

Privacy Statement ZARA

1. Every time You use this website You will be bound by the then current Privacy Statement and You should review this text every time You use the website to be sure that You agree with it.
2. Personal data You provide will be process and stored in a file under the responsibility of ITX Japan Corporation ("ITX") for the purposes of:
 - i. 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;
 - ii. attending to Your requests;
 - iii. In case You choose to check the option to subscribe to our Newsletter, ITX will be authorized to provide You with information about the products of Zara or of any other companies that belong to the Inditex Group (with activities 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.
 - iv. Should you choose to check the option to store your PAYMENT DATA (i.e. credit / debit card data), you expressly authorize us to process and store the data indicated as necessary for activation and development. The Card-Verification-Value-Code (CVV) will only be used to make able the purchase in progress and will not be stored or processed subsequently as part of your PAYMENT DATA.

Giving us your consent to activate this functionality, allows your data to appear autofilled in subsequent purchases on this website, so you will not need to enter the data in each new process, and such consent shall be valid and effective for subsequent purchases.

You can change your PAYMENT DATA and revoke your consent for processing and storing at any time through My Account section – Payment Data.

ITX stores and transmits your cards data according to the main standards of confidentiality and security of credit and debit cards. When using this functionality, changing your password may be requested for security reasons. Remember that the safety in use of the website also depends on proper use and conservation of certain key/passwords confidential.
 - v. In case it is available and you choose as payment method "cash on delivery", please be informed that in case of return of items purchased, it would be necessary for you to provide certain additional data, that would be process solely for the purpose of reimbursing the price, as your bank account details and such bank account

information – in case necessary - could be disclosed to third parties working for cross boarder bank transfer including but not limited to the transfer banks.

- vi. Activate the mechanisms necessary to prevent and detect unauthorised uses of the website, for example, during the purchase and returns process as well as potential fraud being committed against You and/or against us. If we consider that the transaction may be fraudulent or we detect abnormal behaviour which indicates attempted fraudulent use of our features, products or services, this processing may result in consequences such as the blocking of the transaction or the deletion of your user account.
- vii. Personalise the services we offer you and enable us to give you recommendations based on your interactions with ZARA on the website and an analysis of your user profile (for example, based on your purchase and browsing history). Likewise, show you ads on the Internet which you may see when visiting websites and apps, for example, on social media. The ads you see may be random, but on other occasions they may be ads related to your preferences or purchase and browsing history.
 - If you use social media, we may provide the companies with which we collaborate certain information so that they can show you ZARA ads and, in general, offer you and users like you advertisements which take into account your profile on said social media sites. If you want information about the use of your data and how advertising works on social media, we recommend you review the privacy policies of the social media sites on which you have profiles.
 - We also use your data to carry out measurement and segment analyses on the ads which we show users on some of our collaborators' platforms. To do this we collaborate with these third parties who offer us the necessary technology (for example, cookies, pixels, SDK) to use these services. Keep in mind that, although we do not provide identifying personal data to these collaborators, we do give them some form of identifier each time (for example, the advertising ID associated with the device, an identifier associated with a cookie, etc.) If you would like more information in this respect, please review our Cookies Policy. Likewise, you can reset your advertising ID or disable personalised ads on your device (if you have our App installed on an iOS device you can adjust your preferences in Settings/Privacy/Ads. If your device is Android, access Settings/Google/Ads).
- viii. Data enrichment: When we gather your personal data from a variety of sources, we may consolidate them under certain circumstances for the purpose of improving our understanding of your needs and preferences related to our products and services (including for the purposes of analyses, generating user profiles, marketing studies, quality surveys and improving our interactions with our customers). This refers, for example, to the way we may combine your information if you have a registered account and, using the same email linked to your account, you make a purchase as a guest, or to information which is automatically compiled (such as IP and MAC addresses or metadata) which we may link with the information you have provided us directly through your activity on the website or in any of our stores (for example, information

related to your purchases, whether in brick and mortar stores or online, your preferences, etc.).

3. ITX JAPAN CORPORATION, a Japanese company registered under company number 0110-01-102771 and with its registered address at 1-10-11 Ebisu-nishi, Shibuya-ku, Tokyo, being data controller, undertakes to keep your personal information confidential and to ensure the exercise of your access, rectification, erasure and objection rights by sending a letter to the above mentioned address or by e-mail to the Inditex Group corporate Data Protection Department at: dataprotection@zara.com.
4. To achieve the purposes indicated in section 2 above, we may need to disclose or transfer the information that you have provided to us to the holding company of the Inditex Group, Industria de Diseño Textil, S.A., (Inditex, S.A.), and to other companies -when strictly necessary due to the purpose of the processing- that are part of the Inditex Group located in Spain (with activities 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), You are hereby informed that by registering and providing us with information via this website, you acknowledge and are expressly giving us your authorization to disclose and/or transfer such data to the aforementioned companies of the Inditex Group.

Likewise, when necessary for the fulfillment of the purposes abovementioned, as well as the development or support of certain services or functionalities, 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 consent to this access/disclosure, 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 Japan, as territories/countries within the European Economic Area or USA.

5. The user (You) hereby guarantees 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 website or to any third person through the provision of erroneous, inexact or incomplete information on the registration forms will be the exclusive responsibility of the User.
6. Cookies: By accepting this privacy policy you consent to the use of the cookies used in this website and which are described below

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 (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 (__utma, __utmb, __utmc, __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. 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	Persistent	Third parties

	https://support.google.com/analytics/answer/6004245?hl=en , 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).		
Conversion pixels and SDKs	<p>These tools allow us to follow a user's browsing with the goal of implementing measuring services through the technology offered by third parties (Facebook, for example) and to offer personalised ads on these social media sites and other web pages such as Google.</p> <p>For more information on this technology and how to deactivate it (keeping in mind that we are not responsible for the content or accuracy of third-party websites), continue reading:</p> <p>Information on these technologies:</p> <ul style="list-style-type: none"> - Facebook: https://www.facebook.com/ads/about/?entry_product=ad_preferences - Google: https://policies.google.com/technologies/ads?hl=es <p>If you have our App installed and do not want us to show you ads, you can change your preferences on your mobile device by resetting your advertising ID or disabling personalised ads on your device as follows: If you have the Zara App installed on an iOS device you can adjust your preferences in Settings/Privacy/Ads. If your device is Android, access Settings/Google/Ads</p>	Persistent	Third parties
Cookies for purchase analysis			
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.			
COOKIES	PURPOSE	DURATION	ADMINISTRATION
Purchase device (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.