person Taxpayer Identification Number)	Clipboard

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permissions
		To send electronic VAT invoice to you, modify invoice email address	Email address, mobile phone number	Clipboard

#### 3.4 “IKEA Member Parking” WeChat mini-program

Serial number	Functional service	Purpose of Processing	Type of personal information	Device permissions
(1)	Location and parking fee inquiry	<b>To quickly locate store locations and enable related services;</b> pay or inquire about parking fees.	<b>Precise geolocation information;</b> nearby store information; license plate number.	<b>Geolocation</b>

#### 3.5 “IKEA Store Assistant” WeChat mini-program.

Serial Number	Function Service	Purpose of Processing	Type of Personal Information	Device Permissions
(1)	Login or Registration.	To register or log in to an account; verify identity; protect account security; associate your account with IKEA Family membership (including corporate members) so that you may enjoy the corresponding membership benefits; bind your mobile phone	Mobile phone number, email address, WeChat account information, password, SMS verification code.	Clipboard

Serial Number	Function Service	Purpose of Processing	Type of Personal Information	Device Permissions
		number; and bind your email address.		
(2)	Service Store Recommendation	<b>To locate the nearest store and provide corresponding in-store services</b>	<b>Precise geolocation information</b>	<b>Geolocation</b>
(3)	Membership Information Completion	To complete and update your membership profile and provide you with personalized services; modify the bound mobile phone number.	Avatar, nickname, gender, date of birth, residential address, SMS verification code	Camera, photo album (gallery), storage, clipboard
(4)	Whole-house and kitchen design service	To provide appointment and consultation and enable you to experience IKEA whole-home and kitchen design services; contact and communicate with you; and provide design solutions that meet your requirements and preferences.	Name, mobile phone number, mobile verification code, store for service, housing status, budget amount, planned renovation time, design requirements.	Calendar, clipboard
		To conduct satisfaction telephone survey	Appointment information	Not involved
(5)	Corporate (B2B) Services	To provide corporate services, including delivery services, assembly services,	Business contact person's name, mobile phone number,	Clipboard, Calendar

Serial Number	Function Service	Purpose of Processing	Type of Personal Information	Device Permissions
		installation services, and commercial space design services.	contact information, address, preferred store, referrer's mobile phone number.	
		To conduct satisfaction telephone survey	Appointment information	Not involved
(6)	IKEA Family Membership	To register you as an IKEA Family member (including corporate members)	Mobile phone number, SMS verification code, WeChat authorization information	Clipboard
		Issue an electronic VAT invoice with the natural person's name as the invoice header	Name	Clipboard
		Issue an invoice with the natural person's name as the header, and require that the invoice be organized and displayed within the individual's personal invoice folder	Name and ID number (Natural Person Taxpayer Identification Number)	Clipboard
		To send electronic VAT invoices	Email address	Clipboard
		<b>To understand your preferred</b>	Avatar, nickname,	<b>Geolocation, Camera,</b>

Serial Number	Function Service	Purpose of Processing	Type of Personal Information	Device Permissions
		<p>store and to provide personalized marketing communications only on the IKEA official website, the “IKEA” App, and the “IKEA” WeChat mini-program (for how we provide personalized recommendations on these channels and how to disable them, please see Section 3.1 “Supplementary Note on Personalized Recommendations” of this Policy); and to conduct data analysis and research to improve our products and services</p>	<p>gender, date of birth, residential address, cohabitation information, renovation or remodeling plans, children-related information (not provided / no children / whether the child has reached the age of majority), <b>preferred store</b> (selected by you or <b>automatically matched based on geolocation</b>), content preference information</p>	<p>Photo Album (Gallery), Clipboard</p>
		<p><b>To match members with a default online mall or the nearest physical store, and to provide relevant services based on code scanning or geolocation.</b></p>	<p><b>Precise geolocation</b></p>	<p><b>Geolocation</b></p>

Serial Number	Function Service	Purpose of Processing	Type of Personal Information	Device Permissions
		<p><b>Specifically, on the membership registration page, the system first determines whether the member's scan contains store information; if so, the scanned store is set as the default store; if not, the store nearest to the member within 100 kilometers is set as the default store; if no store is found within 100 kilometers, no default store is selected. On the member center page, the system identifies the nearest store within 1 kilometer based on the member's location; if no store is found within 1 kilometer, the default option is the online mall.</b></p>		
		<p>To enjoy membership benefits, including but not limited to</p>	<p>Membership card number, membership level,</p>	<p>Not involved</p>

Serial Number	Function Service	Purpose of Processing	Type of Personal Information	Device Permissions
		exclusive member discounts, events, and the points mall.	membership title, points details.	
(7)	Offline activity reservation and purchase	To register you for offline activities; provide purchase services; send activity reminders	Name, mobile phone number	Calendar
		To complete payment and confirm your payment instructions	Order number, payment amount, IP address	Not involved
(8)	Determine Store Location	<b>To locate the nearest store.</b>	<b>Precise geolocation information,</b> nearby store/mall information.	<b>Geolocation</b>
(9)	In-store Shopping Bag	To generate orders; deliver products or services purchased at offline stores through online methods; complete payment and confirm payment instructions.	Recipient's name, delivery address, mobile phone number, order number, information about products or services purchased, payment amount, payment method.	Camera, Photo Album (Gallery).
(10)	Shopping route	<b>To help you find the location of the corresponding products and to</b>	Preferred product information,	<b>Geolocation</b>

Serial Number	Function Service	Purpose of Processing	Type of Personal Information	Device Permissions
		<b>provide route maps.</b>	<b>precise geolocation.</b>	
(11)	In-store experience feedback	To collect your feedback to improve services	Feedback content	Storage, clipboard

### 3.6 IKEA WeChat Official Account

Functional service	Purpose of processing	Types of personal information	Device permissions
Registration or login account	To register or log in to an account; browse content on our WeChat Official Account.	WeChat nickname, OpenID, Union ID	Not involved

### 3.7 IKEA Tmall Official Flagship Store

Functional service	Purpose of processing	Types of personal information	Device permissions
* Promotion of products and services	To contact users after they leave their contact information on the product and service promotion pages; provide users with appointment-based customized services and services related to the products they clicked on; respond to users' inquiries.	Name, mobile phone number, users' location	Not involved

### 3.8 Offline shopping service and experience

Serial number	Functional service	Purpose of processing	Type of personal information	Device permissions
(1)	Offline Shopping	To deliver products; provide installation services; provide kitchen measurement services	Name, delivery address, contact information (mobile phone number and email address);	Not involved
		To place orders and make payments for goods or services	Payment method, information about purchased goods or services, associated transaction/reference number, payment amount	
		To provide after-sales services, points, and other membership benefits	Purchase information associated with your IKEA Family membership card number	
		<b>To perform real-name registration of purchased or used goods or services as required by applicable laws and regulations.</b>	<b>Name, ID card number, mobile phone number.</b>	
(2)	Item Borrowing Service	To register the borrowing and return of items or resources at offline stores	Name, contact information	Not involved
(3)	Free Wi-Fi	To provide free Wi-Fi; to perform network security	Mobile phone number (for SMS real-name authentication and	Clipboard

Serial number	Functional service	Purpose of processing	Type of personal information	Device permissions
		obligations as required by laws and regulations (SMS real-name authentication, mini-program mobile-number verification, online activity auditing, log retention); and conduct internal operational data analysis.	mini-program mobile-number verification), online activity, logs, Wi-Fi usage location, and Wi-Fi usage duration.	

### 3.9 Children-Related services

Serial Number	Functional Services	Purpose of Processing	Type of Personal Information	Device Permissions
(1)	Småland (Children's Playground)	<b>To contact the child's parent or guardian in a timely manner during the child's visit to the playground; verify the identity of the parent or guardian who claims the child.</b>	<b>Child's name, age, special requirements,</b> parent/guardian's name, mobile phone number	Not involved
(2)	Children's Passport	<b>To allow a child's parent or guardian to apply for and register a "Children's Passport" so that the child may participate in our children's activities or receive relevant marketing information.</b>	<b>Child's name, date of birth</b>	Calendar

### 3.10 Consultation and After-Sales

Serial Number	Functional service	Purpose of Processing	Types of Personal Information	Device Permissions
(1)	Service Hotline, Online Chat and Email Customer Service	To provide more convenient and personalized services; to contact and communicate with you.	Phone number (caller ID), email address, login account (username), complaint history	Camera, Photo Album (Gallery), Storage, Clipboard.
(2)	Identity Verification	To protect account security; provide order-related customer service and after-sales services	Account information, IKEA Family membership information, proof-of-purchase information, order information, verification code.	Clipboard
(3)	Order Inquiry	To enable you to inquire about order information via “My” - “My Orders”; for offline shopping orders, to allow you to enter an iSell order number or, with your authorization, to use the camera to scan and recognize paper orders.	iSell order number, paper order information.	Camera, Photo Album (Gallery), Clipboard.
(4)	After-Sales Service	To verify and resolve the issues you raise	Personal information you provide, proof of purchase, account information, IKEA Family membership	Camera, Photo Album (Gallery), Storage, Clipboard.

Serial Number	Functional service	Purpose of Processing	Types of Personal Information	Device Permissions
			information, related order information, consultation and complaint history.	
(5)	Self-service After-Sales	To provide returns and exchanges operations and corresponding after-sales services	Name, contact number, address, relevant supporting documents, product images	Camera, Photo Album (Gallery), Storage, Clipboard.

### 3.11 Others

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permissions
(1)	* Internal Audit, Surveys, Data Analysis and Research; Improvement of Products and Services	To conduct internal audits, surveys, data analysis and research; to improve IKEA products and services; to provide products and services that better meet your needs.	Full name, contact information, delivery address, email address, records of your purchases of IKEA products or services, and any other information that you choose to share with us.	Camera, Photo Album (Gallery), Storage, Clipboard.
(2)	Ensuring the Stability and Security of Services	To perform identity verification; to implement security protection; to conduct fraud monitoring and prevention; to prevent or	Personal information collected by us or provided by you in connection with the provision of our Products and Services.	Not involved

Serial Number	Functional Service	Purpose of Processing	Type of Personal Information	Device Permissions
		prohibit unlawful activities; to mitigate risks; and to perform archiving and backup, in order to ensure the stability and security of the services.		

#### 4. Legal Bases for Processing Personal Information

We process your personal information on the following legal bases:

- (1) with your consent;
- (2) where necessary for the conclusion or performance of a contract to which you are a party, or where necessary for human resources management carried out in accordance with lawfully formulated labor rules and lawfully concluded collective agreements;
- (3) where necessary for the performance of statutory duties or statutory obligations;
- (4) where necessary to respond to public health emergencies, or, in emergency circumstances, to protect the life, health, or property of natural persons;
- (5) for activities conducted in the public interest, such as news reporting and public oversight, collecting and using your personal information within a reasonable scope;
- (6) where, in accordance with applicable laws and within a reasonable scope, we process personal information that you have publicly disclosed or that has otherwise been lawfully made public;
- (7) other circumstances as provided by laws and administrative regulations.

#### 5. How We Share, Disclose, and Transfer Personal Information.

##### 5.1 Sharing

We only share your personal information with the following recipients with your consent or on other legal bases permitted under applicable laws:

- (1) our affiliated companies. to provide you with products and services jointly offered by us and our affiliated companies, we may share your personal information with such affiliated companies. We only share the personal information that is necessary and will process such information in accordance with the purposes, duration, and processing methods set out in this Policy and in the personal information protection policies of our affiliated companies.
- (2) operator of the Livat Mall. We jointly offer the Livat-IKEA Co-branded Membership (“Double Membership”) with the operator of the Livat Mall. If you register for the Double Membership, we will share your membership information with the mall operator to provide you with the Double Membership services and to safeguard your membership benefits.
- (3) third-party platforms. To enable you to register for and log in to your account through a third-party account, and to use our products and services, we may share your account information, including the mobile number you provide during registration, with third-party platforms. With your authorization, we may obtain your third-party account information from such platforms and link it to your account with us.
- (4) service providers. We may share your personal information with our service providers to enable them to provide services necessary for us to offer products and services to you. Such service providers include cloud service providers, analytics providers, identity verification providers, logistics service providers, delivery service providers, installation service providers, technical service providers, marketing information delivery service providers, advertising service providers, and others. We require all service providers to use your personal information only for the purposes set out in the relevant service agreements.
- (5) third-party payment companies. When you purchase products or services, we may need to use third-party payment companies to complete payment. In this process, we may need to provide your relevant information to such third-party payment companies. After processing your payment

instructions, third-party payment companies will also synchronize the transaction results with us, so that we may verify the payment status and provide the corresponding products or services to you in a timely manner.

- (6) professional service institutions. We may share your information with professional service institutions, such as insurance companies, audit institutions, accounting firms, and law firms, so that they may provide the relevant professional services to us.

For more details about how we share personal information with third parties, please refer to [the List of Personal Information Shared with Third Parties](#).

## 5.2 Entrusted information processing

To provide you with IKEA-related products and services, we may entrust third-party service providers to process personal information on our behalf to support relevant operations and services. We may transmit your personal information, i.e., information that can identify you, including your name, contact details, email address, and device identifiers, to vendors, service providers, and other partners that support our business, so that they can provide logistics, delivery, installation, and technical services, deliver IKEA marketing information, analyze how our services are used, measure the effectiveness of advertising and services, and provide customer support. For example, entrusted partners may process the following types of personal information:

- (1) logistics service providers: To fulfill your orders, we need to share the recipient's name, contact details, address, and order information with logistics service providers so that they can provide delivery services.
- (2) authorized partners for advertising and data analytics: In compliance with applicable laws and commonly adopted industry security practices, we entrust these partners to process information related to advertising placement, reach, and effectiveness. We may share your device information and browsing information with advertising and data analytics partners to provide you with personalized content and enhance service quality. To monitor the effectiveness of advertisements placed by IKEA, we may entrust third-party partners to collect your device information and information on clicks and views relating to advertisements and our services. To provide you with more personalized advertising or content, we may entrust third-party media to process certain personal information (such as your mobile phone

number and device identifiers) to better understand your interests or preferences and to carry out related promotional activities.

- (3) installation service providers: To provide installation services, we need to share your name, contact details, address, and order information with installation service providers so that they can perform installation services.
- (4) technical service providers: For example, as a software and technical service provider, IKEA IT AB may, when providing technical services, remotely access your personal information from outside the jurisdiction.

Technical service providers: For example, as a software and technical service provider, IKEA IT AB may, when providing technical services, remotely access your personal information from outside the jurisdiction.

### 5.3 Disclosure

We may disclose your personal information to government authorities, administrative or judicial institutions, or other entities or individuals under the following circumstances:

- (1) where the disclosure is necessary to comply with legal requirements;
- (2) where necessary to perform our rights and obligations under the Terms of Use and this Policy;
- (3) where necessary to protect our security, property, or rights and interests;
- (4) where necessary to protect your security, property, or rights and interests;
- (5) where necessary to prevent, investigate, or stop unlawful activities;
- (6) other circumstances where there is a legal basis for the disclosure of personal information.

### 5.4 Transfer

If, due to a merger, division, dissolution, or bankruptcy, it becomes necessary to transfer your personal information, we will inform you of the name and contact information of the recipient. The recipient shall continue to perform the obligations of a personal information processor.

## 6. How We Use Cookies, SDKs, and Similar Tools and Plugins

We use Cookies, SDKs, and similar tools and plugins through our online channels to collect and process users' personal information. For details on the Cookies and similar tools and plugins that we use, please refer to the [IKEA Cookie Policy](#). For details on the SDKs and similar tools and plugins that we use, please refer to the [List of Personal Information Shared with Third Parties](#).

#### **7. How We Protect Users' Personal Information**

We take appropriate technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, or loss.

As the Internet is not an absolutely secure environment, and communications via email, instant messaging, or social software may not be fully encrypted, we recommend that you use strong passwords and remain cautious in protecting the security of your personal information when using such tools.

#### **8. Handling of Personal Information Security Incidents**

If your personal information is accessed, disclosed, altered, or lost without authorization ("personal information security incident"), we will immediately take remedial measures to reduce or avoid any resulting harm. If our measures can effectively prevent harm caused by the incident, we may not notify you.

Where we are required by applicable laws to notify the authorities responsible for personal information protection and/or to notify you, we will do so in a timely manner.

#### **9. Retention Period**

We will retain your personal information for the period required by applicable laws and regulations, for the period necessary to achieve the purposes set out in this Policy, or for the period agreed upon in the relevant agreements.

Upon the expiry of the retention period, we will delete your personal information or anonymize it. If deletion is technically difficult to achieve, we will store your personal information and take necessary security measures, and will not further process it or use it for any other purposes.

#### **10. Location of Personal Information Storage**

In principle, personal information that we collect and generate within the People's Republic of China is stored within the territory of the People's Republic of China. As the Ingka Group is a multinational company, our overseas technical and management personnel may, only where necessary, access your personal information that is stored within China for group operations and management purposes. Only after obtaining your separate consent and meeting the necessary conditions prescribed by applicable laws and regulations may your personal information be transferred to an overseas jurisdiction in the country/region where you use the products or services. In addition, we will take

necessary measures to ensure that the overseas recipient's processing of personal information meets the personal information protection standards required under Chinese law. For specific information regarding the cross-border transfer of your personal information, please refer to the [IKEA China Privacy Statement for Cross-Border Transfer of Personal Information of Customers](#).

## **11. User Rights**

You have the following rights regarding the processing of your personal information:

### **11.1 Information and Decision-Making of Personal Information**

You have the right to be informed about, and to make decisions on, the processing of your personal information.

### **11.2 Transfer of Personal Information**

You have the right to request the transfer of your personal information to a personal information processor designated by you. Where the conditions prescribed by the competent national cyberspace authorities are met, we will provide the means for such transfer.

### **11.3 Restriction or Refusal of the Processing of Personal Information**

You have the right to restrict or refuse our processing of your personal information. For example, you have the right to refuse that decisions be made solely through automated decision-making.

You have the right to refuse information push and commercial marketing based on automated decision-making; the right to request that we provide an explanation where a decision made through automated decision-making has a significant impact on your personal rights and interests; and the right to refuse that decisions be made solely through automated decision-making.

### **11.4 Access and Copy of Personal Information**

You have the right to access and obtain a copy of your personal information.

You may access and view the personal information and your historical shopping orders retained by IKEA through the account management pages available on our online channels, including: on our website, via "My Profile"; in the "IKEA" App, via "Settings" – "Account Security"; in the "IKEA" WeChat mini-program, via "My" – "Personal Information".

You have the right to obtain a copy of your personal information. If you need to obtain a copy of the personal information we have collected about you, you may obtain it through the "IKEA" App by navigating to "Settings" – "Privacy" – "Personal Information Export", and adding your email address to receive the copy.

#### 11.5 Correction and Supplementation of Personal Information

If you discover that your personal information is inaccurate or incomplete, you have the right to request that we correct or supplement it.

You may update or correct inaccurate, outdated, or incomplete personal information on the corresponding pages referred to in Section 11.3 Access and Copy of Personal Information. For example, after you change your mobile phone number, you should promptly update the mobile phone number bound to your IKEA account to protect the security of your personal information.

#### 11.6 Deletion of Personal Information

Under the following circumstances, you have the right to request us to delete your personal information:

- (1) the processing purpose has been achieved, cannot be achieved, or is no longer necessary for achieving the processing purpose;
- (2) we have ceased providing services, or the retention period has expired;
- (3) you withdraw your consent;
- (4) we process personal information in violation of laws, administrative regulations, or agreements;
- (5) other circumstances as provided by laws and administrative regulations.

Where the retention period prescribed by laws and administrative regulations has not expired, or where it is technically difficult to delete personal information, we will cease processing other than storage and the taking of necessary security protection measures.

#### 11.7 Account Deregistration

You may deregister your registered IKEA account and IKEA Club membership. Deregistration will erase your account information and it cannot be restored, except for information that must be retained in accordance with laws and regulations. If there are any virtual assets under your account (such as account balance, points, or bound gift cards), you are advised to use them before deregistration, as they cannot be restored after deregistration.

To process your deregistration application, we need to verify that all of the following conditions are satisfied:

- (1) we have fully performed our obligations under the Terms of Use and any other agreements entered into with you; and

- (2) you have fully performed your obligations under the Terms of Use and any other agreements entered into with us.

You may deregister your account via the “IKEA” App by navigating to “My” – “Settings” – “Account Security” – “Deregister Account”. Alternatively, you may contact “Online Customer Service” through our online channels, such as via “IKEA” WeChat mini-program at “My” – “Settings” – “Account Security” – “Deregister Account” – “Online Customer Service”, or via the “IKEA Store service” mini-program at “Settings” – “Deregister Account and Complaints”.

#### 11.8 Explanation of Rules for the Processing of Personal Information

You have the right to require us to provide an explanation of the rules for the processing of personal information.

#### 11.9 Withdrawal of Consent

For the processing of your personal information that is based on consent, you have the right to withdraw your consent; however, the withdrawal of consent does not affect the lawfulness of processing carried out on the basis of your consent prior to the withdrawal. In addition, where the withdrawal of consent results in our inability to continue processing your personal information, you shall bear the consequences thereof.

You may turn off device permissions via the “IKEA” App by navigating to “My” – “Settings” – “Privacy” – “System Permission Settings”. You may also withdraw the entirety of our authorization based on your consent to continue collecting your personal information by deregistering your account.

#### 11.10 How to Exercise the Above Rights

If you need to exercise the above rights, you may do so by using the self-service options available through the respective online channels specified under each of the rights above, or you may contact us through the contact details set out in this Policy.

To ensure security, you may be required to submit a written request or otherwise provide proof of your identity. We may first require you to verify your identity before processing your request.

We generally respond to your rights requests within 15 days. If the circumstances are complex and require a longer processing time, we will inform you in a timely manner.

If the request to exercise the above rights cannot be fulfilled, we will explain the reasons.

For reasonable requests, we do not, in principle, charge fees; however, for requests that are repeatedly made or exceed a reasonable limit, we may charge certain cost-based fees depending on the circumstances. We may refuse requests

that are groundlessly repetitive, require excessive technical means (for example, requiring the development of new systems or fundamental changes to existing practices), pose risks to the legitimate rights and interests of others, or are highly impracticable.

We may be unable to respond to your request under the following circumstances:

- (1) where directly related to national security or national defense security;
- (2) where directly related to public security, public health, or significant public interests;
- (3) where directly related to criminal investigation, prosecution, trial, or enforcement of judgments;
- (4) where there is sufficient evidence indicating subjective malice or abuse of rights on your part;
- (5) where responding to your request would cause serious harm to the legitimate rights and interests of you or other individuals or organizations;
- (6) where the request involves trade secrets;
- (7) other circumstances as required by laws and administrative regulations.

## **12. Protection of Minors' Personal Information**

We do not proactively seek or collect personal information from minors under the age of 18. However, when we provide offline services intended for minors, such as the Småland children's play area and the children's passport, we may, under the principles of specified purposes and data minimization, and with the explicit consent of parents or other guardians, collect personal information of minors under the age of 18 directly from parents or other guardians. Before collecting personal information of minors, we will inform parents or guardians, through a separate Personal Information Protection Policy for Minors, how we collect, use, and protect the personal information of minors.

Before using our services, please ensure that you are an adult, or use our services under the guidance of a parent or other guardian. Before parents or guardians provide us with minors' information, please carefully read this Policy and the Personal Information Protection Policy for Minors so as to better safeguard your child.

We will not send any marketing information to minors. If we discover that we have collected personal information of minors without first obtaining consent from a parent or other guardian, or if a guardian requests that we delete a minor's information, we will seek to delete the relevant information as soon as possible.

**13. Third-party Products and Services**

When providing our products and services, we may use third-party products and services. Where you use such third-party products and services, the applicable service terms and rules for the processing of personal information are subject to the service agreements and personal information protection policies of the relevant third-party service providers.

**14. Revisions**

We may revise this Policy from time to time in accordance with legal and regulatory requirements and based on the needs of providing our products and services. We will publish the revised version of this Policy in a timely manner and explain the updates. We will provide reminders via pop-ups, and seek your renewed consent to the revised version. We will also archive prior versions of this Policy for your reference.

**15. Contact Information**

If you have any questions about this Policy, or if you wish to make a complaint or report, please contact us via the customer service hotline and email below. In general, we will reply within 15 days. If the issues involved are complex and require a longer processing time, we will inform you in a timely manner.

Contact Information	IKEA China Customer Service Hotline: 400-800-2345 IKEA China Customer Service Email: cs.cnikea.cn@ikea.com
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We have also established a personal information protection department. If your issue remains unresolved after contacting the customer service hotline, you may contact our personal information protection department at isdp.general.cn@ingka.ikea.com, or by mail to 4F, Building A, IKEA Office Building, No. 788 Jinzhong Road, Changning District, Shanghai. You may also use the foregoing email address and mailing address to contact our personal information protection officer.

If you are not satisfied with our response, you may file a complaint or report with the relevant regulatory authorities in your jurisdiction. You can also contact us and we will provide you with applicable channels for complaint or report based on your specific circumstances.

**16. Others**

- 16.1 This policy is written in both Chinese and English, and both versions have equal effect. In case of any inconsistency between the Chinese and English versions, the Chinese version shall prevail.
- 16.2 You agree that any dispute between you and us arising from this Policy (a “Dispute”) shall be governed by the laws of the People’s Republic of China,

excluding its conflict-of-laws rules. Unless otherwise prohibited, any disputes, claims, or actions arising directly or indirectly from, or relating to, the foregoing shall be submitted to the people's court with jurisdiction at the place where the operator is located for resolution in accordance with the laws of the People's Republic of China.

**Annex 1: List of Online Channel Operators**

Online Channels	Operator	Address
www.ikea.cn	IKEA E-commerce (China) Co., Ltd.	Room 401, 4F, No. 128 Caoxi Road, Xuhui District, Shanghai
wrd.family.ikea.cn		
“IKEA” App		
“IKEA” WeChat mini-program		
IKEA Tmall Official Flagship Store		
IKEA JD Store		
IKEA JD Delivery Store		
“IKEA” WeChat Official Account	IKEA (China) Investment Co., Ltd.	3F, No.550 Lingyu Road, Pudong New Area, Shanghai
“IKEA Family” WeChat Official Account		
“IKEA China Recruitment” WeChat Official Account		
“IKEA China News Center” WeChat Official Account		
“IKEA Food” WeChat mini-program		
“IKEA Store Service” WeChat mini-program		
“IKEA Family Membership Parking” WeChat mini-program		

[Archived Version \(PDF\)](#)

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