



PRIVACY POLICY

HOW TO ACCESS THE DETAILS OF THIS PRIVACY POLICY AND GUARANTEE ITS TRANSPARENCY

El Corte Inglés has structured its Privacy Policy in levels linked to the different information categories, instead of all the information shown as a single notice on screen, thus avoiding information overload.

As the information is structured by levels, users can direct access individual chapters by clicking on the different links in the following selection menu.

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1. INTRODUCTION

At El Corte Inglés, we are committed to safeguarding your personal data and ensuring it is not misused.

This document identifies the data controller, the purpose for processing your personal data, the legal grounds for the processing, how and why we collect the data, how we use them, and your rights in that regard; it also explains the processes in place to protect your privacy.

We understand that by providing us with your personal information by any of our channels (digital and physical) and through our website <https://www.elcorteingles.es/informacioncorporativa/es/>, you as the user have been informed about the processing of the data supplied when browsing our website and those that are generated from its use; including, as applicable, any possible disclosure of the data for the purposes indicated in Section 5.

El Corte Inglés undertakes to comply with current European data protection law and seeks to process your data lawfully, honestly and transparently. Therefore, the use of this website is subject to the Privacy Policy, to the [Terms of Use](#), and the [Cookies Policy](#). We ask you to read them carefully.

2. SCOPE OF APPLICATION

This document is applicable to our use of the personal data of the customers who use our <https://www.elcorteingles.es/informacioncorporativa/es/> website and of the means available to interact with our company.

If you have any queries, comments or concerns, or if you wish to make a suggestion regarding how we use personal information, please send an email to the following email address: comunicacionelcorteingles@elcorteingles.es.

CONSIDERATION TO BEAR IN MIND

3. WHO IS THE DATA CONTROLLER?

Company name: El Corte Inglés

Registered office: Calle Hermosilla, 112. 28009 - Madrid.

Email: comunicacionelcorteingles@elcorteingles.es

Telephone: 914 018 500

Tax Number: A-28017895

Madrid Trade Registry: Volume 519, Folio 1, Section 8, Page M-9.880, Entry 197..

Website: <https://www.elcorteingles.es/informacioncorporativa/es/>



4. DATA PROCESSED

We collect the personal information that you provide us in forms and/or registers or by other means. In any event, the data controller will inform you at the time of collecting the data of the purpose, the recipients of the information, along with the way you can exercise your rights as established in current data protection legislation.

We hereby inform you that the data categories that we can process are defined below:

- **Contact data:** We collect your contact details when you contact us. The data can include your name, postal addresses, telephone numbers and email addresses.
- **Data relating to the use of the website:** When you interact with our website, we gather information on which content and themes interest you, downloads of additional information, accesses using links, problems that we detect in the use of the tools, and your location if you have specifically so authorised. The use of the information is established in our [Cookies Policy](#).
- **Geolocation data:** We collect location data from the IP address of your device, but only to level of locality. The address cannot be used to identify your internet connection or device

5. PURPOSES OF THE PROCESSING

We use your data for the following purposes with their respective legal grounds:

a) Services requested by you, based on the express consent you have given:

In some cases, you need to give your consent so we can process your data; that means you agree to your data being processed for a specific purpose, namely:

- As regards the data obtained when you browse and use our website, we process the data generated when browsing for the purposes based on the Cookies Settings and your associated preferences.
- When applicable, the data provided in the accessible forms on our websites process for the purposes given in those forms, specifically to:
 - Send communications by electronic means regarding the subscriptions that you have indicated on the Investor Area form (for example, financial results and reports, presentations, etc.).
 - If you provide your data when applying to work for El Corte Inglés Group companies, we will process your data to register or sign you up to El Corte Inglés recruitment platform, and to manage your participation in the selection processes.
 - For the Ethics Channel, we will process your data to manage any queries or complaints regarding the El Corte Inglés Group Code of Ethics and Conduct.
 - If you contact us through any of the published addresses or communication channels, we will process your data to handle and respond to your requests for information and any suggestions you make.

b) Compliance of legal obligations:



The processing required by law and with which we must comply, including:

- Cooperation with courts and tribunals.
- Cooperation with Data Protection Control Authorities.
- Compliance of tax obligations
- Cooperation with State security and law enforcement authorities.
- Obligations regarding the prevention of money laundering and financing terrorism.
- Exercising your data protection rights, including checking and updating all your personal data.

c) Legitimate interest:

In any event, we hereby inform that we have carefully studied the value of the legitimate interest that is the basis of the data processing and the possible existence of any harm or being contrary to your interest; we have also ensured that there was no security risk regarding the information used for the study.

If you would like to know more about those conclusions, please write to the El Corte Inglés Group Data Protection Officer, at Calle Hermosilla, 112. 28009 Madrid or by email to delegado.protecciondatos@elcorteingles.es.

You can at any time object to the processing based on the legitimate interest using the channels listed in the Users/Customers Rights section.

The processing we intend to perform unless you object are:

- Anonymisation: We will anonymise the details of your experiences with El Corte Inglés by deleting the identifiers and replacing them with other generic data that make it impossible to identify you; the data thus become statistical information to learn from those experiences and to understand how to improve our activity and our customer care and services.

We believe that the only way to improve our service is by studying and comparing each detail of our activity. We therefore need to study the information on the use and activity of the website. This study does not affect you or limits your interests, except for the benefit arising from the positive evolution it seeks.

We believe that our image of a competitive company committed to our customers' satisfaction would be directly damaged if, due to not learning from our experience, we did not correct our errors or we did not meet our customers' quality expectations.

6. TO WHOM DO WE DISCLOSE YOUR PERSONAL INFORMATION?

In some cases, we need to disclose the information that you have provided to third parties, specifically to companies that provide us with technological services (storage and processing of information).



Those third parties only have access to the personal information that they need to provide those services. They will be required to treat your personal information as confidential and cannot use it in any other way than as we have requested.

In any event, our company shoulders responsibility for the personal information that you provide us, and we ask the suppliers with whom we share your personal information to apply the same degree of information protection as we do.

Furthermore, your personal information will be available to public authorities, courts and tribunals to deal with any liabilities arising from the processing, and to provide the legally required cooperation.

7. LINKS TO THIRD-PARTY WEBSITES

Where we provide links to websites not run by our company, you will be notified as we are not responsible for their content and management; we likewise have no control over the way that, as applicable, such third parties collect and use your personal information.

Those websites most certainly have their own privacy policies explaining how your personal information is used and shared. We recommend you carefully read the privacy policies before using such websites in order to be sure you agree with how your personal information is collected and shared.

8. FOR HOW LONG DO WE STORE YOUR PERSONAL DATA?

We only store your personal information for as long as necessary to use it for the purpose for which it was collected, and in compliance with the legal basis for processing pursuant to the applicable law. We will keep your personal information for as long as there is a contractual and/or commercial relationship with you, or until such time as you exercise your right to deletion and/or limitation of the processing of your data

In such cases, we will duly block the information as instructed – and will not use it – for as long as necessary for making or disputing claims, or its processing may result in legal or contractual liability issues to be addressed. In these instances, the data would have to be recovered.

9. HOW CAN YOU EXERCISE YOUR RIGHTS?

You can exercise your rights of access, rectification, limitation, objection, portability, of not being subject to automated decision-making or to remove your consent, by duly informing the data controller and attaching a copy of your identify document (ID or passport) by either of the following means:

- **By post** to El Corte Inglés, at: Calle Hermosilla 112, 28009 Madrid (Ref. CORPORATE WEBSITE LOPD).
- **By email** to comunicacionelcorteingles@elcorteingles.es

If you believe it to be necessary, you can file a claim with the Spanish Data Protection Agency at www.aepd.es



10. SECURITY MEASURES

We use appropriate technical and organisational measures for protecting your personal information and privacy. We review those measures regularly. We protect your personal information using a combination of security checks. These are both physical and IT- or logic-based and include access checks restricting and managing how your personal information and data are processed, managed and handled. We also make sure that our employees are properly trained to protect your personal information. As per our procedures, we may request proof of identity from you before sharing your personal information with you.

Pursuant to our guarantee of confidentiality and security, we are particularly intent on offering you the highest possible level of security and protecting the confidentiality of the personal information you provide us. Consequently, commercial transactions are carried out in a secure server environment using SSL (Secure Socket Layer) protocol

11. DO WE PROCESS THE DATA OF MINORS?

Our <https://www.elcorteingles.es/informacioncorporativa/es> website is not intended for minors.

If you are a minor, please do not attempt to register in the Investors Area or use any form. If we learn that we have mistakenly obtained personal information from a minor, we will delete such information as soon as possible.

Therefore, you as the user guarantee the accuracy and veracity of the data provided, and undertake to notify El Corte Inglés of any change to them.

12. ABOUT COOKIES

We use first-party and third-party cookies for strictly functional purposes in order to browse the website and app; we also use them for analytical purposes, and when consent has been expressly given, to send you advertising (general and customised) according to a profile based on your browsing habits (e.g. sites or products visited), in order to optimise the website and to assess the opinions of the products purchased by users.

For further information on the *cookies* that we use, their purpose and other information of interest, please check our [cookies policy](#).

13. AMENDMENTS TO THE DATA PROTECTION INFORMATION

We will review and update data protection information when changes are made to the law or to any procedures for processing your personal information.

This data protection information was last revised and updated in May 2023.