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PRIVACY POLICY OF ZIGZAG GLOBAL LTD

- What information do we collect about you?
- Consumer returns
- Use of Your Information
- Your data protection rights
- How long we keep your data
- Who we share your data with
- International data transfers
- Providing your data to us
- Automated decision-making and profiling
- Complaints
- Participating in events
- Cookies
- Other websites
- Changes to our privacy policy
- How to contact us

What information do we collect about you?

In the course of our business activities, including but not limited to operating our website, software, services and events, we may collect and process personal information relating to individuals and businesses. This may include when you submit an enquiry or register to use our services or software. We collect information about you when you create an account with us, when you sign a contract, when you become a customer, when you make an enquiry on the website and/or when you register for an event or meet us at an event, conference or trade show. This includes basic contact details (including but not limited to name, company, email address, telephone) as well as potentially some questions about the nature of your business. Access to this information is restricted to authorised personnel. Appropriate security measures are in place to ensure your data is secure.

Consumer returns

ZigZag Global provides software and related services to help retailers manage consumer returns globally. When consumers use a returns portal or returns services provided by ZigZag Global, we process personal information necessary to administer and manage the return. This may include the consumer's name, contact details, address, order or return reference information, and details relating to the returned item.

Payments and payment data

Where a consumer is required to make a payment in connection with a return, payment details are collected and processed securely by our third-party payment service providers. ZigZag Global does not store or process payment card details and does not have access to full card information.

The personal data we process in relation to payments is limited to information necessary to administer the transaction, such as payment status, transaction references and reconciliation details. Such information is retained only for as long as necessary to meet contractual, accounting or legal obligations.

Consumers place a returned order by:

- entering the required information on the returns portal; and
- entering their credit or debit card details for payment of applicable charges

We will then confirm your returned order by:

- sending you an order confirmation together with an order tracking number;
- providing confirmation on the Returns Portal

Once you receive the returned order confirmation you need to:

- print the return label which can be downloaded from the returned order confirmation screen or the returned order confirmation email, or safely store the QR code required at the appropriate drop off point. Please note that some services require a printer.
- ensure that the returned order is sufficiently packaged in appropriate protective packaging to avoid damage in transit;
- attach the return label securely to the returned order; drop the returned order at the appropriate drop off point or have it collected depending on the service selected at checkout;
- obtain a receipt for the returned order at the appropriate drop off point.

ZigZag is unable to supply you with the services unless you have complied with the requirements above.

We reserve the right to reject a shipment that contains any illegal, dangerous, flammable or hazardous goods or products. If you wish to use our services to return restricted items you must obtain our prior written consent.

- You must drop the returned order off at the appropriate drop off point within 14 days of receipt of the order confirmation as the return label may expire after that date

Refunds

- You may choose to cancel the return within 14 days of receipt of the returned order confirmation provided that you have not already sent the item. In the event of cancellation you shall be entitled to request a refund.
- You will receive a refund if we need to cancel the order for events outside of our control

We reserve the right to refuse a refund if you failed to:

- Complete the returns process or send back your return within 14 days
- Pack your return securely and safely in appropriate packaging
- Send your item back using the valid returns label that we supplied
- Did not obtain any proof of posting using a tracked method

ZigZag Global will supply the Services to you using reasonable care and skill. We shall endeavour to meet the timeframes stipulated for the appropriate service selected for the returned order but any such timeframes shall be estimates only and time shall not be of the essence in performance of the services. ZigZag shall not be held responsible for failure of carriers to deliver on time or for Force Majeure events outside our control.

We may perform the services ourselves or we may sub-contract part or all of the services to partners such as carriers or 3PL providers. You acknowledge that we provide a service for the transport of goods with a specified timeframe for delivery, therefore you do not have a right to cancel the Order under the Consumer Contracts (Information, Cancellation and Additional Payments) Regulations 2013 (Regulation 28(1)(h)). This does not affect your statutory rights.

By using the services, you accept our terms and conditions.

ZigZag Global accepts responsibility for the returns postage label, but by using our services you acknowledge that we are not the retailer of the returned goods. We are a service partner of the retailer providing a returns software solution (returns portal) and return postage or carrier labels on behalf of the retailer.

The cost of using the service is displayed on the portal and are inclusive of taxes applicable.

Payment for the Services is required upon completion of your returned order by credit or debit card via our payment gateway, via PayPal or Apple pay or Android Pay. If you paid for a return, please note that on your debit / credit or bank statement you will see the charges are payable to ZIGZAG GLOBAL as we are the company providing you with the services not the retailer of the returned products.

Some of the retailers we work with may choose to deduct the cost of postage from your refund rather than charging you for a postage label in the checkout. If this option is offered you will need to agree to this deduction before the return label can be provided. Please check the retailers returns policy if you are unsure.

Trading Address

ZigZag c/o Global Blue
7th Floor
52 Grosvenor Gardens
London
SW1W 0AU
UK

Registered Company Address:

ZigZag Global Ltd
c/o Simmons Gainsford
7/10 Chandos Street,
Cavendish Square,
London
W1G 9DQ

NB this address is our accountant and should not be used for correspondence

VAT Reg No:

217382805

Registered Company Number

09404819

If you have any questions or if you have any comments, suggestions or complaints, please contact us. You can contact ZigZag by e-mailing ZigZag at support@zigzag.global. If you wish to contact us in writing you can send this to us by e-mail, by hand, or by pre-paid post to:

ZigZag c/o Global Blue
7th Floor
52 Grosvenor Gardens
London
SW1W 0AU
UK

If your correspondence requires a response we will confirm receipt of this by contacting you in writing or by return of email. If we have to contact you or give you notice in writing, we will do so by e-mail, by hand, or by pre-paid post to the address you provide to us in the returned order.

Use of Your Information

If you contact us via our website or subscribe to our emails you will be added to the ZigZag database so that we can contact you. Communications relating to our services or an existing relationship are sent on the basis of contractual necessity or legitimate interests, while marketing communications are sent in accordance with applicable marketing laws and consent requirements. Joining our database includes being kept informed (including via email) of ZigZag business news, updates on the returns policies or best practices, information about government legislation, events and webinars, including some sponsored content. You may unsubscribe from this at any time by following the instructions in the email. If you have voluntarily shared your information with us by giving us a business card at a conference, event or tradeshow, we may email you to stay in contact but you will always have the option to unsubscribe. We use the information that we collect from you to provide our services to you. In addition to this we may use the information for one or more of the following purposes

1. To provide information to you that you request from us relating to our products or services.
2. To provide information to you relating to other products that may be of interest to you.
3. To inform you of any changes to our website, policies, services or goods and products.

We process personal information only where we have a lawful basis to do so under applicable data protection law. Depending on the context, this may include processing that is necessary for the performance of a contract, compliance with legal obligations, our legitimate interests, or consent where required. Individuals may opt out of marketing communications at any time.

Your data protection rights

Under applicable data protection laws, individuals have certain rights in relation to their personal information. These include the right to:

- request access to the personal information we hold about you;
- request correction of inaccurate or incomplete personal information;
- request deletion of your personal information where there is no lawful reason for us to continue processing it;
- request restriction of the processing of your personal information in certain circumstances;
- object to the processing of your personal information where we are relying on legitimate interests;
- request a copy of your personal information in a structured, commonly used and machine-readable format.

Where processing is based on consent, you have the right to withdraw your consent at any time. This will not affect the lawfulness of processing carried out before consent was withdrawn.

How long we keep your data

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, including to provide our services, comply with legal, accounting or regulatory requirements, and to resolve disputes.

Retention periods may vary depending on the type of personal information and the context in which it is processed. Where personal information is no longer required, it is securely deleted or anonymised in accordance with our data retention practices.

Who we share your data with

We may share personal information with third parties where necessary to provide our services, operate our business, or comply with legal obligations.

Depending on the context, this may include sharing personal information with:

- retailers and commercial partners for whom we provide returns services;
- couriers, logistics providers, customs brokers and fulfilment partners involved in the collection and processing of orders and returns;
- payment service providers for the purpose of processing payments;
- tracking and delivery information including updates and notifications;
- duty drawback, taxes, claims and exception order handling;
- technology service providers who support our systems and services;
- professional advisers, regulators or authorities where required by law.

We share personal information only where there is a lawful basis to do so and, where applicable, subject to appropriate contractual safeguards.

International data transfers

Personal information processed by ZigZag Global may be transferred to, or accessed from, locations outside the United Kingdom or European Economic Area where necessary to provide our services or operate our business.

Where personal information is transferred internationally, we ensure appropriate safeguards are in place in accordance with applicable data protection laws, such as the use of approved contractual safeguards or other lawful transfer mechanisms.

Providing your data to us

In some cases, the provision of personal information is necessary for us to enter into or perform a contract with you or to provide our services, for example when administering returns or responding to enquiries.

Where we require personal information to meet a legal or contractual requirement and such information is not provided, we may be unable to provide the relevant service or fulfil the request.

Automated decision-making and profiling

ZigZag Global may use automated tools, including artificial intelligence-based systems, to support certain recruitment and assessment activities. These tools may involve the automated processing of personal information for the purposes of screening or evaluating candidates.

Such processing is not used as the sole basis for decisions that produce legal effects or similarly significant effects on individuals. Human review and oversight are applied as part of recruitment decision-making.

Complaints

If you have concerns about how we process personal information, we encourage you to contact us in the first instance using the details set out in the “How to contact us” section above.

You also have the right to make a complaint to the UK Information Commissioner’s Office (ICO), which is the supervisory authority for data protection matters in the UK. Further information can be found at www.ico.org.uk.

Participating in events

During event registration, delegates are asked to provide relevant contact details in order to receive information about the event, such as reminders, agendas, changes. Where required, consent will be obtained for the use of personal information beyond the administration of the event.

For any events co-organised by ZigZag Global and a 3rd party, delegates will be informed during registration which personal information will be shared with the 3rd party organisation and asked to provide consent for such sharing.

ZigZag Global also attends conferences, events and trade shows around the world in a delegate or exhibitor capacity and is not always the organiser of the event. In such cases, the organiser’s privacy practices will apply.

At some events there may be photography and/or filming. Where applicable, this will be communicated at the time of registration or at the event. Such material may be used in event reports, articles and related marketing materials.

Event-related personal information is processed for the purposes of administering the event and communicating with delegates, on the basis of consent or legitimate interests, depending on the nature of the event.

Cookies

Cookies are small text files that are placed on your device when you visit a website. We use cookies and similar technologies to ensure our website functions correctly, to understand how visitors use our website, and to improve user experience.

Some cookies are essential for the operation of the website, while others are used for analytics or other non-essential purposes. Where required by applicable law, we will obtain your consent before placing non-essential cookies on your device.

You can control or delete cookies through your browser settings. Further information about how to manage cookies can be found at www.aboutcookies.org.

Other websites

Our website may contain links to other websites operated by third parties. This privacy policy applies only to ZigZag Global's website and services. We are not responsible for the privacy practices or content of third-party websites, and we encourage you to review the privacy policies of any external sites you visit.

Changes to our privacy policy

We keep this Privacy Policy under regular review and may update it from time to time to reflect changes in our practices, services or legal requirements. Any updates will be published on this page, and the "Last updated" date at the top of the policy will be revised accordingly.

How to contact us

If you have any questions about this privacy policy or how we process personal information, please contact ZigZag Global using the contact details below.

Email support@zigzag.global

You may also contact us in writing at the address set out above.

Data protection and GDPR

ZigZag Global processes personal information in accordance with applicable data protection laws, including the UK General Data Protection Regulation (UK GDPR) and, where applicable, the EU GDPR.

Depending on the context, ZigZag Global may act as a data controller or a data processor. Where we provide returns services on behalf of retailers, we typically act as a data processor, processing personal data in accordance with the retailer's instructions. Where we process personal data for our own purposes, such as marketing communications, events, customer support, or website operations, we act as a data controller.

We implement appropriate technical and organisational measures designed to protect personal information against unauthorised access, loss, or misuse, taking into account the nature of the data and the risks involved.

Where personal data is shared with third parties (such as retailers, couriers, logistics providers, payment service providers, or technology partners), this is done only where necessary to provide the service or to meet legal obligations, and subject to appropriate contractual safeguards.

In the event of a personal data breach, we will assess the incident and take appropriate action in line with applicable data protection laws, including notifying relevant parties where required.

ZigZag Global is registered with the UK Information Commissioner's Office (ICO).

If you have questions about how we process personal data or wish to exercise your data protection rights, please contact us using the details set out in the "How to contact us" section above.

GDPR

Our GDPR Statement

Introduction

The new EU General Data Protection Regulation (GDPR) has now come into force and impacts every organisation which processes personal data of EU citizens. It introduced new responsibilities, empowers businesses to be accountable for their processing of personal data as well as enabling EU citizens to protect their privacy and control the way their data is processed. Even though the UK has left Europe, the GDPR still applies and replaces the UK's Data Protection Act 1998.

Data protection definitions

Personal data is any information that relates to a living individual. It also includes any data that can be used with other sets of data to identify an individual. Typical examples of personal data are name, identification number, location data, online identifier and email address.

Processing relates to any operation carried out on personal data including collection, recording, organising, structuring, storing and using. Processing also doesn't have to be by automated means which means that processing includes paper-based, non-digital systems.

A Data Subject is the individual whose personal data is being processed

A Data Controller is the organisation which determines how personal data is processed

A Data Processor is an organisation which processes data on behalf of a Controller. This typically means a third party who is used by the Controller to process their data (e.g. a marketing company used to send out marketing materials)

For detailed information about the GDPR and data protection, visit the Information Commissioner's Office website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

Your GDPR Responsibilities

When you use our services to store or process your personal data (including customer's or user's data), you are the Data Controller and we are a Data Processor. This will be true for any personal data you place on our servers either directly, via a hosted website or by use of any of our other services.

The GDPR requires you, as a Data Controller, to ensure that any Data Processor services you use to process personal data are GDPR compliant. This means that when you use any of our services to process your personal data you need to carry out due diligence on our services and ensure certain contractual terms are in place.

This GDPR statement is our way of helping you meet these GDPR regulatory requirements and to offer you an assurance that we take GDPR and the security of your personal data as part of the everyday running of our services.

Our GDPR Commitment

As UK Company, ZigZag Global is committed to ensuring our business, services and internal processes are GDPR compliant. This GDPR Statement provides our assurances to GDPR compliance.

ZigZag Global has put in place:

- Employee data protection training to ensure all staff understand their role in data protection compliance
- Updated internal policies relating to data protection and responsibilities within our businesses for ongoing GDPR compliance
- Check all our systems, processes and services to ensure they meet the requirements of GDPR, particularly around security of data and our use of any external third-party services

- Procedures to ensure ongoing compliance
- Updated terms and conditions of services that meet the contractual requirements of GDPR in the Data Controller – Data Processor relationship

Our services are compliant because:

- We have fully assessed our GDPR compliance both regarding the services we offer to our customers and regarding our internal policies and procedures
- We have appropriate technical and personnel protocols in place to ensure the security of your data
- We carry out due diligence against any sub-processors or other third party processors we use to ensure their GDPR compliance (such as data centres)
- We only allow specific members of staff access to our servers and what access that is available is limited to specific circumstances
- Our staff are trained in GDPR compliance and understand their responsibilities for managing the systems that process your data

Our role as a Data Processor

You are the owner of the data you submit to our servers.

When your data is placed on our servers, you are the Data Controller and ZigZag Global, the Data Processor. We do not access the data you store on our services and any processing (as a Data Processor) is only stored to help facilitate the transactions we manage on behalf of our clients and suppliers. Our clients and suppliers are typically Retailers, Marketplaces, Couriers or 3rd Party Fulfilment partners.

We do not use personal data for any processing of our own.

ZigZag Global needs to process your personal information in order to facilitate collection of returns.

Whilst we do need to share your data with suppliers such as a courier (in order to collect goods from your house for example) we do not share or provide access to any of your data with other third parties unless required to do so by law. Where law enforcement or other authorised parties request access to our servers, we follow strict internal policies for dealing with such requests in line with existing law. Furthermore, the third parties are required to demonstrate they have a lawful reason to access the data and under what authority.

Data location

Personal information processed by ZigZag Global is hosted within the United Kingdom and, where applicable, the European Economic Area. Where personal data is transferred outside the UK or EEA, we ensure appropriate safeguards are in place in accordance with applicable data protection laws.

Security

ZigZag Global implements appropriate technical and organisational measures designed to protect personal information against unauthorised access, loss, alteration or misuse, taking into account the nature of the data processed and the associated risks.

Access to personal information is restricted to authorised personnel on a need-to-know basis, and we work with trusted service providers who are required to implement appropriate safeguards.

Each data centre we operate from has hardware security access for example:

- 24/7/365 Manned Facilities
- CCTV Security Cameras Covering Inside, Outside and All Entrances of Data Centres
- Site Entrances Controlled By Electronic Perimeter Access Card System
- Sites Remotely Monitored By 3rd Party Security Company
- Entrances Secured by Mantraps with Interlocking Doors
- SSAE-16 & HIPAA Compliant, Safe Harbor Certified

Maintaining Security

All our employees keep up to date with all technical aspects of security and ensure the ongoing security of our servers and systems. This means that any security patches are applied to our systems as a matter of priority and any changes or updates to our own systems are done so, always, with data protection and privacy in mind and where appropriate, in discussion with our customers. Where we have an agreement in place with our customers to do so, we also maintain the security of our customer's own servers or hosted applications.

Access to Servers

Remote admin access to our servers is strictly restricted to key personnel within our Technical Support team. Our team will access a server only to resolve an issue reported by the client. Or to ensure that the Managed Hosting Service Level opted for by a client is met.

Microsoft's Data centre staff have physical access to the servers, but we have strict protocols in place to ensure they only do so, if requested by a member of our technical support team and such a request will only be in cases when they need to carry out a visual check of a server or carry out physical maintenance on the server itself.

ZigZag Global Employees

All ZigZag Global employees are trained and made aware of their responsibilities under GDPR including their duties with regards to access, security and processing of any personal data stored on our servers. Security and data governance are covered in our employee handbooks and actively discussed as part of quarterly meetings to ensure all staff are up to date.

Changes to our approach

Should our approach to any aspect covered by this statement change we will make sure, where your data is impacted, that we notify you within a reasonable timeframe and in line with any contractual terms in place between us.

Data Breaches

In the unlikely event of a breach occurring (as defined in the GDPR) we will notify you within 48 hours of the breach coming to our attention. This will be enough time for you to consider your requirements, under GDPR, for reporting the breach to the ICO and Data Subjects.

We are registered with the [ICO](#).

We help you to comply with GDPR

Our approach to our own compliance also helps you comply with your own GDPR compliance requirements. This statement should go some way to explain our approach to GDPR compliance. By using our services, you can be assured that your use is GDPR compliant.

If required we will assist you or the Information Commissioner's Office with any query relating to the GDPR compliance of our services.

Data Protection Contact

Any questions, queries or requests for further information regarding our GDPR compliance should be sent to:

ZigZag c/o Global Blue
7th Floor,
52 Grosvenor Gardens, London
SW1W 0AU
Email support@zigzag.global.