

# TheRealReal

## **Cybersecurity & Data Privacy**

The RealReal is committed to respecting and protecting the privacy of our members. We recognize that our clients have an expectation of privacy when they do business with us. We deploy considerable resources to protect client data and privacy because our business depends on our clients' trust.

The RealReal does not sell customer data. Our revenue comes from the sale of goods and services, not our customers' information or advertising. We recognize that there is a cost and risk associated with every piece of data our customers entrust us with, so we take measures to minimize what is collected to only what we need to provide a great experience and meet our legal and regulatory requirements. Our privacy policy details what data we collect on our website and apps and how we use that data in compliance with CCPA and GDPR. The Audit Committee of the Board of Directors provides oversight and engages regularly with the Chief Information Security Officer (CISO).

Our security and privacy protocols integrate technical, administrative and physical access control measures to protect the confidentiality and integrity of client and company data. We employ privacy and data protection policies and procedures internally and with our third-party vendors and service providers to govern the collection, storage, access, use and disclosure of information. We review our security plans and strategies as threats and conditions evolve.

Our security team conducts regular assessments internally using advanced tools and technologies in addition to leveraging the support and capabilities of third parties. We use continuous monitoring tools and services to identify and remediate vulnerabilities so issues can be found before they can be exploited. We deploy access control measures and maintain audit logs. Employees with access to sensitive customer information undergo privacy and security training to help them understand the company's obligations and recognize common threats. Over time this training will be rolled out to all employees with annual refresher training to ensure awareness of the latest best practices.

New vendors with The RealReal undergo risk-tailored security and privacy reviews prior to contracting to ensure our privacy requirements are understood and acknowledged. We review existing vendor contracts prior to renewal to ensure the terms continue to align with our standards and applicable laws.

The RealReal has not experienced a reportable incident or data breach under United States or European Union law. However, if our organization were to experience an incident or breach, the appropriate parties (including customers) would be notified as required, and the situation would be remediated as appropriate. The remediation process is overseen by our CISO, in partnership with our Board and executive leadership team.