

# PRIVACY AND COOKIES POLICY

## OUR PRIVACY AND COOKIES POLICY AT A GLANCE

1. **WHO WE ARE.** We are ITX MERKEN, B.V and we process your personal data as *controller*. This means that we are responsible for how we process and protect your data. [See more.](#)
2. **WHAT WE USE YOUR DATA FOR.** We will use your data, among other purposes, to **respond to your queries**, and, if you wish, to send you our customised **communications**. [See more.](#)
3. **WHY WE USE YOUR DATA.** We have legal standing to process your data for various reasons, for example, to respond to your queries or to send you newsletters that you have asked to receive from us. [See more.](#)
4. **WHO WE SHARE YOUR DATA WITH.** We share your data with service providers who provide us with assistance or support, these being companies in the Inditex Group or third party providers, both inside and outside the European Union. [See more.](#)
5. **YOUR RIGHTS.** You have the right to access, rectify or delete your personal data. In certain cases, you are also entitled to other rights, such as, for example, to object to us using your data, or to transferring your data, as explained in depth below. [See more.](#)

We encourage you to read our full **Privacy and Cookies Policy** below to understand in depth the manner in which we will use your personal data and your rights over your data.

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## BEFORE YOU START ...

- In this **Privacy and Cookies Policy**, you will find **all relevant information** applicable to our use of our users' and clients' personal data, **regardless of the channel or means** of ZARA that you use to interact with us.
- **We are transparent** about what we do with your personal data, to help you to understand the implications of the way in which we use your data, and the rights you are entitled to in relation to your data:
  - We **permanently** make available for you all the information included in this Privacy and Cookies Policy, that you can check when you consider appropriate, and in addition,
  - you will also find **further information** on how we use your data **as you interact with us**.
- These are some terms we regularly use in this Privacy and Cookies Policy:
  - When we speak about our **Platform**, we refer to:
    - Our **Website**, [www.zara.com](http://www.zara.com)
    - Our **ZARA App**, this is, including both the mobile application you installed on your mobile device.

## 1. WHO IS THE CONTROLLER OF YOUR DATA?

Your data controller is:

- **ITX MERKEN, B.V.**, a company belonging to the Inditex Group, (“ITX MERKEN”. “We” or “Us”):
  - Postal address: Nieuwezijds Voorburgwal 307, 1012 RM Amsterdam, the Netherlands.
  - E-mail address of the Data Protection Officer: [dataprotection@zara.com](mailto:dataprotection@zara.com)

## 2. WHY WE PROCESS YOUR PERSONAL DATA

Depending on the purpose for which we process your data from time to time, as explained above, we need to process one or other data, which will in general be, **depending on each case**, as follows:

- your **identity data** (for example, your name, surname, language and country from which you interact with us, contact data, etc.);
- **connection and/or browsing** data;
- **commercial** information (for example, if you have subscribed to our newsletter),
- information about your **tastes and preferences**.

Remember that, when we ask you to fill in your personal data to give you access to any functionality or service of the Platform, we will mark certain fields as *compulsory*, since this is information that we need to be able to provide the service or give you access to the functionality in question. Please take into account that, if you decide not to make such data available to us, you may not be able to enjoy certain services or functionalities.

Depending on how you interact with our Platform, i.e., depending on the services, products or functionalities that you wish to enjoy, we will process your personal data for the following purposes:

PURPOSE	+ info
<p>1. To meet requests or applications that you make through the <b>Customer Support</b> channels</p>	<p>We only process the personal data that are <b>strictly necessary</b> to manage or resolve your request or application.</p>
<p>2. For <b>marketing purposes</b>.</p>	<p>This purpose includes the processing of your data, mainly, for:</p> <ul style="list-style-type: none"> <li>▪ If and when you subscribe to our Newsletter, we will process your personal data to <b>manage your subscription</b>, including to <b>send customised information</b> on our products or services through various means (such as e-mail or SMS). We may also make available to you this information through push notifications in case you have activated them in your mobile device. <ul style="list-style-type: none"> <li>▪ Accordingly, please take into account that this data processing implies <b>analysis of your user or customer profile</b> to establish your preferences and therefore which products and services are most fit to your style when sending you information. For example, based on your browsing history (i.e., depending on the articles that you clicked), we will make you suggestions on products that we believe may interest you. .</li> <li>▪ Remember that <b>you may unsubscribe from the Newsletter at any time</b> without cost through the "Newsletter" section of the Platform, in addition to through the instructions that we provide you with in each notice. If you do not want to receive push notifications, you can deactivate this option in your mobile device.</li> </ul> </li> <li>▪ To perform <b>promotional actions</b> (for example, for the organization of competitions or to send the list of items stored to the e-mail you designate). On participating in any promotional action, you authorise us to process the personal data that you have shared with us depending on the promotional action and disclose them through different media such as social networks or the Platform itself. In each promotional action in which you participate you will have available the terms and conditions where we will be providing more detailed information about the processing of your personal data.</li> <li>▪ To disseminate in the Platform or through our channels in the social networks photographs or pictures that you shared publicly, provided that you expressly give us your consent for the purpose.</li> </ul>

<p><b>3. Analysis of usability and quality</b> to improve our services</p>	<p>If you access our Platform, we inform you that we will treat your browsing data for <b>analytic and statistic purposes</b>, i.e., to understand the manner in which users interact with our Platform and thus be capable of introducing improvements in the Platform.</p> <p>In addition, we occasionally perform <b>quality surveys and actions</b> to know the degree of satisfaction of our customers and users and detect those areas in which we may improve.</p>
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### 3. HOW WE ARE LEGALLY PERMITTED TO PROCESS YOUR DATA?

The legal terms on which we are permitted to process your personal data also depends on the purpose for which we process them, as explained in the following table:

Purpose	Legal standing
<p><b>1. Customer Support</b></p>	<p>We consider that we have <b>legitimate interest</b> in answering the requests or consultations raised by you through the existing different contact channels. We understand that the processing of these data is also beneficial to you to the extent that it enables us to assist you adequately and answer to the consultations raised.</p> <p>When your consultation is related to the exercise of your rights on which we inform you below, or to claims on our products or services, we are legally permitted to process your data <b>for compliance with our legal obligations</b>.</p>
<p><b>2. Marketing</b></p>	<p>We are legally permitted to process your data for marketing purposes due to the <b>consent</b> that you give us, for example when you accept receiving customized information through multiple channels, when authorizing the sending of push notifications in your mobile device or when accepting the legal terms and conditions to participate in a promotional action or to publish your pictures on the Platform or on our social networks' channels.</p> <p>In order to show you customised information. we consider that we have a legitimate interest to conduct a profiling with the information that we have about you such as your browsing, and the personal data that you have provided us, such as the age range or language, since we understand that the data processing of these data is also beneficial to you because it allows you to improve your user experience and access the information in accordance with your preferences.</p>

<b>3. Analysis of usability and quality</b>	We consider that we have a <b>legitimate interest</b> in analysing the Platform usability and the user's satisfaction degree, since we understand that that the processing of these data is also beneficial for you because the purpose is to improve the user experience and provide a higher quality service.
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#### 4. HOW LONG WILL WE KEEP YOUR DATA?

The **time for which we will keep** your data will depend on the purposes for which we process them, as explained below:

Purpose	Time for which the data are kept
<b>1. Customer Support</b>	We will process your data for the time necessary to meet your request or application.
<b>2. Marketing</b>	We will process your data until you unsubscribe or cancel your subscription to the newsletter.
<b>3. Analysis of usability and quality</b>	We will process your data occasionally for the time during which we proceed to carry out a specific quality action or survey or until we anonymise your browsing data.

Notwithstanding the fact that we will process your data for the time strictly necessary to achieve the purpose in question, we will subsequently keep them duly stored and protected for the time during which liability may arise for their processing, in compliance with legislation in force from time to time. Once each of the potential actions is time-barred we will proceed to delete the personal data.

#### 5. DO WE SHARE YOUR DATA WITH THIRD PARTIES?

To achieve the purposes mentioned in this Privacy and Cookies Policy, we must give access to your personal data to **entities of the Inditex Group** and to **third parties** that provide us with support in the services that we offer you, i.e.:

- **technological** service providers,
- providers of **customer support** related services,
- **advertising** and **marketing** related partners and service providers.

For service efficiency purposes, some of these providers are located in territories outside the European Economic Area that do not offer a level of data protection comparable to that of the European Union, as the United States of America. In such cases, we inform you that we will transfer your data with **adequate safeguards and always keeping your data safe**:

- Some providers are certified **Privacy Shield**, which certification you may consult through the following link:  
<https://www.privacyshield.gov/welcome>
- With other providers, we have agreed **Standard Contractual Clauses** approved by the EU Commission, the content of which you may consult through the following link:

[https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/model-contracts-transfer-personal-data-third-countries\\_en](https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/model-contracts-transfer-personal-data-third-countries_en)

In addition, we inform you that we need to share your data with our parent company, **Industria de Diseño Textil, S.A. (Inditex, S.A.)**, Inditex Group holding company, for compliance with the obligations of the parent company.

## 6. WHAT YOUR RIGHTS ARE WHEN MAKING YOUR DATA AVAILABLE TO US

We undertake to keep your personal data confidential and to ensure that you may **exercise your rights**. Bearing that in mind, you may exercise your rights **free of charge** by writing us an e-mail to **the e-mail address** ([dataprotection@zara.com](mailto:dataprotection@zara.com)), simply informing us of the reason for your request and the right that you wish to exercise. If we consider this necessary to be able to identify you, we may request you to provide a copy of a document evidencing your identity.

In particular, notwithstanding the purpose or legal basis we use to process your data, you have the following rights:

- To request **access** to your personal data that we hold.
- To request that we **rectify** the personal data that we hold. In any case, please take into account that, on actively making your personal data available to us through any procedure, you guarantee that they are **true and accurate** and you undertake to notify to us any change or modification of your data. You will be liable for any loss or damage caused to the Platform or to the person responsible for the Platform or to any third party by reporting erroneous, inaccurate or incomplete information in the forms. Please remember that, as a general rule, you must provide us only with your own data, not with those of third parties, other than to the extent otherwise permitted in this Privacy and Cookies Policy.
- To request that we **erase** your personal data to the extent that they are no longer necessary for the purpose for which we need to keep processing them, as we have explained above, or when we are no longer legally permitted to process them.
- To request that we **cancel or limit the processing** of your personal data, which entails that in certain cases you can request us to temporarily suspend the processing of the data or that we keep them longer than necessary.

If you have given us your **consent** to process your data for any purpose, you **also have the right to withdraw such consent at any time**. Some of the circumstances in which you may withdraw your consent are detailed in section 2 where we explain for which purposes we process your data.

When we are legally permitted to process your data due to your **consent**, as explained in section 3, you will also have the right to request the **portability of your personal data**. This means that you will have the right to receive the personal data that you made available to us in a structured, commonly used and machine-legible format, to be able to transmit them to another entity directly without impediments on our part.

In addition, where the processing of your data is based on our **legitimate interest**, you will also have the right to **object** to the processing of your data.

Finally, we inform you that you have the right to file a claim before the responsible data protection **regulatory authority**: [http://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index\\_en.htm](http://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index_en.htm)

## **7. WHAT HAPPENS WHEN YOU PROVIDE US WITH DATA OF THIRD PARTIES?**

If you provide us with personal data of third parties, you confirm that you informed them of the purposes and of the manner in which we need to process their personal data.

## **8. CHANGES TO THE PRIVACY AND COOKIES POLICY**

We may amend the information contained in this Privacy and Cookies Policy when we consider this appropriate. Should we do so, we will notify you by various procedures through the Platform (for example, through a banner or a pop-up), or we may even send you a notice to your e-mail address when the change in question is relevant to your privacy, for you to be able to review the changes, assess them and, as the case may be, object or unsubscribe from any service or functionality. In any case, we suggest you to review this Privacy and Cookies Policy from time to time in case minor changes are made or we make any interactive improvement, taking the opportunity that you will always find it as a permanent point of information on our Website.

## **9. INFORMATION ON COOKIES**

We use cookies and similar devices to facilitate your browsing in the Platform, understand how you interact with us and, in certain cases, to be able to show you advertisements in accordance with your browsing habits. Please read our Cookies Policy to understand with greater detail the cookies and similar devices that we use, their purpose and other information of interest.

## **Information on cookies**

### 1. 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 more 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. Therefore, all the information included in this section is also applicable to this "Local Storage".

### 2. 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.

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

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

### 4. Who does use the stored information in 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.

### 5. 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.

### 6. How do I disable and prevent the use of cookies?

You may restrict, block or delete the cookies from this website at any time by changing the configuration of your browser following the steps indicated below. While settings are different in each browser, cookies are normally configured in the "Preferences" or "Tools" menu. For further details on configuring cookies in your browser, see the "Help" menu in the browser itself.

### 7. What specific cookies does use this website and for what purpose?

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, favorites, etc.**

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

<b>COOKIES</b>	<b>PURPOSE</b>	<b>DURATION</b>	<b>ADMINISTRATION</b>
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 language, 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, consent for the installation of cookies, etc.) during later website visits.	Persistent	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 (WC_GASource)	It is used to know the origin of a user upon reaching a page of this website, for example, if he arrives at a page of product detail from a product grid, from the search engine or from an external website.	Persistent	Own
Google Analytics (__utma, __utmb, __utmc, __utmv, __utmz, _ga, etc)	<p>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.</p> <p>The configuration of these cookies is predetermined by the service offered by Google Inc (a United States-based company), for which reason we suggest that you consult the privacy page of Google Analytics, <a href="https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage">https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage</a>, to obtain further 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).</p>	Persistent	Third parties

*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.*