

## PRIVACY POLICY AND COOKIES ZARA

1. Each time you use this website, you will be under the Privacy Policy and Cookies which is in force at all times and you should review this text to be sure that you agree with it.

2. Personal data You provide will be processed and stored in a file under the responsibility of FASHION RETAIL, S.A. ("Fashion Retail") for the purposes of:

I. The development, enforcement and performance of the purchase and sale contract of the products You have purchased or of any other contract between both groups;

II. Attending to your requests;

III. We provide you with information about ZARA products or any other brands and/or companies belonging to the Inditex Group (with activities related to the sectors of decoration, textiles, finished clothing products and home decoration, as well as other complimentary sectors such as cosmetics or leather goods, and the development and support of electronic commercial activities), including, in relation to these products, the sending of commercial communications via email or any other equivalent electronic communication means (such as SMS) or through phone calls. If you are a registered user, you can change your preferences relating to the sending of commercial communications through accessing My Account.

IV. In the event that you provide us with third party information, you will be responsible for having informed and obtained their consent for this information to be provided for the purposes explained below. In the event of having purchased a product or gift card (hereafter, goods), third party information provided will be used only for (a) managing the delivery or verification of the receipt of the goods and (b) attending any query or suggestion which you or the third part may have;

V. In the event that you have a Gift Voucher and you wish to return the goods associated with it via the website, we will use the personal details provided by you on the return form only for (a) managing the request and processing the door to door collection of goods, (b) meeting any requests related to the Gift Voucher or the return that you request, and (c) confirming acceptance of the return and then sending the Store Credit Card with the refund amount via email or other equivalent electronic means.

VI. Should you choose to save your card, you expressly give your consent for the data indicated to be used as necessary for its activation and development. The card's CVV is only used for purchases which are being processed, and will not be stored or used at a later date as part of the card's details.

Consenting to the activation of this feature will allow your autocompleted details to appear in later purchases, therefore it will not be necessary to introduce your details in each new process, and they shall be considered valid and operative for later purchases.

You will be able to change your cards, as well as withdraw your consent for their processing, at any moment via the section My Account Cards.

Fashion Retail stores and transmits data in accordance with the principal international confidentiality and security standards for credit and debit cards.

The use of this feature may require the modification of your password for security reasons. Please remember that security when using the website also depends on the correct use and conservation of certain sensitive codes.

**3.** Personal information provided through the in-store sales contact form available on the Website, as well as information provided through the customer services telephone for in-store sales, will be processed by ZARA PORTUGAL– CONFECÇÕES, S.A (hereinafter, ZARA PORTUGAL) and shall be used for the sole purpose of dealing with the questions posed. Furthermore, ZARA PORTUGAL will use this information for the management, service and monitoring of the requests made by the customer in any physical store.

**4.** FASHION RETAIL, S.A. with registered office Avenida de la Diputación, Edificio Inditex, 15142 Arteixo (A Coruña), Spain, and ZARA PORTUGAL – CONFECÇÕES, S.A being responsible for the file, undertakes to respect the confidentiality of your personal information and guarantees you are able to exercise your access, amendment, cancellation and objection rights, via letter addressed to the aforementioned address to the attention of "Función LOPD" or via email to [funcionlopd@inditex.com](mailto:funcionlopd@inditex.com). If necessary, we will ask you to provide us with a copy of your ID card, passport or other valid identity document. In the event that you decide to exercise such rights and that your email appears as part of the personal details you have provided us with, we would be grateful if in the aforementioned information, the specific circumstance appears, indicating the email address to which rights, amendments, cancellations and objections are exercised.

**5.** To fulfill the objectives indicated in sections 2 and 3 above, it may be necessary that we communicate or disclose information you have provided us with to the holding company of the Inditex group [Industria de Diseño Textil, S.A. (Inditex, S.A.)] as well as certain other companies that are part of the Inditex Group in Spain ( with activities related to the sectors of decoration, textiles, finished clothing products and home decoration, and well as other complimentary sectors such as cosmetics or leather goods, and the development and support of electronic commercial activities). You are hereby informed that through registering and providing us with information via this Website, you expressly authorise us to make these disclosures and/or transfers for the aforementioned companies of the Inditex Group.

Likewise, it may be necessary to provide this information to third parties who provide us with support services such as financial institutions, anti-fraud bodies, providers of technological, logistical, transport and client delivery services and/or transaction analysis carried out via the web with regards to offering users adequate assurance in commercial operations etc. By providing your information through this website, you expressly authorise us to use and transfer said information. Your authorisation includes those cases where for service efficiency, the providers may be in the United States of America or other countries or territories outside the European Economic Area.

**6.** The user (you) hereby guarantees that the personal details provided are accurate and true and undertakes to notify us of any change or modification to them. Any loss or damage caused to the website or to the person responsible for the website or to a third party via the communication of erroneous, inaccurate or incomplete information on the registration form is the sole responsibility of the user.

**7.** Information about Cookies: Accepting the current Privacy Policy and Cookies allows cookies which are used on this website and which are described on the page previously indicated.

## **Information about Cookies**

### What is a cookie?

*A cookie is a small text file that a website places in your PC, telephone or any other device, with information about your navigation in that website. Cookies are necessary to facilitate navigation and to make it friendlier and they do not damage your computer.*

*Although in this policy the general term cookies is used, being the principal method this website uses to store information, the browser's "Local storage" space is used for the same purposes as the cookies. In this regard, all the information included in this section is also applicable to this "Local storage".*

### What are cookies used for on this website?

*Cookies are an essential part of how our website functions. The principal objectives of our cookies are to improve your navigational experience. For example, to record your preferences (language, country, etc.) during navigation and for future visits.*

*The information collected in the cookies also allows us to improve the website through estimates on the numbers and patterns of use, the adaptation of the website to the user's individual needs, the improved speed of the searches, etc.*

*On occasions, if we have obtained your prior informed consent, we will use cookies, tags or other similar devices to obtain information which allows us to show you from our website, third party websites, or any other means, publicity based on the analysis of your navigation habits.*

### What are cookies NOT used for on this website?

*We do not store sensitive personal information such as your address, password, credit or debit card details etc., in the cookies we use.*

### Who uses the information stored in cookies?

*The information stored in cookies on our website is used exclusively by us, with the exception of those identified further on as "third party cookies", which are used and managed by external bodies that provide us with services requested by us to improve our services and the user's experience when navigating our website. The main services for which these "third party cookies" are used are to obtain statistics on access and to secure payment transactions carried out.*

### How can I avoid using cookies on this website?

*If you prefer to avoid using cookies on this website, having considered the previous limitations, you will first need to disable cookies in your browser, and secondly, delete saved cookies in your browser associated with this website.*

You can carry out the option of not using cookies at any moment.

How do I disable and delete the use of cookies?

You can delete, restrict or block cookies from this website at any time by modifying the configuration of your browser through following the guidelines which are indicated below. While the configuration of every browser is different, cookies configuration is usually carried out in the "Preferences" or "Tools" menu. For more details about the configuration of cookies in your browser, please check your browser's "Help" menu.

Which particular cookies does this website use and for what purpose?

Below is information about cookies, tags and other similar devices used by this website, along with information regarding the purpose, duration and management (self-performed or performed by third parties) of each of them.

| <b>Technical and personalisation cookies: for identification and authentication, browsing, interface customisation, favourites...</b>  |  |                 |                   |
|--|--|-----------------|-------------------|
| These cookies are used to identify the user during the session, they avoid the user having to repeat the authentication process on the web, speed up some of the website processes, remember selections made during the session or during later access, remember the pages already visited, etc. |  |                 |                   |
| <b>COOKIES</b>   | <b>PURPOSE</b>   | <b>DURATION</b> | <b>MANAGEMENT</b> |
| User identification  | They are used to identify and authenticate the user. It also contains the technical data from the user's session such as, for example, waiting time for connection, session identifier, etc. | Session         | Own cookies       |
| Session identifier   | It identifies the http session of the user. It is common in all web applications to identify user requests during a session.   | Session         | Own cookies       |
| Navigational status  | It allows the user's navigation status to be identified (start of the session, first page, first access, scroll status, state of voting, etc.).  | Session         | Own cookies       |
| User selections  | They store the session values chosen by the user such as the store, language, currency, products, size etc.  | Session         | Own cookies       |
| Favourites and last selections   | It allows the user's favourite selections to be remembered (stores, for example) or the last selections (stores, products, consent for cookie installation etc) in later web sessions.       | Persistent      | Own cookies       |
| SHOPPING BASKET  | They store information about the mini shopping basket, such as the identification details of the user associated with said basket.   | Session         | Own cookies       |

| Protocol  | It allows changes to be processed between secure (https) and non-secure (http) domains (protocol)  | Session         | Own cookies       |
|---|--|-----------------|-------------------|
| <b>Cookies for navigation analysis</b>  |  |                 |                   |
| These cookies obtain generic information about user access to a website (but not to its content) to subsequently provide us with aggregated information of these accesses for statistical purposes. |  |                 |                   |
| <b>COOKIES</b>  | <b>PURPOSE</b>   | <b>DURATION</b> | <b>MANAGEMENT</b> |
| Origin (WC_GASource)  | It is used to know the origin of a user upon reaching a page of this website, for example, if it comes from a page of a product detail with a product grid, from the search engine or from an external website.  | Persistent      | Own cookies       |
| Google Analytics (__utma, __utmb, __utmc, __utmd, __utmv, __utmz, _ga...)   | They allow monitoring the website by means of the Google Analytics tool, which is a service provided by Google to obtain user access information on the websites. Some of the data saved is: number of times a user visits the website, dates of the first and last visit, duration of the visits, from what page the user accessed the website, which search engine the user used to access the website or what link they clicked on, from what place in the world the user accesses etc. The configuration of these cookies is predetermined by the service offered by Google, therefore we suggest that you consult the privacy page of Google Analytics, <a href="http://www.google.com/intl/es/analytics/privacyoverview.html">http://www.google.com/intl/es/analytics/privacyoverview.html</a> , to obtain further information on the cookies it uses and how to disable them (in the understanding that we are not responsible for content or accuracy of the third- party websites). | Persistent      | Third party       |

|   |   |            |             |
|---|---|------------|-------------|
| Optimizely<br>(optimizelySegments;<br>optimizelyEndUserId<br>optimizelyPendingLogEvents;<br>optimizelyBuckets...) | <p>The cookies identified with the domain <a href="https://www.optimizely.com">optimizely.com</a> or <a href="https://www.optimizely.com">www.optimizely.com</a>, allow us to optimise appearance, sensations, messages and in general the purpose is to ensure that the user has a consistent navigating experience on our Website, basing ourselves on how our users use it. Some of the data saved for later analysis is: the number of updates the user has seen, information for visitor segments such as the browser, campaign, type of mobile sources, and all the defined personalised segments, etc. The configuration of these cookies is predetermined by the service offered by our provider Optimizely, Inc., therefore we suggest you look at their website: <a href="https://help.optimizely.com/hc/fr/articles/200040335-What-information-does-Optimizely-store-in-its-cookies-">https://help.optimizely.com/hc/fr/articles/200040335-What-information-does-Optimizely-store-in-its-cookies-</a>, to obtain more information regarding the cookies they use and how to disable them in: <a href="https://www.optimizely.com/opt_out">https://www.optimizely.com/opt_out</a>. Please remember that we are not responsible for the content or the accuracy of these third party websites.</p> | Persistent | Third party |
|---|---|------------|-------------|

**Cookies for purchasing analysis**

These cookies allow information to be collected about the device from which the purchase is made on this website, with the purpose of verifying that these operations offer sufficient guarantees for the customers. At no time do these cookies include sensitive information such as card data.

| COOKIES                    | PURPOSE   | DURATION   | MANAGEMENT  |
|----------------------------|---|------------|-------------|
| Purchase device (thx_guid) | It allows solely the device's identification (PC, telephone, etc.) from which the purchases are made on this website for its subsequent analysis, with the purpose of being able to offer our clients sufficient guarantees in purchase operations. The information collected in this cookie is collected by an external company (Cybersource) in order to conduct this analysis. | Persistent | Third party |

|                 |  |            |             |
|-----------------|--|------------|-------------|
| Exelution (DTU) | <p>The Dynamic Tracking System is used for evaluating the performance of different advertising channels of this Web Site. During a visit to our webpage the visitor's browser data is collected for statistical evaluation. This data is collected by means of a pixel which is usually included on each page of this Web Site.</p> <p>The following data will be collected: • Page- and Referrer-URL; • Browser type and browser version (User-Agent); • Browser specific settings (e.g. language setting of the browser); • Operating system; • Screen resolution; • Use of JavaScript; • Use of Cookies • Colour depth; • Anonymised IP address; • Timestamp of the request; • Product specific data provided by the shop; • Order values (if necessary).</p> <p>The data is passed on to Dynamic 1001 GmbH as our technical and statistical service provider. This only includes the transfer of non-personal data, through which no identification of a person itself is possible.</p> <p>When ordering, only anonymous data, like order-ID, customer-ID, shopping cart and order amount, is sent to Dynamic 1001 GmbH, so that a correct calculation of the commission for the advertising partners is possible.</p> | Persistent | Third Party |
|-----------------|--|------------|-------------|

*This information list will be updated with the greatest speed possible as and when the services offered on this website change. However, occassionally during this updating it may be that the information list no longer includes a cookie, tag or other similar system which allows the traceability of a user or their device, although it always deals with cookies with identical aims to those which are recorded in this list.*