

COS PRIVACY NOTICE

This Privacy Notice is applicable to customers of the H&M Group, including current, former, potential customers, users and recipients of a product or service offered by us, visitors to our official websites or stores or members of our loyalty programs or communities.

The H&M Group is the company affiliates of H & M Hennes & Mauritz AB and its brands: **H&M, COS, Weekday, Monki, H&M HOME, & Other Stories** and **ARKET**.

What is personal data?

Personal data is any kind of information that can be directly or indirectly attributed to you. Examples of personal data are name, address, e-mail address, telephone number, payment information and purchase order. Usage history, IP address, customer ID are also examples of personal data, so can be other types of information you provide when contacting our customer service.

Who is responsible for processing your personal data?

Since the H&M Group consists of different companies (legal entities), the company responsible for the processing of your personal data is dependent on the purpose for which your personal data is collected.

It is the India Company **COS Retail Private Limited ("COS")**, A Wing, 2nd floor, D-3, District Centre, Saket, New Delhi 110017 India that is responsible for most of the processing of personal data described within this Privacy Notice.

COS Retail Private Limited is throughout this Privacy Notice individually or collectively referred to as "we" or "us".

When can we process your personal data?

We will only collect, process, use or store personal data if we have valid and lawful reasons to do so. Your personal data may be processed by us based on reasons derived from the following factors:

- **Consent:** When you give us your consent, we will process your personal data for the specific purpose you have consented to. This basis is for example used when you request us to send you one of our newsletters with offers and style updates.
- **Legitimate Interest:** We may process your personal information when necessary for our legitimate interests and when these interests do not outweigh your own rights and interests. This covers processing for purposes such as our customer service support, improving or developing our products and services; and security purposes including fraud prevention.
- **Legal requirement:** Whenever the processing of your personal data is necessary for us to fulfil our legal obligations of the country of operation.

For each specific purpose of processing of personal data, we will inform you about which of the above justifications will apply.

Minors

We do not knowingly collect any personal data from minors on our websites. If we discover that any such information is in our possession, we will delete it.

How do we process your personal data and why?

Depending on how you interact with us or what type of service you are using we will process your personal data for the following purposes:

Marketing and Promotions

Purpose	Type of personal data
<p>To generate and distribute marketing materials, such as newsletters, including style and shopping recommendations, push notifications and marketing surveys, through multiple communication channels.</p> <p>To provide you with tailored online contents, including sending you advertisements.</p> <p>To ensure our direct marketing communications to you are effective and in line with your preferences.</p>	<ul style="list-style-type: none">• Contact information (e.g., name, phone number, email address, address)• Customer ID and linked information, such as order history• IP address• Behavioural and contextual data collected via cookies or similar technology• Date of Birth
<p>Further info. Marketing and promotions will be sent and displayed to you according to your preferences through email and SMS as displayed in your mobile app, social media channels or web browser.</p> <p>We also enhance your online experience by providing you with personalized marketing based on your engagement with us and analytics of your customer behaviour on our websites, such as your purchase and browsing history.</p> <p>Advertising partners. To be more efficient in our marketing we collaborate with different social media, search engine and advertising network providers ("Advertising Partners").</p> <p>We collaborate with advertising partners such as Facebook, Instagram, Snapchat, Pinterest, TikTok and YouTube for advertising on social networks and with Google for online advertising networks such as Google Ads and Google Marketing Platform.</p> <p>We also collaborate with affiliate (influencer) marketing partners, such as Rakuten, to drive traffic to our web sites.</p> <p><i>How this works:</i> Advertising partners use data provided by us and collected from cookies and other tracking technologies to predict your preferences and interests and take this into account when creating your personalized ad. This is standard industry practice commonly known as "retargeting". Retargeting allows us to run relevant advertising campaigns to you and to measure the efficiency and reach of the advertising materials. It also helps us to measure the advertising partners' performance and efficiency of campaigns.</p> <p>Advertising partners use cookies and similar technologies to trace your usage of our websites and services by accessing data stored on your device or in apps.</p> <p>Our Advertising Partners enable us to identify and engage with the right target audience, to create and distribute personalized marketing content across platforms and services. To be able to choose the content that fits your interests, we can use information obtained from you when you signed-up for newsletter or created an account, membership or made a purchase with us.</p> <p>We may share this information and a customer identifier, e.g. an encrypted email address or device id, with our Advertising partners. The purpose is to show relevant ads to you on third party websites and apps. In order to do this, your data is matched with the database of the Advertising partner. If a match is found, you will receive relevant promotional content in your feed or search engine. If no match is found your data is securely destroyed. Your personal data is handled in a secure manner using a technique called hashing. This ensures your data is scrambled in a manner that makes it unreadable to anyone other than the recipient for the explicit given purpose.</p>	

Each Advertising Partner is responsible for their part of the processing as controllers, including (if any) transfers of personal data to non-EEA countries.
Justification: When we send you direct marketing material, we rely on your consent to receive personalised newsletters and text messages. We use pixels in newsletter emails to gauge recipients' engagement metrics, to which we rely on your consent given to receive direct marketing. Additionally, the use of cookies or similar tracking technologies on your browser/device is based on your consent collected via cookie banner. We may use your personal data to improve targeted marketing campaigns through our advertising partners, relying on our legitimate interest as business to carry out these activities.
Retention time: We will process your data no longer than necessary to provide you with marketing and promotions. We will cease processing your data for marketing purposes once you have closed your customer account or membership and/or actively rejecting further marketing communication from us.

Customer Service

Purpose	Type of personal data
<p>To be able to manage your questions, handle complaints and warranty matters and to provide technical support as well as to improve customer experience.</p> <p>To be able to contact you, if needed, through email, telephone, social media, or any other means in response to your enquiries regarding order, delivery or return questions or to request your participation in a customer survey.</p>	<ul style="list-style-type: none"> • Contact information such as name, e-mail address and telephone number • Customer ID and interaction log • Content generated by you, such as emails and chat transcript
Justification: The processing of your personal data to provide you with the best possible Customer Service is based on our legitimate interest as a business.	
Retention time: We will keep your data for as long as we need to be able to support you regarding your case and, to be able to handle potential legal claims from you as a customer. We may continue to keep and use your data if we have outstanding obligations to you or by any other reasons are prevented from erasure.	

Competitions & Events

Purpose	Type of personal data
<p>To be able to administrate and follow up on competitions and events, such as confirming participation, contact winners, deliver, and follow up on prize deliveries, reach out to you with relevant information about the competition and/or event and grant you access to the venue where the event is held.</p> <p>To be able to market our events improve our services, marketing, customer relationships and experiences and to plan better future events and attendee experience.</p>	<ul style="list-style-type: none"> • Contact information such as name, address, e-mail address and telephone number • Information submitted in the contest • Photo/video <p>We sometimes film and photograph at our events, and the content will be used to market our services and to promote future events on our website, social media channels and in marketing materials. We will also use the content for internal use. You will be notified if we intend to photograph/film at an event.</p>
Justification: The processing of your personal data to make a competition or an event available to you is based on our legitimate interest as a business.	
Retention time: We will keep your personal data for as long as necessary for us to fulfil the purposes mentioned above and to fulfil any legal obligations connected.	

Business Development & Analytics

Purpose	Type of personal data
<p>To evaluate, develop and improve our products, services, customer experience, supply chain and store premises. This includes analysis to make our services more user-friendly, such as modifying the user interface to simplify the flow of information or to highlight features that are commonly used by our customers.</p> <p>To reach out to you to respond to enquiries and surveys. In such case, any personal data used and obtained from you will only be processed for the specific purpose described therein.</p> <p>To be able to perform analytics and segmentation to provide you with personalised shopping experience.</p> <p>To be able to share personal data with our Advertising Partners for the purpose of optimizing ad targeting.</p>	<ul style="list-style-type: none">• Identifiers, such as customer ID, email address, phone number• Non-identifying information (data that cannot be used to identify an individual on its own), such as gender, postcode, partial name• Behavioural and contextual data collected via cookies or similar technology• Data generated by you, such as survey results, ratings and reviews of products/service, and interactions with Customer Service• System generated data derived from your activities and engagement with us
Justification: The processing of your personal data for the purpose to develop and improve our services and products, is based on our legitimate interest as a business.	
Retention time: We will process your personal data no more than necessary for us to fulfil the purpose. Thereafter the data will be immediately erased for this type of use.	

Compliance with Laws

Purpose	Type of personal data
<p>To comply with certain legal obligations. In order to comply with local law, we are obliged to process certain personal data. Such obligations may vary from country to country stipulated in for example tax, accounting, book-keeping, sanction, health & safety regulations, and consumer legislations.</p>	<p>What type of personal data we process are stipulated by the applicable law.</p>
Justification: The processing of your personal data is necessary for H&M to fulfil its legal obligations of the country of operation.	
Retention time: The data retention time will vary depending on the purpose, context and specific local legal requirements.	

Security & Safety

Purpose	Type of personal data
<p>To ensure online safety for our customers, users, visitors, assets and business against cyber-attack, fraud, misuse and other malicious activities.</p> <p>To assess, investigate, document, and report individual incidents/accidents.</p> <p>To generate security analysis and reports on aggregated level.</p>	<ul style="list-style-type: none">• Customer ID• Ip address• Age

To establish, exercise, and/or defend legal claims or disputes.	
Further info. We may utilize automated processing technologies, including artificial intelligence, to identify and mitigate security risks efficiently and accurately. These technologies aim to monitor and protect against potential cyber threats, prevent data and asset loss, and enhance the overall integrity of our systems.	
Justification: Unless there is a specific legal obligation , the processing of your personal data for security and safety purposes is based on our legitimate interest .	
Retention time: We will keep your personal data no more than necessary for each purpose. However, we may need to keep and/or process data for a longer period if we consider it reasonable or obligatory.	

Where and with whom do we share your personal data?

Your personal data is available and accessible only by those who need the data to accomplish the intended processing purpose. We may share your personal data within the H&M Group, with sub-contractors, partners and other third parties whenever needed to fulfil the intended processing purpose.

We reserve the right to transfer any personal data we have about you in the event that we merge with or are acquired by a third party, undergo other business transactions such as a reorganization, or should any such transaction be proposed.

What are your privacy rights?

Data protection is a fundamental right, and you have several rights in accordance with applicable data protection legislation. These rights are:

Right to access:

You have the right to request information about the personal data we hold on you at any time.

Right to rectification:

You have the right to request rectification of your personal data if the information is incorrect, including the right to have incomplete personal data completed.

Right to erasure:

You have the right to request erasure of your personal data processed by us at any time. Your personal data may continue to be processed under certain circumstances, we will fully erase your personal data once it is no longer necessary for the purpose for which we originally collected or processed it, or when we are no longer legally required to process it.

Right to withdraw your consent

For each processing purpose you have given us your consent, you have the right to withdraw your consent at any time. If you do so, we will stop the processing of your personal data for that specific purpose.

You can revoke your consent by the following means:

- click on “unsubscribe” button in marketing email and/or follow the instruction given in other communication channels
- edit the subscription settings under “My Account” or “My privacy portal” page
- contact Customer Service

Right to object to processing based on our legitimate interest

You have the right to object to processing of your personal data that is based on our legitimate interest. We will not continue to process the personal data unless we can demonstrate legitimate grounds for the process which overrides your interest and rights or due to legal claims.

How do you exercise your rights?

You can send us your requests via email at any time at customerservice.international@cos.com

Data Protection Officer

We have appointed a Data Protection Officer to ensure that we continuously process your personal data in an open, accurate and legal manner. You can contact our DPO via the email address above for the brand to which your matter applies. Please write DPO as subject matter.

Updates to our Privacy Notice:

We may need to update our Privacy Notice. The latest version of our Privacy Notice is always available on our website.

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