

Revisions: update of paragraph 4 concerning the list of subjects your personal information can be shared with

The data controllers for any personal data we hold about you are THE NET-A-PORTER GROUP LIMITED of 1 The Village Offices, Westfield London, Ariel Way, London, W12 7GF, United Kingdom and our parent company, YOOX NET-A-PORTER GROUP S.p.A. of Via Morimondo 17, 20143 Milan, Italy, a company fully owned by LuxExperience B.V.

We are responsible for ensuring that your data is held securely, that you are given accurate information about how your data is used, and that your rights regarding your data are respected. The products we sell are not aimed specifically at individuals under the age of 18, we do not promote our products to this market and we cannot identify individuals of this age and under, on our database. Please refer to our [Terms & Conditions of Sale](#) for more information. Please also read our [Registration & Account Terms and Conditions](#) which apply to you when you register for an account on our website or App.

This Privacy Policy explains:

1. **What personal information do we collect from you and how?**
2. **What about Cookies? What are cookies?**
3. **How and for How long this information may be used**
4. **Who we will share your personal information with**
5. **Where we process your personal information**
6. **Overseas Transfer of Personal Information of Korean Users**
7. **Your rights**
8. **Safeguarding your personally identifiable information**
9. **Why we link to other websites**
10. **How we can make changes to this policy**
11. **Where and how to ask questions or contact us about this policy**

1. What personal data do we collect from you and how?

We collect data from you when you visit our website or while using our associated apps (“**website and Apps**”). The data we collect includes your name, email address, telephone number and shipping/billing address, your day and month of birth, your favourite designers and information regarding your browsing and shopping behaviour. Data is collected when you place an order, call our Customer Care team, register with

us, opt in to our marketing communications, browse our site and use other services offered by our site. The data we collect is used to take your order, process payment and deliver your purchase to you. We also use it to deliver marketing communications, give access to services for registered users, personalise your visit to our site and provide assistance via our Customer Care team.

We must have a valid reason for processing your personal data and we may not collect, store or use data about you that is not compatible with that reason. There are four valid reasons for our use of your personal data: Performance of a Contract, our Legitimate Interests as a business, a Legal Obligation we are required to follow and Consent which you provide to us.

If you have given your consent to our use of your personal data, you are entitled to withdraw this consent at any time.

To know more about what data we process and for what purposes please read paragraph “How and For how long this information may be used” below.

2. What about cookies? What are cookies?

We and our business partners collect information about your use of our online services using cookies. Cookies are very small files that are sent by us to your computer or other access device which we can access when you visit our site in future. Cookies help us remember who you are and other information about your visits. They can help display the information on a website in a way that matches your interests. Most major websites use cookies.

For more information about how we use cookies, please read our [Cookie Policy](#).

3. How and for how long this information may be used

Whenever you give us your personal information we will use it in accordance with applicable privacy laws and for the purposes set out below, on the data entry forms you complete, in any relevant terms and conditions and on pages or emails which link to the data entry forms.

We keep your personal information for a limited period of time, depending on the purpose for which it was collected, at the end of which your personal data will be deleted or otherwise rendered anonymous in an irreversible way. Your information is stored in compliance with the terms and criteria specified [here](#) (click for further details).

If you follow us or interact with us on any of our pages on third party social media platforms, such as Instagram, Facebook, Twitter, Pinterest and Google+, information you provide will be subject to the third party's privacy policy, as well as this privacy policy.

4. Who we will share your personal information with

From time to time, we may engage third party business partners to provide information about you or to collect personal information on our behalf. We may also share or match your data with third party business partners to provide you with the products, services or information you ask for or for interest-based advertising. We may pass your information onto one or more of the following organisations: (i) data processing companies, mailing houses and other third party suppliers working on our Group's behalf; (ii) ad-serving agencies and other advertising intermediaries; (iii) credit reference or fraud prevention agencies, which may keep a record of that information; (iv) research students, universities and other research and development organisations; (v) regulatory bodies, government and enforcement agencies, such as the police.

In carrying out the data processing for pre-contractual performance and fulfilment as well as for marketing measures, THE OUTNET, as a part of LuxExperience Group, will share your personal data with other affiliated entities of our parent company LuxExperience B.V. based on Art. 6 (1)(a) or (f) of the General Data Protection Regulation (Regulation (EU) 2016/679).

Every now and again, we receive requests for information from government departments, the police and other enforcement agencies. If this happens, and there is a proper legal basis for providing your personal information, we will provide it to the organisation asking for it.

We collate information about site traffic, sales, wish lists, and other commercial information which we may pass on to third parties, but this information does not include any details? information which can identify you personally.

We may also transfer your personal data to a buyer or potential buyer if our assets are acquired by another organisation. The purchaser will be required to use your personal data in accordance with applicable laws.

5. Where we will process your personal information

Some of the third parties listed in the previous paragraph "Who we will share your personal information with" may be located in countries outside the European Union which, nevertheless, offer an adequate level of data protection, as established by specific decisions of the European Commission.

The transfer of your personal data to countries that do not belong to the European Union and that do not ensure adequate levels of protection will be performed only after conclusion between us and said subjects of specific agreements, containing safeguard clauses and appropriate safeguards for the protection of your data personal so-called "standard model clauses", or if the transfer is necessary to the conclusion and execution of a contract between you and YOOX NET-A-PORTER GROUP S.p.A (for the

purchase of goods, for registration on our website or App or the use of services thereon) or for the management of your requests.

6. Overseas transfer of personal information of Korean users

THE NET-A-PORTER GROUP LIMITED and YOOX NET-A-PORTER GROUP S.p.A. are UK- and Italy- based companies established outside of Korea, and if you use the website and Apps, your personal information will be collected and stored outside of Korea as specified [here](#) (click for further details).

7. Your Rights

At any time you can exercise the rights with reference to the specific processing of your personal data by the data controllers. Find below their general description and how to practice them.

a) Access your data and modify it: you have the right to access your personal data and to request that they be correct, modified or integrated with other information. If you wish, we will provide you with a copy of your data in our possession. In case the users request the correction or deletion of errors in their personal information, the data controller cannot use or provide the personal information until the correction or deletion is completed;

b) Revoke your consent: You can revoke at any time a consent you have given for the processing of your personal data in relation to any activity for marketing purposes. In this regard, we remind you that marketing activities are considered the sending of commercial and promotional communications, the conduct of market research and surveys for the detection of satisfaction for the customization of the website and App and commercial offers according to your interests. Upon receipt of your request, we will promptly cease the processing your personal data based on this consent, while different processings or based on other conditions will continue to be carried out in full compliance with the provisions in force;

c) Opposing the processing of your data: You have the right to object at any time to the processing of your personal data on the basis of our legitimate interest, explaining the reasons that justify your request; before accepting it, we will have to assess the reasons for your request.

d) Delete your data: In the cases provided for by current legislation you can request the deletion of your personal data. Upon receipt and assessment of your request and, if legitimate, it will be our care to cease timely processing and delete your personal information.

e) Request that the processing of your personal data is limited. In this case, if you are a Korean resident, unless it is subject to your different request and the exceptions

established by applicable laws, processing of your personal information will be limited in accordance with art. 37 of the Personal Information Protection Act.

f) Request your data or transfer it to a person other than us ("right to data portability"). You may request to receive your data that we process based on your consent or on the basis of a contract with you in a standard format. If you wish, and where technically possible, we can, upon request, transfer your data directly to a third party of your choice.

In relation to the rights granted to the Korean residents under Personal Information Protection Act (para a), d), e) above) it is possible to exercise such through their legal representatives or agents acting on their behalf. In this case, they shall submit a power of attorney following Form 11 of the Enforcement Rule of the Personal Information Protection Act.

You have the right to ask us not to use your personal information for marketing or sending our newsletters. At all times, you can unsubscribe from such communications by clicking on the relevant link at the bottom of any message or email. Alternatively, you can change your marketing preferences by logging into My Account. To opt out of our marketing communications and newsletters you can also contact our Customer Care team on +44 330 022 4250 or by email at customercare@theoutnet.com.

If you tell us that you do not want to receive direct marketing, we will still contact you in order to provide you with products and services you request and for administration purposes.

In order to exercise some of your rights aforementioned you can access your My Account, or alternatively, you can contact our:

- Customer Care team on +44 330 022 4250 or by email at customercare@theoutnet.com.
- Data Protection Officer (DPO) by email to the DPO address (DPO@luxexperience.com) or by writing to YOOX NET-A-PORTER GROUP S.p.A. of Via Morimondo 17, 20143 Milan, Italy.

In order to ensure that the data of our users is not infringed or illegitimately used by third parties, we will request you for some information to be sure of your identity before accepting your request to exercise one of the rights indicated.

To deactivate push notifications, depending on the platform and/or browser used, follow the steps listed below:

- Desktop: Right-click on notification > disable notifications from www.theoutnet.com

- Mobile: Access the notification center > Site parameters > Notifications > Block notifications from www.theoutnet.com
- Common browsers:
- Chrome: Settings > Show Advanced Settings > Privacy – Content Settings > Notifications - Manage exceptions > Enter www.theoutnet.com and select “Block”
- Firefox: Options > Content > Notifications – Select > www.theoutnet.com – “Block”
- Safari: Preferences > Notifications > From here select "Deny"

8. Safeguarding your personal information

We will take reasonable care to maintain appropriate safeguards to ensure the security, integrity and privacy of the information you have provided to us. We have put in place technology and security policies which are designed to protect the personal information we hold about you. We also follow the security procedures that applicable privacy laws require. These cover storing, using and releasing any information you have provided and, as well as and measures designed to prevent unauthorized access or use. When you place an order or access your account information, we use a Secure Socket Layer (SSL) encryption which encrypts your information before it is sent to us to protect it from unauthorized use.

9. Why we link to other websites

Our online services contain hyperlinks to websites that are owned and operated by other organisations. These websites have their own privacy and cookie policies, and we urge you to read them. They control how your personal information is used when you give it to these other organisations or they collect it with cookies. We do not approve any other websites and we are not responsible for any information, material, products or services that are on or accessible through those websites or for the privacy practices of websites run by other organisations. If you use these other websites you do so at your own risk.

10. How we can make changes to this policy

We may update this Privacy Policy from time to time so you may want to check it each time you give us personal information or use our websites.

11. Where and how to ask questions or contact us about this policy

If you require further information about our Privacy Policy, please go to the help section of our websites where frequently asked questions (FAQs) are answered. We welcome your questions, comments requests about this Privacy Policy. If you require more

information, please contact our Customer Care team on +44 330 022 4250 or by email at customercare@theoutnet.com or at privacy@theoutnet.com.

Last update: 06/08/2025

Previous versions of the Privacy Policy can be found below:

23/04/2025 - 05/08/2025 (click [here](#) to read the previous version)

21/11/2022 - 22/04/2025 (click [here](#) to read the previous version)

26/08/2020 - 20/11/2022 (click [here](#) to read the previous version)