

## **Privacy Statement and Cookies Policy ZARA**

### **1. General Provisions**

Every time the user (“You”) use this website, You will be bound by the current Privacy Statement and Cookies Policy and You should review this text every time You use the website to be sure that You agree with it.

This Privacy Statement and Cookies Policy may be amended according to relevant laws, regulations and guidelines. Any amendment made to this Privacy Statement and reasons thereto shall be disclosed on this website.

You hereby guarantee that the personal data provided is true and accurate and undertakes to notify any change or alteration to the same. Any loss or damage caused to the website or to the person responsible for the web-site or to any third person through the provision of erroneous, inexact or incomplete information on the registration forms will be the exclusive responsibility of You.

You facilitate us personal data of a third party You shall be responsible of informing about the use of such data and obtaining the relevant express consent. In the event that You have purchased a product or a gift card, then the personal data of the third party provided by You shall be used for the following purposes: (a) managing of the delivery and/or verification of correct receipt of the corresponding product and;(b) attend any query or suggestion you may formulate in respect of said product.

### **2. Items of Personal Information Collected/Method of Collection**

33Fl., 511, Yeongdong-daero, Gangnam-gu, ITX KOREA Limited (hereinafter, ITX KOREA) shall use the methods such as user account creation form, online contact form, Newsletter subscription form, etc. to collect the following personal information:

Name (Korean, English); e-mail address; telephone (mobile) number; postal address (invoice/delivery); payment method of the purchase, user name (login) and password, etc.

### **3. Purpose of Collecting Personal Information**

The Personal data You provide will be processed and stored under the responsibility of ITX KOREA for the purposes of:

- The performance and enforcement of the purchase and sale contract over the products You have purchase, or of any other contract between You and us;
- attending to Your requests, and;
- just in case You have previously provided us with your specific consent for this purpose,

providing You with information about the products of ZARA or of any other brands and/or companies that belong to the Inditex Group (whose objects are related to the decoration, textile, finished fashion and homeware products sectors, and to any other objects supplemental to the above, including cosmetics and leather goods, as well as the development of e-commerce related businesses), including, as regards the above referred products, sending commercial communications by e-mail or by any other equivalent electronic communication means (such as SMS). You can change your preference in respect of receiving such communications by logging into the MY ACCOUNT section of this website and editing your preferences. You can unsubscribe at the Newsletter section.

#### **4. Processing of Personal Information/Retention Period and Destruction of Personal Information**

##### **a. Processing of Personal Information/Retention Period**

As a matter of principle, personal information is destroyed without delay upon meeting the purpose of collection and use of personal information. Withdrawal of membership, withdrawal of consent to use personal information and the requesting of deletion of personal information are causes for destroying the relevant personal information without delay. However, should there be reason to preserve the personal information as a requirement of law, the relevant personal information may be retained for the period provided for by law and be used only for the purposes as provide for by such law.

##### **b. Destruction of Personal Information**

Upon meeting the purpose of use of personal information, personal information will be retained for certain period of time per internal policy and relevant law (please take into account that this would be studied in a case by case basis, with a maximum mandatory retention period of 10 years). Personal information printed on paper shall be shredded or burned whereas electronic files shall be irrecoverably destroyed.

#### **5. Delegation of Processing of Personal Information and Overseas Transfer**

When necessary for the fulfillment of the purposes abovementioned in previous sections, as well as the development or support of certain technical and operational services or functionalities of the e-commerce platform, third party suppliers may have access to your personal data, as per example suppliers of technological services, financial transaction management, logistics services, transportation, order management and customer service, and / or analysis of the transactions made through the website in order to provide our users with sufficient guarantees in purchasing transactions, etc. Your express consent to this access/disclosure of data, includes those cases where

for efficiency of the provision of the services, providers may be located in and/or have access to the data from countries or territories outside South Korea, as territories/countries within the European Economic Area or United States of America.

| <b>Delegatee - Location</b>   | <b>Delegated Work</b>  |
|---|--|
| ITX Fashion Limited - Ireland   | Technology development and electronic commerce platform support                    |
| Zara Retail Korea Co. Ltd. – South Korea                              | Delivery goods service to online customers in physical stores                      |
| Industria de Diseño Textil (Inditex, S.A.) - Spain                    | Corporate policies fulfillment and compliance support                              |
| Cybersource Limited – UK and USA                                      | Operation of electronic platform commerce and prevention of fraudulent transaction |
| Vision-X Enterprise Management Co., Ltd. – People’s Republic of China | Supplementary service of telephone and customer support                            |

## **6. Rights of Users and their Legal Representatives**

ITX KOREA ensures the exercise of Your access, rectification, erasure and objection rights by sending a letter to the above mentioned address to ITX KOREA as provided in the paragraph below, or by e-mail to [funcionlopd@inditex.com](mailto:funcionlopd@inditex.com), to the attention of the ITX KOREA Department in Charge of Personal Information Protection.

At any time, You and your legal representative may review/edit your personal information or request that your membership be withdrawn or user account deactivated/deleted. In order to review/edit your personal information, please visit MY ACCOUNT to review, edit your personal information or withdraw your membership completely. In the alternative, you may call or email the Department in Charge of Personal Information Protection and request that we process your request for reviewing, editing personal information or for withdrawing membership. In the event you request that your personal information be revised due to an error, we will not use or process your personal information. If your personal information was already transferred to a third party despite their being an error, we will provide a notice to such third party without delay in order to correct your personal information. Any personal information that has been requested to be deleted by You or your legal representative shall be processed in accordance with the applicable “Processing of Personal Information/Retention Period” provision and will not be reviewed or used for other purposes.

## **7. Installation of User’s Information Collection Mechanisms and Refusal thereto**

We use cookies in this website, small text files with information on your navigation in this site whose principal objective is to improve your experience in the website. You can find further information on the cookies that we use, their purpose and other information of interest in the following Cookies

Policy.

By accepting this Privacy Statement and Cookies Policy You consent to the use of the cookies used in this website and which are described in the following Cookies Policy.

## **8. Departments in charge of personal information and related complaints**

ITX Korea maintains a department dedicated to protection of your personal information and resolution of any complaints that may rise in relation thereof. You may report any personal information related matters arising from your use of ITX Korea's services to the below department.

Department in Charge of Personal Information Protection

Telephone No : +82 2 34139800

E-mail : [funcionlopd@inditex.com](mailto:funcionlopd@inditex.com)

## **Cookies Policy**

### What is a cookie?

A cookie is a small text file that a website stores on your PC, telephone or other device, with information on your movements on that site. Cookies are necessary to facilitate browsing and make it user-friendly, and they do not damage your computer.

While this policy uses the general term "cookie", as it is the main method for storing information used by this website, the browser's "Local Storage" space is also used for the same purposes as the cookies. 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 works. The main purpose of our cookies is to improve your browsing experience. For example, they are used to remember your preferences (language, country, etc.) while browsing and on future visits.

The information collected in the cookies also enables us to improve the site by estimating numbers and patterns of use, the suitability of the website to the individual interests of the users, quicker searches, etc.

On occasion, if we have obtained your informed consent in advance, we may use cookies, tags or other similar devices to obtain information that enables us to show you, on our own website, those of third parties, or any other means, advertising based on the analysis of your browsing habits.

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

We do not store sensitive information which could identify you as your address, password, credit or debit card number, etc. in the cookies from our website.

### Who has access/use this website's cookies?

The information stored in the cookies from our website is used exclusively by us, except for those identified below as "third-party cookies", which are used and managed by external entities to provide services requested by us to improve our services and the experience of the user when browsing our website. The primary services for which these "third-party cookies" are used are to obtain access statistics and to guarantee any payment operation made.

How can I avoid using cookies on this website?

If you prefer to avoid the use of cookies on this page, taking into account the limitations described above, you must first disable the use of cookies in your browser and then delete the cookies saved in your browser associated with this website.

You may use this option for preventing the use of cookies at any time.

How can I disable and eliminate the use of cookies?

You may restrict, block or delete the cookies from this website at any time by modifying your browser configuration in accordance to the instructions given below. While settings are different in each browser, it is usual that the cookies configuration is made in the menu "Preferences" or "Tools". For further details of the configuration of cookies in your browser, see the "Help" menu of the same.

What specific cookies uses this web site and for what purposes?

The information below shows the cookies, tags and other similar devices used by this website, together with information on the purpose, duration and management (proprietary and by third parties) of them.

**Technical and personalization cookies: identification and authentication, browsing, interface personalization, favourites, etc.**

These cookies are used to identify users during the session, prevent users from having to repeat website authentication processes, and offer reminders of selections made during the session or later visits, as well of previously visited pages, etc.

| COOKIES                        | PURPOSE   | DURATION   | ADMINISTRATION |
|--------------------------------|---|------------|----------------|
| User identification            | They are used to identify and authenticate the user. They also contain technical data of the user's session, such as, for example, connection timeout, session identifier, etc. | Session    | Own            |
| Session identification         | It identifies the http session of the user. It is common in all the web applications to identify a user's petitions in a session.   | Session    | Own            |
| Browsing status                | This allows the user's browsing status to be tracked (start of session, home page, first visit, scroll status, voting status, etc.).  | Session    | Own            |
| User selections                | These store the session values selected by the user such as the store, language, currency, products, sizes, etc.  | Session    | Own            |
| Favourites and recent activity | This remembers the user's favourite selections (such as stores) or their recent activity (stores or products) during later website visits.                                      | Persistent | Own            |
| Shopping cart                  | They store details of the mini shopping basket, as well as the user logon details associated with this basket.  | Session    | Own            |
| Protocols                      | This allows for changes to be processed between a secure domain (protocol) (https) and an unsecure one (http).  | Session    | Own            |

**Cookies for navigation analysis**

These cookies obtain generic information on the user's accesses to the website (not to its content) in order to provide us subsequently with aggregated information of these accesses for statistical purposes.

| COOKIES   | PURPOSE   | DURATION   | ADMINISTRATION |
|---|---|------------|----------------|
| Origin<br>(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 product detail from a product grid, from the search engine or from an external website.   | Persistent | Own            |
| Google Analytics<br>(__utma, __utmb, __utmc,<br>__utmz) | They allow monitoring the website by means of the Google Analytics tool, which is a service provided by Google for obtaining information of the accesses of the users to the websites. Some of the data saved for subsequent analyses are: number of times a user visits the website, dates of the first and last visit of the user, duration of the visits, from what page the user accessed the website, what search engine the user used to reach the website or what link he clicked on, from what place of the world the user accesses, etc.<br><br>The configuration of these cookies is predetermined by the service offered by Google, for which reason 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 | Persistent | Third parties  |

|   | information on the cookies that it uses and how to disable them (in the understanding that we are not responsible for the content or the veracity of the third-party websites).  |                 |                       |
|---|--|-----------------|-----------------------|
| <b>Cookies for purchase analysis</b>  |  |                 |                       |
| These cookies allow compiling information on the device from which the purchase is made in this website for the purpose of verifying that these operations offer sufficient guarantees for the clients. At no time do these cookies include sensitive information such as credit card data. |  |                 |                       |
| <b>COOKIES</b>  | <b>PURPOSE</b>   | <b>DURATION</b> | <b>ADMINISTRATION</b> |
| Purchase device<br>(thx_guid)   | It allows identifying solely the device (PC, telephone, etc.) from which the purchases are made in this website for its subsequent analysis with the purpose of being able to offer our clients sufficient guarantees in the purchase operations. The information contained in this cookie is collected by an external company in order to conduct these analyses. | Persistent      | Third parties         |

*This information chart will be updated as quickly as possible as the services offered on this website change. However, the information chart may temporarily fail to include a cookie, tag or other similar device as a result of the update, though they will always be devices with identical purposes to those included in this chart.*