

FREQUENTLY ASKED QUESTIONS ON THE ANNUAL GENERAL MEETING

1. When (date and time) is the upcoming Annual General Meeting (AGM) of Inditex going to take place?

Inditex's AGM is scheduled to be held on 14 July 2020 at noon on first call or at the same time on the following day 15 July 2020, where necessary, on second call.

Shareholders are hereby informed that AGMs are usually held on first call.

2. Where is the AGM going to be held?

If the AGM is held with shareholders and proxy holders physically present, it will be held at Inditex's registered office: Avenida de la Diputación, Edificio Inditex, 15142 Arteixo, A Coruña (Spain). In view of the situation created by the global health crisis, and pursuant to applicable regulations, shareholders and their proxy holders will also be allowed to remotely attend and participate at the AGM pursuant to the terms indicated in the notice calling it. Likewise, if the state of alarm declared by the Government, or any other measure ordered by administration or health authorities that restricts or prevents people's mobility or the holding of the AGM remain in force in the whole national territory or in part thereof, a virtual-only AGM can be held.

3. How was the notice calling the AGM published?

The notice calling the AGM has been posted on CNMV's website (www.cnmv.es), and on Inditex's website (www.inditex.com), and it has been published in the Boletín Oficial del Registro Mercantil [*Official Gazette of the Companies Register of Spain*].

4. Which are the items on the agenda submitted to the AGM?

The items on the agenda are:

1. Review and approval, where appropriate, of the Annual Accounts (Balance Sheet, Income Statement, Statement of Changes in Equity, Statement of Cash Flows and Notes to the accounts) and Directors' Report of Industria de Diseño Textil, Sociedad Anónima, (Inditex, S.A.) for financial year 2019, ended 31 January 2020.
2. Review and approval, where appropriate, of the Consolidated Annual Accounts (Consolidated Balance Sheet, Consolidated Income Statement, Consolidated Statement of Comprehensive Income, Consolidated Statement of Changes in Equity, Consolidated Statement of Cash Flows and Notes to the consolidated accounts) and Consolidated Directors' Report of the consolidated group (Inditex Group) for financial year 2019, ended 31 January 2020, and of the management of the company.
3. Review and approval, where appropriate, of the Statement on Non-financial Information (Act 11/2018 of 28 December on mandatory disclosure of non-financial information).

4. Distribution of the income or loss of the financial year.
5. Declaration of a dividend in the gross amount of €0.35 per share charged to unrestricted reserves.
6. Re-election, ratification and appointment of members of the Board of Directors:
 - a) Re-election of Pontegadea Inversiones, S.L. (represented by Ms Flora Pérez Marcote) to the Board of Directors as non-executive proprietary director.
 - b) Re-election of Bns. Denise Patricia Kingsmill to the Board of Directors as non-executive independent director.
 - c) Ratification and appointment of Ms Anne Lange to the Board of Directors as non-executive independent director.
7. Re-election of Deloitte, S.L. as Statutory Auditor of the Company and its Group for financial year 2020.
8. Amendment of the Articles of Association in order to expressly provide for the possibility of remote attendance at the Annual General Meeting via:
 - a) Approval of the amendment of article 16 (“Eligibility to attend the General Meetings of Shareholders. Right to vote”) and article 17 (“Representation at the General Meeting of Shareholders”) in Part I (“General Meeting of Shareholders”) of Chapter III (“Governing Bodies of the Company”).
 - b) Approval of the revised text of the Articles of Association.
9. Amendment of the Regulations of the General Meeting of Shareholders in order to include the approval of the Statement on Non-financial Information among the powers of the General Meeting of Shareholders and to expressly provide for the possibility of remote attendance at Annual General Meeting via:
 - a) Approval of the amendment of article 6 (“Powers of the General Meeting of Shareholders”) in Chapter II (“The General Meeting of Shareholders”).
 - b) Approval of the addition of article 11 *bis* (“Remote Attendance”) in Part I (“Attendance and proxies”) and the amendment of article 12 (“Proxy Representation at the General Meeting of Shareholders”) in Part I (“Attendance and proxies”), article 19 (“Quorum”) in Part II (“The General Meeting of Shareholders”) and article 20 (“Request by shareholders to take the floor. Identification”) in Part III (“Use of the floor by Shareholders”), all of them in Chapter IV (“Holding of the General Meeting of Shareholders”).
 - c) Approval of the revised text of the Regulations of the General Meeting of Shareholders.
10. Advisory vote (say on pay) of the Annual Report on the Remuneration of Directors.

11. Granting of powers to implement resolutions.
12. Reporting to the Annual General Meeting on the amendment of the Board of Directors' Regulations.

5. Who is entitled to submit a supplement to the notice? Which procedure should be followed?

Shareholders holding shares representing at least 3% of the share capital may request the publication of a supplement to the notice of the AGM, adding one or more items on the agenda, provided that, however, such new items are duly supported or accompanied, where appropriate, by a duly supported proposed resolution.

This request must be made by means of a reliable notice (addressed to the General Counsel's Office) which must be received at the company's registered office within 5 days of the date of publication of the notice.

6. Who is entitled to submit proposed resolutions with their rationale? How can this be done?

Shareholders holding shares representing at least 3% of the share capital may submit by means of a reliable notice (addressed to the General Counsel's Office) which must be received at the company's registered office within 5 days of the date of publication of this notice, proposed resolutions with their rationale, on items already included, or which must be included on the agenda of the AGM, all of which pursuant to the terms of section 519 of the Companies Act.

7. Which documentation has been made available to shareholders to facilitate their attendance and informed participation?

In accordance with the provisions of the Companies Act, the Articles of Association and the Regulations of the General Meeting of Shareholders, shareholders shall have the right to examine the following documents at the registered office of the company, visit the Company's website (www.inditex.com) and/or request delivery or dispatch thereof, free of charge:

1. The agenda.
2. The notice of the Annual General Meeting.
3. The full text of the proposed resolutions regarding all items on the agenda.
4. The Annual Accounts and the Directors' Report of Industria de Diseño Textil, S.A. (Inditex, S.A.) and the Consolidated Annual Accounts and Consolidated Directors' Report of the Inditex Group for financial year 2019, that include the Statement on Non-financial Information (Act 11/2018 of 28 December on mandatory disclosure of non-financial information), and the respective Audit Reports
5. The statement of directors' responsibility regarding the contents of the Annual Accounts, pursuant to the provisions of section 118 of the revised text of the Securities Market Act, approved by *Real Decreto Legislativo* 4/2015, of 23 October.
6. The report of the Nomination Committee on the prior analysis of the needs of the Board of Directors prior to the selection of directors, pursuant to Recommendation 14 of the Good Governance Code of Listed Companies.

7. The report of the Nomination Committee on motion to re-elect Pontegadea Inversiones, S.L. (represented by Ms Flora Pérez Marcote) to the Board of Directors as non-executive proprietary director, that the Board of Directors submits to the Annual General Meeting.
8. The motion of the Nomination Committee regarding (i) the re-election of Bns. Denise Patricia Kingsmill to the Board of Directors and (ii) the ratification of the appointment of Ms Anne Lange to the Board of Directors, both as non-executive independent directors, that the Board of Directors submits to the Annual General Meeting.
9. The explanatory report issued by the Board of Directors evaluating the skills, experience and merits of Pontegadea Inversiones, S.L. (represented by Ms Flora Pérez Marcote), Bns. Denise Patricia Kingsmill and Ms Anne Lange, whose re-election, ratification and appointment to the Board of Directors, as the case may be, is submitted to the Annual General Meeting.
10. The report issued by the Board of Directors regarding item 8 on the agenda, on the amendment to the Articles of Association, including the full text of the proposed amendments to the Articles of Association.
11. The report issued by the Board of Directors regarding item 9 on the agenda, on the amendment to the Regulations of the General Meeting of Shareholders, including the full text of the proposed amendments to the Regulations of the General Meeting of Shareholders.
12. The revised text of the Articles of Association and of the Regulations of the General Meeting of Shareholders, whose approval is submitted regarding items 8 and 9 on the agenda, respectively.
13. The report issued by the Board of Directors regarding item 12 on the agenda, relating to the amendment of the Board of Directors' Regulations which was approved by the Board of Directors on 16 July 2019.
14. The Annual Corporate Governance Report for financial year 2019.
15. The Annual Report on the Remuneration of Directors for financial year 2019, subject to advisory vote (say on pay) on item 10 of the agenda.
16. The required forms to vote by proxy and cast absentee vote,
17. The rules on the exercise of the rights to vote by proxy and cast absentee vote, provided in the document headed "Development of the Internal Regulations on Absentee Voting and Granting of Proxy through Distance Communication Means
18. The rules on remote attendance provided in the document headed "Development of the Internal Regulations on Remote Attendance".
19. The total number of shares and voting rights as at the date of the notice.
20. The document with the FAQ raised by shareholders on the Annual General Meeting and their answers.

Pursuant to the Good Governance Code of Listed Companies, the following documents shall be posted on the corporate website (www.inditex.com) early in advance before the Annual General meeting is held:

21. The Annual Report on the proceedings of the Audit and Compliance Committee for financial year 2019.
22. The Annual Report on the proceedings of the Nomination Committee for financial year 2019.
23. The Annual Report on the proceedings of the Remuneration Committee for financial year 2019.
24. The Report on the Sustainability Committee.
25. The Report of the Audit and Compliance Committee on the independence of the statutory auditor.
26. The Report of the Audit and Compliance Committee on related-party transactions.

27. The 2019 Annual Report.

8. How is such documentation made available to shareholders?

Shareholders may review such information on the corporate website (www.inditex.com), under the “Compliance” section “Corporate Governance” “2020 Annual General Meeting” area.

Likewise, they can review the same at the company’s registered office or request the delivery or dispatch thereof free of charge.

9. Does the Company release an English translation of such documentation?

Yes it does. After the notice calling the AGM has been published, an English translation of the main documents relating to the AGM is made available on the corporate website. In the event of any discrepancies between the English translation and the Spanish version, this latter shall prevail.

10. Which are the contact details of the Office of the Shareholders?

Shareholders may contact the “Office of the Shareholders” by any of the following means:

- Postal address: Avenida de la Diputación, Edificio Inditex, 15142 Arteixo, A Coruña (Spain)
- Fax No.: + 34 981 185 365
- Phone No.: +34 901 33 02 12
- E-mail address: accionistas@inditex.com

11. Does the Company have an Electronic Shareholders’ Forum? Where and how can this Electronic Shareholders’ Forum be accessed?

Yes it does. Pursuant to the provisions of section 539.2 of the Companies Act, an Electronic Shareholders’ Forum is available on the corporate website (www.inditex.com), which use shall meet its statutory purpose and adjust to the guarantees and use guidelines provided by the Company.

The Electronic Shareholders’ Forum may be accessed by any shareholder and associations of shareholders duly qualified.

12. Which type of communications can be sent through the Electronic Shareholders’ Forum?

Users of the Electronic Shareholders’ Forum may send for posting in the Forum, communications regarding exclusively:

- Motions intended to be submitted as supplement to the agenda disclosed in the notice calling the AGM, including one or more items on the

agenda.

- Requests for adherence to such motions.
- Initiatives to reach the minimum percentage of the share capital required to exercise minority rights as provided in statute.
- Voluntary proxy offers or solicitations.

13. Who is entitled to attend the AGM?

Shareholders holding any number of shares registered in their name with the registers of any entities participant in the Sociedad de Gestión de los Sistemas de Registro, Compensación y Liquidación de Valores, S.A.U. (Iberclear) [*Spanish Central Securities Depository in charge of the Register of Securities, and the Clearing and Settlement of all trades*], at least 5 days prior to the date scheduled the AGM to be held, that is, 9 July 2020 if the Annual General Meeting is held on first call, or 10 July 2020 if it is held on second call, and who remain the holders of such shares as at the date the AGM is held and, who are up to date in the payment of calls on unpaid capital, shall be entitled to attend the AGM, either in person or remotely.

14. What is required of shareholders to attend the AGM?

In order to attend the AGM in person or remotely, shareholders shall have the pertaining attendance card issued in their name which shall include the number of shares held and the class thereof, as well as the number of votes they are entitled to cast.

Attendance cards will be issued by the pertaining entity entrusted with the register referred to in question 13 above, to such holders of shares who provide evidence that they have been registered in the aforementioned register at least 5 days before the date when the AGM is to be held.

Remote Attendance

Shareholders who wish to remotely attend the Annual General Meeting must previously register on the corporate website (www.inditex.com), from 9:00 a.m. on 3 July 2020 until 00:00 hours of the day immediately prior to that scheduled for the Annual General Meeting to be held on first call, that is, until noon on 13 July 2020, as described below.

In order to duly guarantee the authenticity and integrity of electronic communications, a valid electronic certificate must be available, in force and issued by the Spanish Public Certification Authority (CERES), reporting to the Currency and Stamp National Factory and Spanish Mint, under the terms provided in Act 59/2003 of 19 December or an electronic National Identity Card (eDNI).

The validity of any registration shall be subject to verification that the registered shareholder has the right to attend the Annual General Meeting. Once the right to attend has been verified, the shareholder may remotely attend, raise questions and vote at the Annual General Meeting of Shareholders, by establishing the relevant connection on the day the meeting is held.

15. Are there any differences between attending the meeting in person or remotely?

No. Remote attendance of shareholders or proxy holders will be equivalent to attending the Annual General Meeting in person. Therefore, the rules on voting and on passing of resolutions provided for in the Articles of Association and the Regulations of the General Meeting of Shareholders for shareholders or proxy holders attending in person will be also applicable to those remotely attending.

16. How many votes do shareholders (or their proxy holders) attending the AGM have?

Shareholders or proxy holders attending the AGM shall have one vote per each share they hold or represent.

17. What time does the access to the AGM begin?

Personal Attendance

On the day and at the venue where the AGM is to be held, and starting one hour before the scheduled time for the meeting to begin, shareholders may produce their respective attendance or proxy cards to any member of the staff charged with the register of shareholders.

Remote Attendance

Shareholders who have previously registered to remotely attend the Annual General Meeting as provided in question 14 above, must log in through the corporate website (www.inditex.com) between 10:00 a.m. and noon on the day of the meeting and identify themselves as instructed.

18. What time does the access to the AGM end?

Personal Attendance

No attendance or proxy cards produced by shareholders to the staff charged with the register of shareholders after the hour scheduled for the beginning of the AGM will be admitted.

Shareholders and proxy holders arriving late at the venue of the AGM, after the time for presenting attendance and proxy cards is over, may attend the meeting as guests but will not be included in the list of attendees.

Remote Attendance

Remote attendees will not be allowed access after the time set for the Annual General Meeting to begin. However, like all other shareholders, investors or other parties concerned, shareholders who do not access the remote attendance platform in time may follow the meeting in real time via streaming on the corporate website.

19. What is the right of shareholders to information? How can this right be exercised?

Pursuant to the provisions of sections 197 and 520 of the Companies Act, as of the date the notice calling the AGM is published and until the fifth day prior to the date scheduled for the Annual General Meeting to be held (i.e., 9 July 2020 if the Annual General Meeting is held on first call, or 10 July 2020 if it is held on second call), shareholders may request in writing from the Board of Directors any information or clarifications they may deem necessary, or raise in writing the questions they may think appropriate, regarding

- (i) the items on the agenda,
- (ii) the information made available to the public that the Company would have disclosed to CNMV since 16 July 2019, date on which the last AGM was held, and
- (iii) the audit reports on individual Annual Accounts and Directors' Report of the Company, and on the consolidated Annual Accounts and consolidated Directors' Report of its subsidiaries for financial year 2019, ended 31 January 2020.

For these purposes, shareholders may contact the "Office of the Shareholders" [postal address: Avenida de la Diputación, Edificio Inditex, 15142 Arteixo, A Coruña, (Spain); Fax no.: +34 981 185 365 and e-mail: accionistas@inditex.com].

Personal Request for Information

Shareholders may also request information and/or clarifications on the above listed issues verbally during the AGM.

Valid requests for information, clarifications or questions raised in writing by the shareholders, as well as the answers from the Board of Directors shall be included on the Company's website. Where prior to the raising of any specific question, the information requested by a shareholders is available in a clear, express and direct manner on the Company's website (www.inditex.com), the answer of the Board of Directors may merely refer to the above mentioned information.

The Company will make available to seniors and people with disability the necessary means so that they may exercise their right to information before the Annual General Meeting is held.

Remote Request for Information

Shareholders remotely participating at the General Meeting of Shareholders and intending to request from the Board of Directors any information or clarifications they may deem necessary, or raise the questions they may think appropriate, regarding items (i), (ii) and (iii) above, must submit their question in writing in the manner and pursuant to the terms and conditions established on the corporate website, between 10:00 a.m. and noon on 14 July 2020 if, as scheduled, the Annual General Meeting is held on first call (or the following day in the same time slot, if held on second call). The Chair shall read the questions during the time slot reserved for them.

Requests for information or clarification validly raised by those remotely attending shall be answered in writing to the party concerned within seven calendar days

after the Annual General Meeting, without prejudice to the possibility of the Chair answering them during the time slot reserved for Q&A.

Valid requests for information, clarifications or questions raised following said procedure, as well as the answers from the Board of Directors or, as the case may be the Chair, shall be included on the Company's website. When the information requested by any shareholder is available in a clear, express and direct manner on the Company's website (www.inditex.com), the answer of the Board of Directors may merely refer to the above mentioned information.

20. How can I take the floor if I remotely attend the General Meeting of Shareholders?

Shareholders remotely participating at the General Meeting of Shareholders and intending to take the floor, must submit their question or proposal in writing in the manner and pursuant to the terms and conditions established on the corporate website, between 10:00 a.m. and noon on 14 July 2020 if, as scheduled, the Annual General Meeting is held on first call (or the following day, in the same time slot, if held on second call). The Chair shall read the questions during the time slot reserved for them. Shareholders or proxy holders, who wish that their question be recorded in the minutes of the Annual General Meeting must expressly indicate it in their questions.

21. What happens if on the day of the General Meeting of Shareholders, due to technical circumstances not attributable to the Company or for security reasons arising from supervening circumstances, remote attendance cannot take place?

The Company reserves the right to adopt the appropriate measures in relation to the mechanisms enabled to remotely attend the Annual General Meeting, where necessary due to technical or security reasons. The Company shall not be held liable for any damages that shareholders or proxy holders might incur as a result of the occasional unavailability of the website, as well as any other break-down, line break, failure in the Internet connexion or any other eventuality of the same or similar nature, beyond the control of the Company, without prejudice to adopting the measures that each situation demands, including temporary suspension or extension of the General Meeting of Shareholders, if necessary to guarantee the full exercise of the rights of shareholders or proxy holders.

If, due to technical circumstances not attributable to the Company or for security reasons arising out of subsequent circumstances, remote attendance at the Annual General Meeting cannot take place as expected or if a temporary or definitive interruption in communications occurs during the meeting, this circumstance may not be invoked by the shareholder as an unlawful deprivation of his or her rights or as grounds for challenging the resolutions passed by the Annual General Meeting

22. With regard to shareholders who are not able or do not wish to attend in person the AGM, can they attend through a proxy holder? How can a proxy be granted?

Yes they can. Any shareholder may be represented by a proxy holder at the General Meeting of the Shareholders, whether or not a shareholder.

Proxies may be granted pursuant to the requirements and provisions of statute, the Articles of Association (article 17) and the Regulations of the General Meeting of Shareholders (section 12), by means of the proxy form printed on the attendance card.

Alternatively, any shareholder may vote by proxy using the "Vote by Proxy and Absentee Voting Card" form made available by the Company. To do so, they shall download from the corporate website (www.inditex.com) the "Vote by Proxy and Absentee Voting Card" included within the "2020 Annual General Meeting" section, by previously accessing the "Compliance", "Corporate Governance", "Annual General Meeting" area, print it, fill it out and sign it in the space headed "Grant proxy". Such card shall be produced together with the above referred attendance card issued by the entities where such shareholder has its shares deposited, duly signed under their hand.

23. How shall proxy holders and the proxies granted be evidenced in order to have access to the AGM?

Personal Attendance

Proxies granted may be produced by proxy holders on the day and at the venue where the AGM is to be held, or alternatively, they may be sent by shareholders, either by post or by courier to the following address: Industria de Diseño Textil, Sociedad Anónima (Inditex, S.A.), Office of the Shareholders, Avenida de la Diputación, Edificio Inditex, 15142 Arteixo, A Coruña (Spain).

Likewise, the card may be delivered, duly filled out and signed, at the participant in the Spanish Central Securities Depository in charge of the Register of Securities, and the Clearing and Settlement of all trades (Iberclear) where shareholders have their shares deposited so that said entity would send the card to the Company, timely and in due form.

Proxy holders must also fill out and sign where indicated, as the case may be, in the above referred card. At any rate, the Chair of the AGM may, on the same day it is held, urge the proxy holder to evidence such proxy.

Remote Attendance

Proxy holders wishing to remotely attend the AGM shall previously register via the "Shareholders' Office" (accionistas@inditex.com). For that purpose, they must send, together with the attendance card issued by the entity where the shareholder they represent has their shares deposited, duly signed under the hand of the represented shareholder and of the proxy holder complying with the proxy form printed on the attendance card, a scanned copy of their national identity card, foreigner identification number or passport. Alternatively, they may also submit the "Vote by Proxy and Absentee Voting Card" that the Company makes available to shareholders on the corporate website (www.inditex.com), in the section "2020 Annual General Meeting", accessing the "Compliance", "Corporate Governance" "Annual General Meeting" area. To do so, the proxy holder must send the copy duly completed and signed under their hand in the section corresponding to "Proxy" to the address indicated above, together with a scanned copy of their national identity card, foreigner's identification number or passport.

With regard to representatives of legal entities, they must also send to the aforementioned address a scanned copy of the document in support of the authorities to represent the legal entity shareholder.

Said documentation must be submitted by 00:00 hours of the day immediately prior to that scheduled for the Annual General Meeting to be held on first call, that is, by noon on 13 July 2020.

24. Can shareholders grant proxy through distance communication means?

Yes they can. Proxies may also be granted remotely, by electronic means through the Company's website (www.inditex.com), pursuant to the rules and directions provided for such purposes in the space headed "2020 Annual General Meeting" therein. In order to duly ensure the authenticity and integrity of the electronic communications, a valid electronic certificate must be available, issued by the Spanish Public Authority of Certification (CERES) reporting to the Fábrica Nacional de Moneda y Timbre y Real Casa de la Moneda (FNMT-RCM) [*Currency and Stamp National Factory and Spanish Mint*], under the terms provided in Act 59/2003 of 19 December on Electronic Signature, or an electronic National Identity Card (eDNI).

Shareholders granting proxy through distance communication means, either by post or by email, undertake to notify the appointed proxy holder of the proxy granted. Where proxy is granted to a director of the Company, this notice shall be deemed to have been given upon receipt by the Company of said notice of proxy, and in such case proxy holder shall be released from the obligation of identifying themselves, as provided in the next paragraph.

On the day and at the venue where the AGM is to be held, proxy holders shall identify themselves by means of their identity card or passport. If the proxy has been granted through distance communication means, the appointed proxy holder shall produce, in addition to the foregoing, a printed copy of the proxy granted by post or by email.

Shareholders may not be represented by more than one proxy holder, except as otherwise provided by statute or by the Regulations of the General Meeting of Shareholders.

Likewise, proxy holders shall only be entitled to exercise the voting right of their proxy grantor by attending the AGM in person or remotely.

25. How shall proxy holders vote?

Proxy holders shall vote on the proposed resolutions submitted to the AGM as directed by the shareholder who granted proxy, pursuant to the provisions of the Articles of Association, the Regulations of the General Meeting of Shareholders and of the "Vote by Proxy and Absentee Voting Card".

26. Can proxies granted be revoked?

Yes, they can be revoked at any time.

Additionally, attendance of any shareholder at the AGM, whether in person,

remotely or having cast absentee vote, shall entail revocation of any proxy, regardless of the date it was granted.

27. Are shareholders entitled to cast absentee vote before the AGM is held, without having to attend in person or remotely? How can this be done?

Yes, they are. Shareholders may cast vote regarding the items on the agenda of the AGM before it is held through absentee voting, pursuant to the provisions of the Companies Act, the Articles of Association (article 20) and the Regulations of the General Meeting of Shareholders (section 24).

The following communication means shall be deemed to be valid to cast absentee vote:

(a) Electronic means:

Votes by electronic means must be cast through the company' website (www.inditex.com), pursuant to the procedures and directions provided to this end in the space headed "2020 Annual General Meeting" of said corporate website. In order to duly ensure the authenticity and integrity of the electronic communications, a valid electronic certificate must be available, issued by the Spanish Public Authority of Certification (CERES) reporting to the Fábrica Nacional de Moneda y Timbre y Real Casa de la Moneda (FNMT-RCM) under the terms provided in Act 59/2003 of 19 December on Electronic Signature, or an electronic National Identity Card (eDNI).

(b) By post:

To cast absentee vote by post, shareholders must fill out and sign the space headed "Absentee Voting" of the "Vote by Proxy and Absentee Voting Card", printed on paper by the participant in the Spanish Central Securities Depository in charge of the Register of Securities, and the Clearing and Settlement of all trades (Iberclear) where they have their shares deposited. Once they have filled out and signed under their hand where indicated the above referred "Absentee Voting by Post" space, shareholders can send such card by post or by courier to the following address: Industria de Diseño Textil, Sociedad Anónima (Inditex, S.A.), "Office of the Shareholders", Avenida de la Diputación, Edificio Inditex, 15142 Arteixo, A Coruña (Spain). Likewise, they can deliver the card duly filled out and signed at the participant in the Spanish Central Securities Depository in charge of the Register of Securities, and the Clearing and Settlement of all trades (Iberclear) where they have their shares deposited, so that said entity would send it to the Company, timely and in due form.

Where the "Absentee Voting by Post" space is not included in the attendance card issued by the participant in the Spanish Central Securities Depository in charge of the Register of Securities, and the Clearing and Settlement of all trades (Iberclear), or where shareholders should wish to use the "Vote by Proxy and Absentee Voting Card" form made available by the Company, shareholders wishing to cast absentee vote by post should download from the corporate website (www.inditex.com) the "Vote by Proxy and Absentee Voting Card", found under the space headed "2020 Annual General Meeting", print it, fill it out and sign it where indicated. Subsequently, they must send it to the address above, together with the above mentioned attendance card issued by the entity where they have their shares deposited, duly signed under their hand, or deliver both documents at the entity participant in the Spanish Central Securities Depository

in charge of the Register of Securities, and the Clearing and Settlement of all trades (Iberclear) where they have their shares deposited, so that it sends them timely and in due form to the Company.

28. Which are the basic rules on absentee voting and granting proxy through distance communication means?

In accordance with the provisions of section 521 of the Companies Act, articles 17 and 20 of the Articles of Association and sections 12 and 24 of the Regulations of the General Meeting of Shareholders, the basic rules regarding absentee voting and granting of proxy through distance communication means are hereunder reproduced:

- i) Absentee votes and proxies granted through distance communication means (whether electronic or by post) shall be received at the Company by 00:00 hours of the day immediately prior to that scheduled for the Annual General Meeting to be held on first call, that is by noon on 13 July 2020.
- ii) Voting and granting of proxy services by electronic means services shall be available to shareholders as of 26 June 2020, inclusive.
- iii) Absentee voting shall entail the revocation of the proxy granted through distance communication means, regardless of their respective dates.
- iv) Attendance at the Annual General Meeting, either in person or remotely, by any shareholder who has previously granted proxy by electronic means or cast absentee vote, shall entail revocation of said proxy or vote.
- v) Votes cast by post or by electronic means shall be deemed to be revoked by a dissenting vote subsequently sent.
- vi) Where a shareholder would validly grant several proxies, the last one received at the Company shall prevail, irrespective of the method used to grant them.
- vii) Prior to granting proxy, proxy holders shall duly inform the shareholder of the existence of any conflict of interest situation. If such conflict exists after the proxy has been granted, and the proxy grantor had not been immediately informed of its likely existence, the proxy holder shall immediately inform the proxy grantor thereof. In both cases, if after informing the shareholder of the conflict of interest situation, no accurate voting instructions would have been received by the proxy holder regarding each of the items on the agenda on which they would have to vote on behalf of the shareholder, the proxy holder shall abstain, without prejudice to the provisions of paragraph viii) below.
- viii) Unless otherwise expressly stated by the shareholder, where the proxy holder is involved in a conflict of interest situation, and they have not received accurate voting instructions, or even having received them, they would deem it best not to exercise such proxy regarding such items to which the conflict of interest refers to, it shall be understood that the proxy grantor has appointed as proxy holder regarding such items, jointly and severally and in succession, should any of them be in turn involved in a conflict of interest situation, first the Chair of the Annual General Meeting, second, the Secretary of the Annual General Meeting, and last, the Director of Capital Markets of the Company. Proxy holder so appointed shall cast vote as they

may deem it best in the interest of the proxy grantor, in the scope of the corporate interest.

- ix) Where no voting instructions have been received regarding the motions included on the agenda, it shall be understood that the proxy holder has voted for the proposed resolution in question.
- x) Where no voting instructions have been received regarding the motions not included on the agenda, it shall be understood that the proxy holder has voted as they may deem it best in the interest of the proxy grantor, in the scope of the corporate interest.
- xi) Where the document including the proxy is handed to the Company without expressly establishing the name or company name of the proxy holder, it shall be understood that the proxy grantor has appointed as proxy holder, jointly and severally and in succession, should any of them be in turn involved in a conflict of interest situation, first the Chair of the Annual General Meeting, second, the Secretary of the Annual General Meeting, and last, the Director of Capital Markets of the Company.
- xii) Mention is hereby made of the fact that all the directors, including the Chairman of the Board, may be involved in a potential conflict of interest situation regarding item 10 on the agenda, as may Pontegadea Inversiones, S.L., Ms Flora Pérez Marcote, Mr Amancio Ortega Gaona, and Mr José Arnau Sierra regarding item 6.a), Baroness Denise Patricia Kingsmill regarding item 6.b) and Ms Anne Lange regarding item 6.c) on the agenda, respectively. Likewise, mention is made of the fact that a conflict of interest situation will exist whenever issues not included on the agenda are submitted to the Annual General Meeting regarding the removal of the proxy holder or the filing of a derivative suit [acción social de responsabilidad] versus the proxy holder, should this latter be in turn a director of the Company.
- xiii) With regard to absentee voting in connection with the proposed resolutions on items not included on the agenda, and unless otherwise stated, it shall be understood that proxy is granted to the Chair of the Annual General Meeting or, in the event of a conflict of interest, jointly and severally and in succession, to the Secretary of the Annual General Meeting and to the Capital Markets Director, who shall, in the absence of any voting instructions, cast their vote as they may deem it best in the interest of the proxy grantor, in the scope of the corporate interest.
- xiv) Shareholders who are legal persons and those who are non-residents of Spain shall refer to the Company to see whether it would be possible, as the case may be, to adapt to their situation with due guarantees the mechanisms for absentee voting and granting of proxy by distance communication means.
- xv) Shareholders who are legal persons shall give notice to the Company of any changes or revocation of the powers of their representatives; consequently, the Company does not accept any liability until said notice is received.
- xvi) The validity of any proxy granted through distance communication means and of any absentee vote shall be subject to the verification of the status of shareholder by means of the Stock Ledger. In the event of any

discrepancies between the number of shares reported by the shareholder who grants proxy or casts an absentee vote and the one laid down in the Stock Ledger, the number of shares registered at the latter shall be deemed to be valid for the purposes of quorum and voting.

- xvii) The Company reserves the right to suspend, amend or cancel the mechanisms for voting and granting of proxy by electronic means for technical or security reasons. The Company shall not be held liable for any damages that shareholders might incur, as the case may be, arising out of any break-downs, line breaks, failures in the Internet connection, malfunction of the Post Office postal service, non-delivery or late delivery by the Spanish Central Securities Depository in charge of the Register of Securities, and the Clearing and Settlement of all trades (Iberclear) of proxies granted through distance communication means, delivered by the shareholders to such entities, or any other contingencies, beyond the control of the Company, that would hinder or prevent the exercise of the right to cast absentee votes or grant proxy through distance communication means.
- xviii) The Company will make available to seniors and people with disability, the necessary means to ensure the exercise of their right to vote.

29. How does the Company process personal data of its shareholders or their proxy holders? Who will receive such data? Which are the rights of data subjects?

Personal data shown in this document, those that shareholders and, as the case may be, their proxy holders provide to the Company upon the exercise of their rights to attend, to proxy representation and to vote at the Annual General Meeting, or personal data provided by the financial institutions and investment services companies that are depositaries or custodians of the shares held by such shareholders, through the entity in charge of the book-entry, the Spanish Central Securities Depository in charge of the Register of Securities, and the Clearing and Settlement of all trades (IBERCLEAR), as well as such data which are gathered upon recording the Annual General Meeting (i.e., image and voice), shall be processed under the responsibility of the Company, in order to manage and control both the shareholding relationship and the calling, holding and dissemination of the Annual General Meeting, and comply with its statutory obligations. Data processing is required for such purposes, which are legitimate based upon the relationship with the shareholder and the fulfilment of its statutory obligations.

Data will be provided to the Notary who attends the meeting to take up the minutes, and may also be provided to third parties upon the exercise of the statutory right to information. Likewise, they may be accessible to the public to the extent that they are included in the documentation available on the corporate website (www.inditex.com) or are disclosed during the Annual General Meeting which may be recorded and broadcasted through such webpage and via the accredited media. By attending the Annual General Meeting (in person or remotely), attendants consent to be photographed, to the recording of their image and/or voice, and to the reproduction and/or publication and dissemination thereof pursuant to the foregoing terms. The legal basis for the processing of the data consisting of image and/or voice is both the existence of a legitimate interest of the Company in recording and broadcasting the Annual General Meeting, which is acknowledged in the applicable regulations and principles on

transparency, and the consent of the shareholder who decides to attend the Annual General Meeting, who has been made available other alternative means to exercise his/her rights.

Personal data shall be stored while the shareholding relationship exists and for a further period of six (6) years, exclusively for the purposes of addressing any legal or contractual action, unless the period of limitation of any legal or contractual action is, as an exception, higher.

Data subjects may contact and send their requests for the exercise of their rights to access, rectification, erasure or objection, restriction of processing and portability, as well as any other statutory rights on data protection, pursuant to the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation), by sending written notice to the Data Protection Officer of the Inditex Group, either to: (i) the registered office of the Company: Avenida de la Diputación, Edificio Inditex, 15142 Arteixo, A Coruña (Spain); or (ii) to the following e-mail address: dataprotection@inditex.com. Data subjects may lodge a complaint or request related to data protection to Agencia Española de Protección de Datos [*Spanish Data Protection Agency*] (www.agpd.es). Further details on the processing of personal data are provided in the Privacy Policy, available on the corporate website www.inditex.com.

Where personal data of natural persons other than the data subject are provided in the attendance or proxy card, and where a third party attends the Annual General Meeting, the shareholder is bound to inform such third party of the issues referred to in the foregoing paragraphs on personal data processing, and meet any other applicable requirements for the appropriate transfer of personal data to the Company, without the Company having to take any further measure vis-à-vis the data subjects. The legal basis for the processing of such third parties' data are the same as the ones for shareholders, described above. Likewise, for further details on the processing of their personal data, third parties can consult the Privacy Policy available on the corporate website www.inditex.com.

30. How can the rights of access, rectification, erasure and objection, restriction of processing and portability of persona data be exercised?

Data subject may contact and send their requests for the exercise of their rights to access, rectification, erasure or objection, restriction of processing and portability, as well as any other statutory rights on data protection, pursuant to the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation), by sending written notice to the Data Protection Officer of the Inditex Group, either to: (i) the registered office of the Company: Avenida de la Diputación, Edificio Inditex, 15142 Arteixo, A Coruña (Spain); or (ii) to the following e-mail address: dataprotection@inditex.com. Data subjects may lodge a complaint or request related to data protection to Agencia Española de Protección de Datos [*Spanish Data Protection Agency*] (www.agpd.es). Further details on the processing of personal data are provided in the Privacy Policy, available on the corporate website www.inditex.com.

31. Which other measures has the Company taken to safeguard the rights and

interests of the shareholders?

The Board of Directors has resolved to request the presence of a Notary to take the minutes of the AGM, pursuant to the provisions of section 203 of the Companies Act in connection with section 101 of the Companies Register's Regulations.