

Data Protection Declaration

1. Every time you use this website you are subject to the data protection declaration currently valid at that time. You should read this every time you visit and use this website, to ensure that you agree with the contents.
2. The text of each contract of sale is saved by us after the conclusion of the contract. In addition, we send you an email with the order data ("Order Confirmation"). The status of an order can be seen in real time on the website by clicking on "My Account". In addition, we send you an email with every change in the status of your order. You can access our terms and conditions in their currently valid form at any time on our website.
3. Personal data that you make available will be stored and processed in a file within the scope of responsibility of FASHION RETAIL, S.A. with registered office in Spain ("FASHION RETAIL"), for the following purposes:
 - i. To process all your enquiries.
 - ii. To make available information about the products of zara.com or other brands within the Inditex company (articles include decorations, textiles, manufacturing and household goods, as well as all related accessories for the aforementioned product groups, including cosmetics and leather goods), including the dispatch of business correspondence in relation to the aforementioned products by email or via other equivalent means of communication (such as SMS). You can change your preferences with regard to the way you receive this information by logging in to the MY ACCOUNT area of this website and changing your preferences; you can log off in the NEWSLETTER area.
 - iii. If you choose the "PAYMENT DETAILS" option (e.g. for saving credit card details), you expressly authorise the processing and storage of the data required for the activation and execution of payments. The data required depend on your chosen payment option. Your card ID number (CVV) is required during the purchasing procedure as an additional security feature

but it is used only to process the purchase in progress with the credit card company. The credit card ID number is not saved in the "PAYMENT DETAILS" option.

Once you have agreed to the activation of the Save function your data will be completed automatically for subsequent orders on this website so that you do not have to re-enter them every time you make a new purchase; this authorisation applies for all subsequent purchases.

You can change your payment details at any time by going to MY ACCOUNT - "PAYMENT DETAILS" where you can also revoke your authorisation for the processing and storage of your data. FASHION RETAIL stores and processes your data in accordance with the regulations governing confidentiality and the security of credit and debit card data.

If you take advantage of the save "PAYMENT DETAILS" option, you may be asked to change your personal password for security reasons. Please note that security when you are using the website is also dependent upon appropriate use and the protection of your personal password. Never give your password to anyone else. You alone are exclusively authorised to place orders via this account.

- iv. If you should provide us with the personal data of a third party, you are exclusively responsible for informing them about the use of their data and for obtaining their express permission. If you purchased an article or a gift voucher for someone else, the personal data of the third party that you have made available to us will be used for the following purposes: (a) to carry out the delivery and/or to check the receipt of the relevant article (b) to process any questions / suggestions in relation to the product.
- v. If you choose the "Klarna Invoice" or "Klarna Account" payment method, you must acknowledge and agree that you will make available the additional data required by Klarna AB and that this personal data, together with the information that you provided when making the order, must be processed by Fashion Retail in order to forward them to Klarna AB for the

purpose of processing your invoice and for an identity and credit-worthiness check. Please read the general terms and conditions of Klarna AB thoroughly as we have no influence on these and cannot accept any liability for them either, e.g. if Klarna were not to conclude an order transaction. Please also read their data protection policy carefully. We cannot accept any liability for the use of the Klarna AB payment system.

4. You can revoke the use of your personal data for advertising, marketing and market research and survey purposes at any time, either for individual campaigns or across the board, without incurring any costs other than the notification costs. Just send a corresponding email to us at the following email address: contact@zara.com.
5. Pursuant to the law on data protection you also have the right to free information about your stored data, as well as the right to the rectification, blocking or deletion of data where required. Please send your request by email or post including formal identification by means of a photocopy of your passport, for example, to FASHION RETAIL, S.A., with registered office Avda. De la Diputación, Edificio Inditex, 15143 Arteixo (A Coruña), Spain, email: contact@zara.com, or to the registered business address of Inditex S.A., Avda. De la Diputación, Edificio Inditex, 15142, Arteixo (A Coruña), Spain, email: funcionlopd@inditex.com, for the attention of "Función LOPD". As the administrator of the data, FASHION RETAIL hereby undertakes to handle your data with the utmost confidentiality and to guarantee your access, correction and cancellation rights as well as your rights to object.
6. In order to be able to fulfil the purposes in Point 2 it may sometimes be necessary for us to make the personal data that you have provided available to associated companies of FASHION RETAIL, such as the holding company of the Inditex Group [Industria de Diseño Textil, S.A. (INDITEX, S.A.)] as well as certain other companies in the Inditex Group in Spain, the activities of which are related to the areas of e-commerce, decorations, textiles, fashion and decorative products as well as other accessories in these areas, including cosmetics and leather goods.

7. We commission other companies and individuals with the performance of various activities for us (service providers) and forward your data to them within the scope of this purpose. The recipients of these data include parcel delivery services, the sending of letters and emails, the maintenance of our customer lists, the analysis of our databases, IT and hosting services, advertising measures, the processing of payments (credit checks, identity checks, monitoring of credit-worthiness, etc.) and customer service. These service providers have access to the personal data that they need to carry out their duties. However, they are not authorised to use them for other purposes. In addition, they are obliged to deal with these data in compliance with this Data Protection Declaration as well as the valid data protection laws.
8. The user (You) hereby confirms that the personal data they have provided are complete and correct and that they will inform us of any changes that are pertinent for the processing of the contract. The user is exclusively responsible for any losses or damage to the website or to the persons in charge of the website or to third persons due to the provision of incorrect, inexact or incomplete data in the registration forms.
9. Cookies: By accepting the Data Protection Declaration you confirm your acceptance of the use of cookies on this website, which are described in the following.

Information about cookies

What are cookies?

A cookie is a small text file that is saved by a website and contains information on your surfing behaviour on this website using your computer, telephone or other device. Cookies are necessary in order to facilitate navigation and to make it more user friendly. They do not cause any damage to your computer.

Although the general term "cookie" is used in these data protection provisions, we are primarily dealing here with the storage method for information that is used on this website, i.e. the "local memory" for temporary internet data in the browser, which serves the same purpose as the cookies. Within this meaning, all the information contained in this section applies equally for the "local memory".

What are cookies used for on this website?

Cookies are an important part of the functionality of our website. The main purpose of our cookies is to improve your experience when using the navigation. For example, they help you to mark your preferred settings (language, country, etc.) during navigation and during future visits.

In addition, the information collected in the cookies helps us to optimise the website by means of evaluations of user numbers and user profiles, and to align the website more to the individual interests of the users, quicker search functions, etc.

Occasionally, and with your prior agreement, we can use cookies, tags or similar applications in order to collect information that can be shown on our website, on third-party websites or on another medium, based on the analysis of your navigation behaviour.

What are the cookies on this website NOT used for?

We do not save any personal data such as address, password, credit card data, etc. in these cookies.

Who uses the data saved in these cookies?

The data saved in the cookies on our website are used exclusively by us, excluding the following data that are termed "third-party cookies". These are used and managed by third-party institutions that provide us with the services we require, in order to improve our services and our customers' experience on our website. The most important services for which these "third-party cookies" are used, are the provision of access statistics and the guarantee of payment transactions.

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

If you would like to prevent the use of cookies on this website, taking into account the restrictions on their use described, you must first deactivate the use of cookies in your browser and then delete the cookies that have been saved in your browser in relation to this website.

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

How can I deactivate cookies and delete them?

You can restrict, block or delete the use of cookies on this website at any time by changing the configuration of your browser in accordance with the following rules. Although every browser has different parameters, the configuration of the cookies is generally carried out in the menu under "Settings" or "Tools". You will find further information on the configuration of cookies in your browser under "Help" in the browser menu.

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

The following list shows the cookies, tags and similar applications used on this website, together with information on the purpose, duration and management of each (proprietor or third party).

Cookies in the area of technology and personalisation: Identification and verification, navigation, personalisation of the user interface, favorites ...

These cookies are used in order to identify the user during the session, in order to avoid the user having to repeat verification processes on the internet, to speed up various processes on the website, to bring up options selected during a session or a previous session, to save pages that have already been visited, etc.

COOKIES	PURPOSE	DURATION
Identification of user	They are used to identify and authenticate the user. In addition, technical data about the user's session such as the waiting times when creating a link, session ID, etc. are included.	Session
Identification of the session	Identifies the user's HTTP session. Standard for all web applications, in order to identify the inputs of a user during a session.	Session
Navigation status	Facilitates the identification of the status of the user (start of session, first page, first access, scroll status, status of a review, etc.).	Session
Selection of user	The values selected by the user for the session are stored, such as shop, language, currency, products, size, etc.	Session
Favorites and most recent choice	Facilitates the user's preferred options (e.g. with regard to shops) or the last selection (shops, products, agreement for the use of cookies, etc.) for previous visits to the website to be shown.	Standard
Shopping basket	Data on the shopping basket as well as data identifying the user in relation to the shopping basket are stored.	Session
Records	Facilitates the management of change between safe domains (record and unsafe domains (http))	Session

Cookies in the area of navigation analysis

These cookies contain general information on user access of the website (not the contents of the website), in order to provide us with supplementary information on this access for statistical purposes.		
Session ID (ASP.NET_SessionId)	This is used to find out whether the user continues to use the cookies of our service provider Dynamic 1001 GmbH in their sessions	Session
Google Analytics (__utma, __utmb, __utmc, __utmd, __utmz, __ga ...)	<p>Enable us to follow the use of our website via the tool "Google Analytics". This is a service that is made available by Google to provide information on the access of the website by users. Some of the data collected for later analysis include: The number of visits to the website made by the user, data concerning their first and last visit, duration of the visit, the website from which access to our website was made, the search machine used by the user to access our website and/or the link used, the place from where access was made, etc.</p> <p>The configuration of these cookies is set as default by the service offered by Google. Therefore we advise that you consult the data protection provisions of Google Analytics http://www.google.com/intl/es/analytics/privacyoverview.html, in order to obtain more information on these cookies and also to block cookies (please note that we are not liable for the contents or the correctness of third-party websites).</p>	Standard
Optimizely (optimizelySegments; optimizelyEndUserId optimizelyPendingLogEvents; optimizelyBuckets...)	<p>The cookies identified for the domain optimizely.com or www.optimizely.com facilitate us to optimise the image, perception and news of the website and serve the general purpose of guaranteeing that users have a consistent navigation experience on our website, whilst we rely on how our users exploit it. Some of the data saved for later analyses include: the number of updates to the site that the user viewed, information via user groups, e.g. browsers, campaigns, type of mobile sources and all the defined personalised segments, etc.</p> <p>The configuration of these cookies was set as default by our service provider Optimizely, Inc. for the service offered. Further information on the use of cookies and their deactivation can be found at: https://www.optimizely.com/opt_out. (Please note that we are not liable for the contents or the correctness of third-party websites).</p>	Standard

Cookies in the area of purchase analysis

These cookies enable us to gather information on the device with which the purchase was made. The purpose of this is to verify these purchases, to ensure that our customers are offered a sufficient level of security. These cookies never contain sensitive data such as credit card details.

COOKIES	PURPOSE	DURATION
Purchasing device (thx_guid)	This makes it possible to identify the device (PC, telephone, etc.) from which the purchase was made, in order to facilitate an analysis later on and to offer our customers a sufficient level of security when they are making their purchases. The information stored in this cookie are collected by an external company for the purpose of this analysis.	Standard

In the event of changes to the services offered on this website, this list is updated as quickly as possible. During the update it is possible that certain cookies no longer appear in the list. However, these are always cookies that serve the same purpose as the cookies in the list.