

INDITEX

ACCESSIBILITY STATEMENT

1. SERVICE DESCRIPTION

ZARA provides an e-commerce service via its website and mobile app. These digital channels enable users, amongst other features, to access product information, place orders, make payments, manage purchases and returns, and use any other services made available to them at any given time.

2. SCOPE OF THE STATEMENT

This accessibility statement applies to the ZARA website (<https://www.zara.com/es/>) and its mobile app, which are available for the iOS and Android operating systems.

With regard to accessibility, certain elements of the ZARA service may rely on or depend on third-party technical solutions. In such cases, and in accordance with the applicable regulations, ZARA takes reasonable steps to ensure that, where such features are provided as part of the service, those elements comply with the relevant accessibility requirements. Notwithstanding the foregoing, ZARA cannot guarantee the accessibility of any third-party content, services or resources that have not been developed by ZARA or are not under its effective control, such as certain third-party content or features integrated into the service, which may fall outside the scope of this accessibility statement.

3. COMMITMENT

At ZARA, we believe that access to information and to our digital channels must be guaranteed for everyone, regardless of their physical, sensory, cognitive or technological abilities. Our commitment to accessibility is part of our values of inclusion, responsibility and quality.

We take an ongoing improvement approach to ensure that both our website and our mobile app are accessible and user-friendly for as many people as possible. To this end, we regularly review our digital environments, identify barriers and implement solutions aimed at progressively improving the user experience.

ZARA is committed to ensuring that its website and mobile app are accessible in accordance with relevant national regulations. Furthermore, these digital environments are developed in accordance with the Web Content Accessibility Guidelines (WCAG) 2.2, with the aim of achieving AA compliance, as well as in accordance with standard EN 301 549, in its current version at any given time, concerning the accessibility requirements for ICT products and services and/or Section 508 of the US Rehabilitation Act, as applicable.

ZARA actively promotes internal training and awareness-raising on accessibility, equipping its teams with the knowledge and resources they need to include these principles into their day-to-day work. To this end, it provides documentation and specific training tailored to different departments and roles, with the goal of facilitating the practical application of accessibility criteria in digital processes, content and developments.

4. REGULATIONS AND STANDARDS

This accessibility statement is based on compliance with the following regulations and standards:

- Web Content Accessibility Guidelines (WCAG) 2.2, Level AA.

- Standard EN 301 549, in its current version, and/or Section 508 of the US Rehabilitation Act, as applicable.
- Current national regulations on accessibility.

5. ASSESSMENT METHOD

The accessibility of the website and the mobile app has been assessed through a systematic process of internal audits carried out by specialist teams at ZARA, as well as through external audits conducted by leading digital accessibility providers.

These assessments have been carried out using a combination of manual reviews and automated analyses, across several technical environments, including the Windows, iOS and Android operating systems, and the Chrome, Firefox and Safari browsers, amongst others. In addition, assistive technologies such as the screen readers JAWS, NVDA, VoiceOver and TalkBack have been used to assess the quality of the user experience and accessibility for users.

6. COMPLIANCE STATUS

Compliance Statement

ZARA makes every effort to ensure that essential information regarding the operation of its e-commerce service – including product information, the several stages of the purchasing process, order processing and associated communications – is provided in formats that are accessible and fully compatible with assistive technologies.

The ZARA website and mobile app are partially accessible in accordance with the Web Content Accessibility Guidelines (WCAG) 2.2 at Level AA. The aspects that do not currently comply with these standards are set out in the Accessibility limitations sub-section.

Technical architecture

ZARA's website and mobile app allow users to access information about its products, browse the catalogue and explore its various categories, place orders, make payments and manage their customer accounts via digital interfaces. These features have been designed to ensure they are accessible and compatible with commonly used browsers and operating systems, as well as with assistive technologies.

Furthermore, they have been designed and developed in accordance with recognised industry standards and in line with best practices in accessibility, with the goal of providing a consistent experience and ensuring that the content and features can be used and understood across different browsers, operating systems and assistive technologies. Similarly, screens and pages are structured and labelled appropriately, and accessibility support mechanisms are incorporated – including the WAI-ARIA standard for components involving complex interactions – in order to ensure that content and functionality are accessible to all users.

Accessibility features

The main accessibility features available on the ZARA website and mobile app are described below; these are designed to make it easier for users to access and interact with the site. These features refer to the operational capabilities that are currently available and compatibility with various assistive technologies:

- Keyboard browsing: full browsing using “Tab”, “Shift+Tab”, the arrow keys, “Enter” and “Space”. This includes skip links and visible focus indicators.

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- Mobile browsing: compatible with standard gestures used by assistive technologies, such as VoiceOver and TalkBack.
- Zoom, text and contrast: zoom support up to 200%, font size adjustment and high contrast, without any loss of content or functionality.
- Assistive technologies: Semantic HTML and ARIA attributes. Alternative text for informative images, whilst decorative images are hidden. Compatible with screen readers, screen magnifiers, speech recognition and alternative devices.
- Forms: fields with associated labels and clear instructions. Validation errors communicated in an accessible way.
- Multimedia content: text alternatives. Animations that can be paused by the user.

Accessibility limitations

Certain limitations have been identified on the ZARA website and mobile app that affect compliance with some accessibility criteria:

- SC 1.3.1 (Information and relationships): on the Home page, the management of regions is incorrect; there are forms with an incomplete structure.
- SC 2.1.1 (Keyboard): some carousels do not have keyboard controls.
- SC 2.4.3 (Focus order): some product grids feature infinite scrolling.
- SC 4.1.2 (Name, function and value): the ARIA implementation must be reviewed.

7. PUBLICATION AND REVISION DATES

This accessibility statement was drawn up on 31/07/2026, using the self-assessment method.

The website and mobile app undergo regular internal accessibility reviews, which are integrated into the standard maintenance and improvement processes.

Given the dynamic nature of ZARA's digital platforms, which are subject to ongoing updates, the addition of new features and the publication of new content, it is possible that some of the aspects described in this statement may have been amended or corrected by the time you view it.

8. CONTACT

At ZARA, we are committed to ensuring that our website and app are accessible to everyone, and we are working towards this goal. If you notice any accessibility barriers, have difficulty using any section or feature, wish to raise a query about accessibility, or would like to share any suggestions for improving the user experience, you can do so via the following accessible written channel:

- Email: support.ww@zara.com

We carefully review all correspondence we receive. When an accessibility-related issue is reported to us, it is logged, analysed and forwarded to the relevant team for assessment and resolution, depending on its nature and urgency.

ZARA has a specific procedure for handling complaints relating to accessibility. If you feel that you have not received an adequate response or wish to make a formal complaint, you may submit it via the channel indicated above.

We welcome any comments, suggestions or feedback that will help improve the accessibility of the website and the app. Please ensure that the information you provide in relation to your enquiry, suggestion or complaint is limited to what is necessary for us to fully understand the situation.

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