

We would like to inform you that on April 16th we became aware of an unauthorised access to databases hosted by a third-party containing information on our commercial relationship with customers. We have reported this incident to the relevant authorities. We can confirm that access passwords, bank card details, other payment method data and any other sensitive data were not affected. Our commercial platforms remained fully available to customers at all times, and you have been able to continue operating as normal.

Following the implementation of security protocols and appropriate corrective measures, including the immediate blocking of the access routes, we conducted an exhaustive analysis. We can confirm that the incident took place between April 3 and April 5, and the access was limited to information used for analytical purposes, such as email address, browsing data, purchase history, internal or device identifiers and customer satisfaction information. **Please note that individual notifications have been set to affected data subjects.**

We would like to remind you to exercise the utmost caution regarding suspicious communications and any unusual or urgent requests to make payments or provide additional personal information. You should also avoid clicking links or opening attachments that do not come from a completely trustworthy source.

We deeply regret this incident and sincerely apologize for any concern it may cause. Please be assured that we take protection of our customers' personal data very seriously.

If you have any enquiries, please contact us using the information provided below:

- Customer Care Department
- Email: info-kr@zara.com / Phone: 080-822-0311

ITX Korea Co., Ltd.