

## DATA PROTECTION POLICY

1. Each time you use this website you are subject to the data protection policy applicable at that time. You should read this every time you visit and use the website in order to ensure that you agree with the content.
2. Any personal data that you provide will be stored in a data file, for which FASHION RETAIL, S.A. ("FASHION RETAIL") will be responsible, in order to carry out the following:
  - i. All contracts between us and the performance and implementation of these contracts for the products that you have selected. The contract will be saved after conclusion and execution and a copy can be obtained from customer services.
  - ii. To process all your enquiries.
  - iii. Provision of information about products of Zara.com or other Inditex Group companies (whose products relate to the home decoration, textiles, clothing and household goods sectors , as well as all accessories to the specified product sectors including cosmetic products and leather goods), including the sending of business correspondence in relation to the aforementioned products by email or through other equivalent communication methods (such as SMS). You can change your preferences relating to the receipt of these communications by logging in to the MY ACCOUNT section on this website and changing your preferences; you can sign up again in the NEWSLETTER section.
  - iv. If you choose the option to save PAYMENT INFORMATION (e.g. credit card details) you expressly accept that the data necessary for activation and execution will be processed and stored. Your card security number (CVV) will only be requested during the purchase process to enable that specific purchase; it will not be stored as PAYMENT INFORMATION.

If you agree to activate the store function your data will automatically be filled in when you make subsequent orders through this website so that

they do not have to be entered for each new purchase. This agreement applies for subsequent orders.

You can change your PAYMENT INFORMATION at any time under My Account - PAYMENT INFORMATION and withdraw your consent for data to be processed and stored. FASHION RETAIL stores and processes your data in accordance with the provisions for credit and debit card confidentiality and security.

If you use the option to store PAYMENT INFORMATION you may be asked to change your password for security reasons. Please be aware that your safety whilst using the website is also dependent upon appropriate use and protection of your password.

- v. If you provide us with the personal data of a third party you are responsible for informing the third party about use of these data and for obtaining their express consent. If you have purchased a product or a gift card, the personal data of the third party provided by you will be used for the following purposes: (a) to deliver the product in question and/or check that it has been received (b) to handle queries/suggestions relating to the product.
  - vi. If you choose the "Klarna Pay after Delivery" or "Klarna Account" payment method you recognise that you must provide the additional data requested by Klarna AB and that these personal data must be processed by Fashion Retail together with the data provided by you in connection with the order, in order to transfer them to Klarna AB for independent processing of your invoice and for an identity and credit check.
3. You may prohibit the use of your personal data for all advertising, market and opinion research purposes or for individual procedures at any time, without incurring any costs other than those incurred by informing us that you wish to do so. An email communication to the following email address will be sufficient for this purpose: [contact@zara.com](mailto:contact@zara.com).

4. In accordance with the Data Protection Act you are entitled to obtain information about your stored data free of charge and, if applicable, you are entitled to have details amended, blocked or deleted. Please send your request by email or post to FASHION RETAIL, S.A., with registered office at Avda. De la Diputación, Edificio Inditex, 15143 Arteixo (A Coruña), Spain, Email: [contact@zara.com](mailto:contact@zara.com) or to the registered address of Inditex, S.A., Avda. De la Diputación, Edificio Inditex, 15142, Arteixo (A Coruña), Spain, Email: [funcionlopd@inditex.com](mailto:funcionlopd@inditex.com), FAO: "Función LOPD", clearly stating your name. As administrator of the data file, FASHION RETAIL undertakes to handle your personal data confidentially and to uphold your rights of access, correction, rescission and prohibition.
5. In order to be able to fulfil the purposes in section 2, it may be necessary to make the data provided by you available to companies associated with FASHION RETAIL, such as the Inditex Group holding company [Industria de Diseño Textil, S.A. (INDITEX, S.A.)] and certain other Inditex Group companies in Spain whose activities lie in the sectors of e-commerce, home decoration, textiles, fashion and decoration products and other accessories, including cosmetic products and leather goods.
6. We instruct other companies and individuals to perform services for us (service providers) and pass on your data in this context for these purposes. Recipients of the data include, amongst others, providers of the following services: parcel delivery, letter or email distribution, customer database administration, database analysis, IT and hosting, advertising, payment processing (credit checking, identity checking, credit rating monitoring, etc.) and customer service. These service providers have access to personal information that is required for the performance of their services. However they may not use it for other purposes. Furthermore they are obligated to handle the information in accordance with this data protection policy and the relevant data protection laws.
7. The user (you) hereby confirms that the personal data provided by you are correct and that you will inform us of any changes. Losses or damages to the

website or parties responsible for the website or a third party due to entry of false, inaccurate or incomplete data in the registration form is the sole responsibility of the user.

8. Cookies: By accepting the data protection policy you acknowledge the use of cookies on this website, which is described below.

## Information about cookies

### What are cookies?

A cookie is a small text file that is stored by a website on your computer, phone or other devices with information about your browsing behaviour on this website. Cookies are necessary to make navigation easier and more user-friendly. They do not cause any damage to your computer.

Although the general term "cookie" is used in this data protection policy, as this is the main storage method used for information on this website, "local storage" of temporary internet files in the browser will be used for the same purposes as cookies. Accordingly, all information contained in this section also applies to "local storage".

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

Cookies are an essential component of the functionality of this website. The main objective of our cookies is to improve your experience when navigating. For example, they help you to note your preferred settings whilst navigating and for future visits (language, country, etc.).

The information collected in cookies also enables us to optimise the website using assessments about user numbers and user profiles, and to adapt the website to the individual interests of the user, speed up the search function, etc.

From time to time, with your prior consent, we may use cookies, tags or similar applications to collect information that may appear on our website, third party websites or in another medium, based on the analysis of your navigation behaviour.

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

We do not store any personal information like address, password, credit card details, etc. in the cookies that we use.

### Who uses the information stored in the cookies?

The information stored in the cookies on our website is used exclusively by us, except for the information identified as "third party cookies" below. These are used and managed by external organisations to provide us with services that are requested by us in order to improve our services and the customer experience of our website. The most important services for which these "third party cookies" are used are the preparation of access statistics and the guarantee of payment transactions.

### How can I prevent the use of cookies on this website?

If, in view of the above, you wish to avoid the use of cookies on this website you must first deactivate the use of cookies in your browser and then delete the cookies stored in your browser that are associated with the website.

This option to avoid using cookies can be used at any time.

### How can I deactivate and delete cookies?

You can restrict, block or delete cookies on this website at any time by changing your browser configuration using the following instructions. Although every browser is different, cookies are usually configured in the "Settings" or "Tools" menu. You can find more information about configuration of cookies in your browser in the browser "Help" menu.

### Which cookies does the website use exactly and for what purpose?

The following list details the cookies, tags or similar applications used on this website, together with information about their purpose, duration and management (by us or by third parties).

<b>Technology and personalisation cookies: identification and authentication, navigation, user interface personalisation, favourites...</b>		
These cookies are used to identify the user during the session, to save the user from having to repeat the online authentication process, to speed up some processes on the website, to record options selected during the session or in previous sessions, to store pages visited previously, etc.		
<b>COOKIES</b>	<b>PURPOSE</b>	<b>DURATION</b>
User identification	Used to identify and authenticate the user. Also contain technical data about the user's session such as wait times whilst establishing a connection, session ID, etc.	Session
Session identification	Identifies the user's HTTP session. Standard for all web applications, to identify a user's inputs during a session.	Session
Navigation status	Enables the user's navigation status (start of session, first page, first access, scroll status, status of a setting, etc.) to be identified.	Session
User's selection	The values selected by the user for the session, such as shop, language, currency, products, size, etc. are stored.	Session
Favourites and last selection	Enables the user's preferred options (e.g. for shops) or last selection (shops, products, acceptance of cookies, etc.) from previous visits to the website to be displayed.	Permanent
Shopping basket	Information about the shopping basket and data for identifying the user in connection with the shopping basket are stored.	Session
Protocols	Enables the management of the switch between secure domain (protocol) and non-secure domain (http)	Session
<b>Navigation analysis cookies</b>		

These cookies contain general information about users' visits to the website (not about the content itself), in order to provide us with supplementary information about these visits for statistical purposes later on.		
Session ID (ASP.NET_SessionId)	Used to detect whether the user continues to use cookies from our service provider, Dynamic 1001 GmbH, in a session	Session
Google Analytics (__utma, __utmb, __utmc, __utmd, __utmv, __utmz, <u>ga</u> ...)	<p>Enables the use of the website to be tracked using the "Google Analytics" tool. This is a service provided by Google to obtain information about the user's visits to the website. Some of the data stored for later analysis are: number of user's visits to the website, data from his first and last visit, duration of visit, website from which he accessed this website, search machine used by the user to find this website or the link clicked on, the location from where the visit took place, etc.</p> <p>The configuration of these cookies has been determined in advance by the service offered by Google. We therefore advise you to consult the Google Analytics data protection policy, <a href="http://www.google.com/intl/es/analytics/privacyoverview.html">http://www.google.com/intl/es/analytics/privacyoverview.html</a>, to obtain more information about the cookies used or to block cookies (please note that we are not responsible for the content or accuracy of third party websites).</p>	Permanent
Optimizely (optimizelySegments; optimizelyEndUserId; optimizelyPendingLogEvents; optimizelyBuckets...)	<p><a href="#">The cookies identified at the domain optimizely.com or www.optimizely.com enable us to optimise the appearance, perception and communication and generally to ensure that the user can navigate our website seamlessly on the basis of how it is utilised by our users. Some of the data stored for later analysis are: the number of times the user has refreshed the page, information from visitor groups, e.g. browsers, campaigns, type of mobile sources and all defined personalised sectors, etc.</a></p> <p><a href="https://www.optimizely.com/opt_out">The configuration of these cookies has been preset by our service provider, Optimizely, Inc. for the service provided. Further information about the cookies used and deactivation of these cookies can be found at:https://www.optimizely.com/opt_out. Please be aware that we are not responsible for the content or accuracy of third party websites).</a></p>	Permanent
Implementation (DTU)	The Dynamic Tracking System is used to evaluate the performance of different advertising channels on this website. During a visit to our website the user's browser data are collected for statistical evaluation purposes. These data are collected using a pixel, which is generally incorporated into each page of this website.	Permanent

	<p>The following data are collected: • URL of pages and referrer; • Browser type and browser version (user agent); • Browser-specific settings (e.g. browser language settings); • Operating system; • Screen resolution; • Use of JavaScript; • Use of cookies • Colour depth; • Anonymous IP address; • Request time stamp; • Product specific data, which are provided by the shop; • Order values (if necessary).</p> <p>The data are passed on to our technical and statistical service provider, Dynamic 1001 GmbH. This only involves the transfer of non-personal data, which does not enable personal identification. When ordering, only anonymous data such as order ID, customer ID, purchase ticket or order amount will be sent to Dynamic 1001 GmbH, so that it is possible to calculate the advertising partner's commission correctly.</p>		
(good)	The traffic on our website is analysed anonymously, in particular the way in which our registered users have accessed our online store over a longer period (website, mobile website, application, etc.). The information associated with a specific identity marker is anonymised for later analysis so that we can offer our customers a seamless browsing experience.	Permanent	Us
<b>Purchase analysis cookies</b>			
These cookies enable us to collect information about the device used to carry out the purchase. This is for the purpose of verifying these purchase transactions so that our customers are offered sufficient security during the process. These cookies never contain sensitive information, such as credit card details.			
<b>COOKIES</b>	<b>PURPOSE</b>		<b>DURATION</b>
Device used to purchase (thx_guid)	Enables one-off identification of the device (PC, phone, etc.) from which purchases are made in order to carry out analysis later on and offer our customers sufficient security during purchase transactions. The information contained in this cookie will be collected by an external company in order to carry out these analyses.		Permanent

*If the services offered on this website are modified, this list will be updated as soon as possible. However it is possible that certain cookies will no longer appear on the list during the update process. These will always be cookies with the same purposes as those in the list.*