

## PRIVACY STATEMENT

### How we use Cookies

Cookies are small pieces of information that are stored by your browser on your computer's hard drive when you visit some websites. We use cookies to help identify your computer so we can tailor your user experience, for example to track shopping basket contents, courier preferences and remember where you are in the order process or returns process. Cookies do not contain any recognisable personal information but are used by websites, including this one, to better understand how visitors are accessing and using their site. This information may be used to improve website usability and occasionally for marketing purposes.

You can disable any cookies already stored on your computer, but these may stop our website from functioning properly.

### What is ZigZag Global?

ZigZag Global provide software and logistics to help retailers manage returns globally. We partner with retailers to help them offer a better returns experience to their customers, which may include managing logistics and returns with leading carrier partners and postal partners.

### Order processing Cookies

We use these Cookies to provide essential services to our customers, relating to the processing of their order or return.

This website may:

- Remember what is in your shopping basket or returned order
- Remember where you are in the order process
- Remember when you are logged in and that your session is secure. You may need to be logged in to complete an order with some retailers.

The following are not strictly necessary but are required to provide you with the best user experience and also to tell us which pages you find most interesting (anonymously).

### Functional Cookies

This website may:

- Offer Live Chat Support
- Track the pages you visits via Google Analytics

### Site analytics Cookies (Google Analytics)

These Cookies are used to better understand how customers are using our site so we can improve and optimise to create the best possible experience for shoppers or customers who need to return an item.

### Targeting Cookies

This website may:

- Allow you to share pages with social networks such as LinkedIn, Twitter or Facebook, Google +1 etc.

### Marketing analytics Cookies

We use these Cookies to find out where our customers are coming to our site from; whether through a web search or straight from one of our emails or from the retailers we work with. With this information we can monitor our own marketing to better understand the customer journey and tailor our approach accordingly to make it more relevant.

### How can I stop Cookies being used?

Most browsers are automatically set to accept Cookies but usually you can alter the settings of your browser to prevent automatic acceptance. Please be aware that restricting Cookies will have a negative impact on your experience of this and many other websites. However, if you choose not to allow Cookies, you will still be able to use most of the features of our website, including the ability to purchase items.

If you object to us using Cookies, find out how to manage the use of Cookies through your browser (for any site you visit) here: <http://www.allaboutcookies.org/manage-cookies/>.

### Contact details:

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