

IFRS Foundation Policy: Written communication

The work of the IFRS Foundation (the “Foundation”)¹ and its standard-setting body, the International Accounting Standards Board (the “Board”), is built on the principles of transparency, full and fair consultation, and accountability. This written communication policy aims to safeguard these principles.

All written correspondence, including emails, that relate to governance, due process issues or the Board’s standard-setting process are subject to the Foundation’s written correspondence policy principles which are set out below.

The policy also sets out how the Foundation will use your contact details and other information provided to it.

1. In principle, all written communication to the organisation (including your contact details) will be treated as documents of public record and will be stored and published in accordance with this policy.
2. **Solicited correspondence:** correspondence in response to a formal call for comments by the Foundation will be posted in a timely manner in the relevant section of the Foundation website and will be included in the deliberations on the topics for which comments were requested.
 - a. Comment letters received outside the formal comment period are also considered solicited correspondence. The organisation will strive to include these comments in the deliberations but cannot guarantee that this will be possible.
3. **Unsolicited correspondence:** unsolicited correspondence, relating to governance, due process issues or the Board’s standard-setting process, even if addressed to specific members or staff of the organisation, is generally treated as a document of public record.
 - a. Unless the correspondent clearly indicates the confidentiality of the communication, it may be shared internally as appropriate and may be published on the Foundation website, after having obtained permission from the submitting party.
 - b. The organisation will aim to acknowledge correspondence relating to governance and due process issues within 10 working days and will notify the correspondent of the process and timing for any substantive response, including consideration by the Trustees’ Due Process Oversight Committee (DPOC).
4. **Private and confidential correspondence:** In rare and exceptional circumstances, the organisation or individuals within the organisation may receive private and confidential correspondence. The merits of requests for privacy and confidentiality will be assessed on a case-by-case basis in accordance with the organisation’s principles of transparency, full and fair

¹All references to the IFRS Foundation in this document include the International Accounting Standards Board and any other bodies within the organisation.

consultation and accountability.

- a. Unless exceptional circumstances apply, private and confidential correspondence cannot be considered by the Foundation when it relates to governance, due process issues or the Board's standard-setting process.
- b. The Foundation cannot consider anonymous correspondence in its work.

5. **Technical queries:** the Board does not offer advice on the implementation of the IFRS Standards.

- a. Questions regarding the interpretation of any given IFRS Standard should be directed to the IFRS Interpretations Committee if they address common application issues; the committee does not provide interpretations for single cases or entities. Use ifric@ifrs.org to email us if you have interpretation queries relating to the IFRS Standards.
- b. Requests for projects will be logged on the public website and will be considered as part of the Board's regular work plan consultation or as deemed appropriate by the Board.

6. **Storing and sharing of contact details and other information:**

- a. The Foundation stores and collects information about you and the contents of your correspondence when you communicate with it by any media. Some of this information will be Personal Data (as defined in the Data Protection Act 1998 (the "Act") such as email addresses, telephone numbers etc. The Foundation collects Personal Data for the purposes of:
 - i. processing and responding to your comments and input in relation to the development of the IFRS Standards, due process or governance issues and encouraging debate in this regard;
 - ii. carrying out surveys and consultations;
 - iii. sharing your communications with third parties and the public via its website in line with this policy;
 - iv. addressing any enquiries or complaints raised by you and investigating any accusation of wrongdoing; and
 - v. for general administration, record keeping and statutory and regulatory compliance.
- b. The organisation may contact you now or at a future date as part of its standard-setting or other related activities that may be of interest to you, or to review the correctness of the data stored, unless you clearly indicate in writing that you do not want to be contacted in the future.
- c. The Foundation may transfer your Personal Data outside the European Economic Area in the course of carrying out its objectives. However any transfers made will be in full compliance with all aspects of the Act and only to countries that ensure an adequate level of protection for the rights and freedoms of data subjects or via our contractors or suppliers that are contractually bound to protect the rights of data subjects in accordance with the Act.
- d. If you have any questions about this policy please contact info@ifrs.org naming this policy in the subject line.

IFRS Foundation October 2015