Surfshark®

IMPACT REPORT 2023

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INTRODUCTION

A WORD FROM OUR CEO

Vytautas Kaziukonis, CEO

We're at a point in the dynamic and ever-changing cybersecurity sector where we face both challenges and opportunities. While we continue to expand our operations globally and deliver robust online protection across our services, we are conscious of our operations' impact on the world. That's why I am pleased to share with you **Surfshark's first Impact Report** — a milestone that marks not only our company's growth but also our commitment to being a responsible and climate-conscious business.

Surfshark is a cybersecurity company, but it goes beyond offering products. We recognize the significance of giving back and **actively participate in non-commercial initiatives** by partnering with reputable privacy and technology NGOs and nonprofits. We also launched the **Emergency VPN Program**, giving complimentary accounts to journalists, NGO representatives, and activists facing internet censorship. Working on various non-profit activities strengthens our commitment to be a credible and ethical company.

Adopting the principle "what cannot be measured, cannot be reduced," we have begun a **detailed analysis of our operational processes.** By measuring our environmental footprint, we aim to track our progress and implement strategies that will significantly reduce our environmental impact in the future. As one of our first efforts toward that, this report will present our **Scope 1 and Scope 2 GHG emissions calculations,** which will help us have a clearer overview of our processes.

Additionally, we're putting efforts to **promote social responsibility and diversity within the company** — our goal is to foster an atmosphere where awareness translates into action. That is why we began **in-depth discussions about our company culture** and are already paving the way for better diversity and inclusion. Focusing on our D&I goals and fostering our cultural values will make us a more progressive and responsible organization for all our current and future employees.

As this report will show, we continually strive to make a positive change in the industry and implement more sustainable practices into our business operations. Your trust helps us continue our journey toward a future where online security and a healthy, sustainable world go hand in hand.

ABOUT
THE REPORT

Surfshark's Impact Report, covering January 1 to December 31, 2023, refers to the Global Reporting Initiative (GRI) standards and aligns with the UN Global Compact's Ten Principles. It highlights Surfshark's process toward sustainable growth and environmental transparency. It also showcases the company's advancements in renewable energy usage, wellbeing of its employees, and support for the international community. Surfshark is committed to environmental, social, and governance advancements and will continue sharing updates through its communication channels.
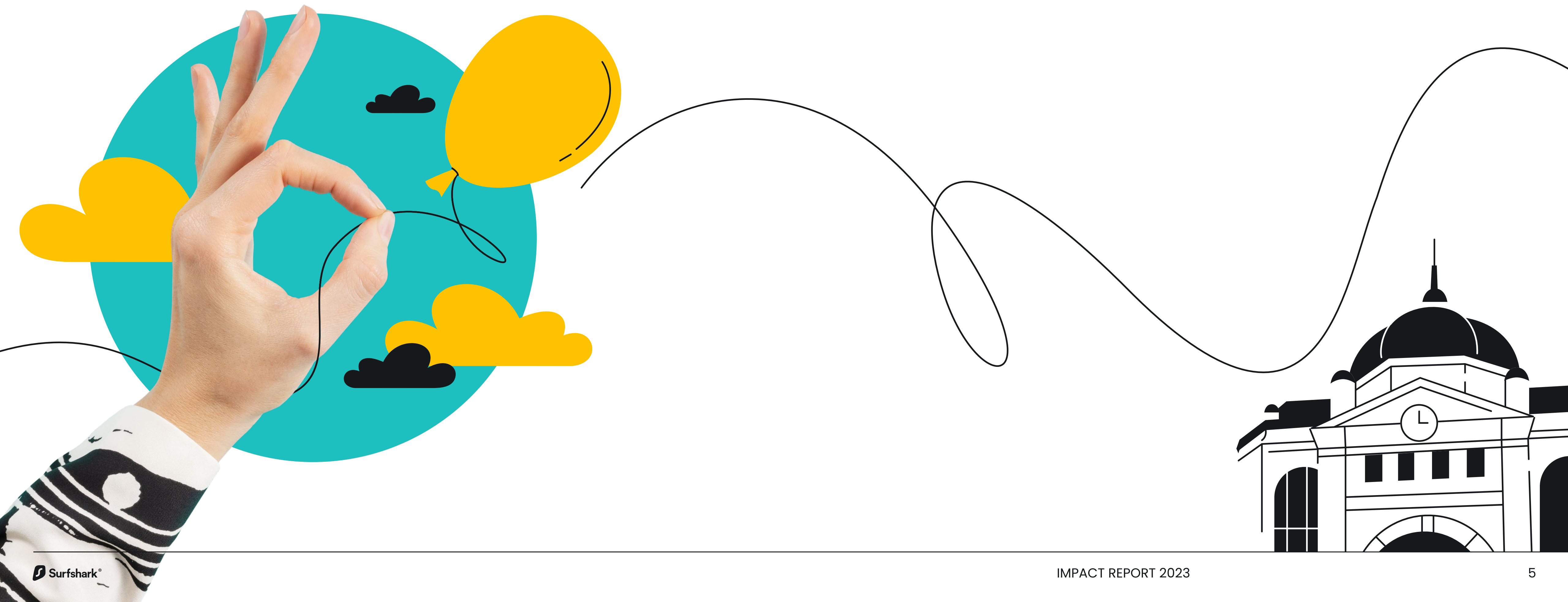
2023 AT A GLANCE

Calculated our **Scope 1** and **Scope 2 emissions,** as well as **business travel-related emissions.**

Joined the **UN Global Compact** and pledged our commitment to sustainable business practices and social responsibility.

Moved to the dynamic & sustainable tech hub in Lithuania — **Cyber City.**

Partnered with **Green Genius** biogas plants to transform our organic waste from the Vilnius office into renewable electricity.

Launched an **Emergency VPN** program for activists, journalists, & NGO representatives working under severe censorship.

Donated to **Ukraine**, partnered with **Shark Trust** for marine conservation, and supported **Big Dog Ranch Rescue.**

Hired **137 employees** globally.

Encouraged self-development, which led our team members to dedicate around **4000 hours** to enhancing their skills and broadening their knowledge.

Received a **great eNPS** indicating our employees' loyalty.

Continuously reviewed and updated our **processes and policies** for better organization governance.

Continued to review our **supply chain** and perform **high-quality risk assessments,** which lead us to work with those partners who align with our working principles and ethics.

Improved our **services' security** and implemented various additional **security standards.**

If you have questions about Surfshark's Impact Report or Surfshark's environmental initiatives, contact **Gabrielė Dačkaitė** (Corporate Reputation Strategist) at gabriele.dackaite@surfshark.com

SURFSHARK'S SDG FOCUS

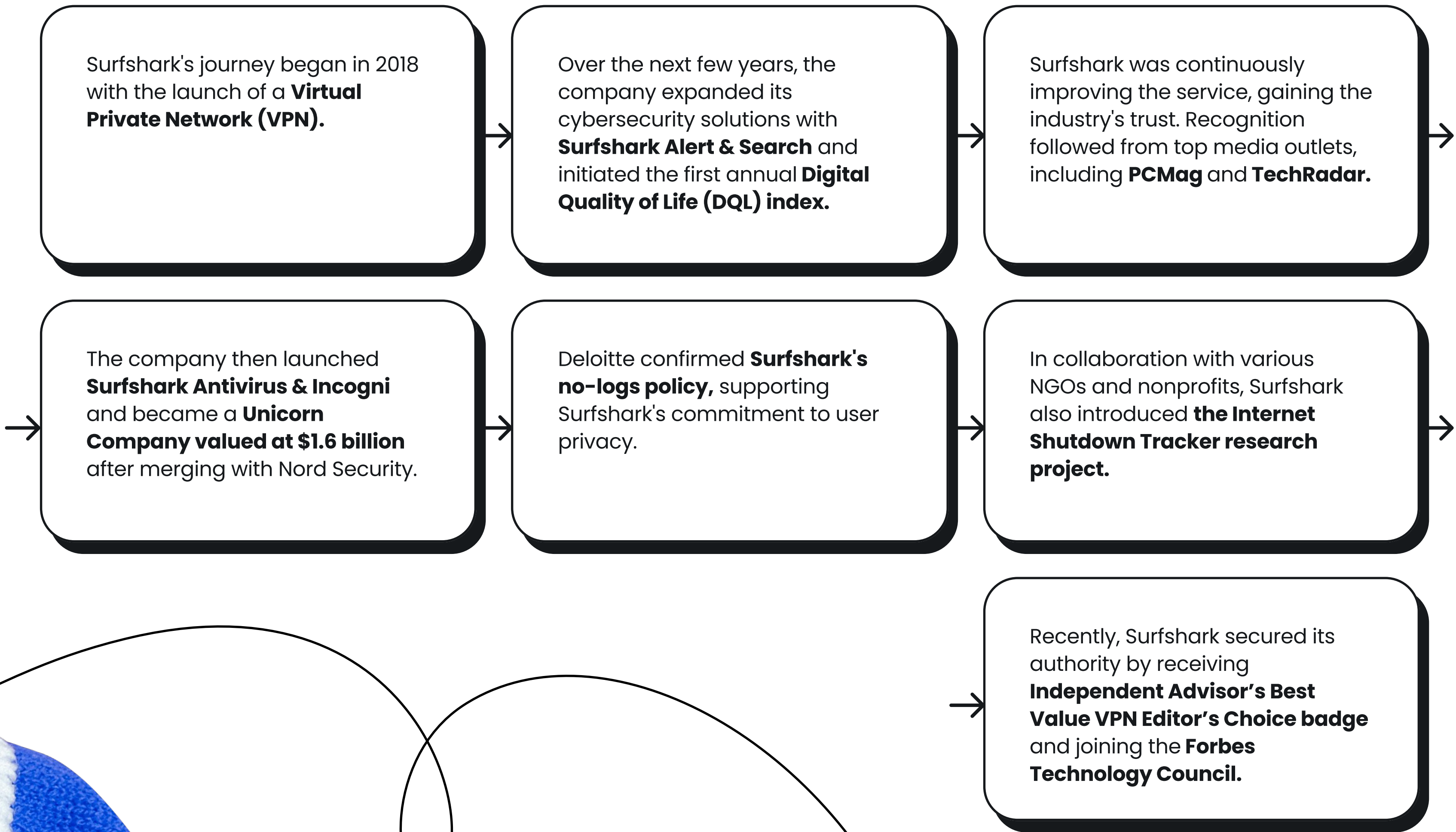**HERE ARE THE SUSTAINABLE DEVELOPMENT GOALS THAT WE ARE AIMING TO CONTRIBUTE TO:**

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

5 GENDER EQUALITY

7 AFFORDABLE AND CLEAN ENERGY

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

10 REDUCED INEQUALITIES

13 CLIMATE ACTION

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

17 PARTNERSHIPS FOR THE GOALS

ABOUT SURFSHARK

HOW IT ALL BEGAN

Surfshark's journey began in 2018 with the launch of a **Virtual Private Network (VPN).**

Over the next few years, the company expanded its cybersecurity solutions with **Surfshark Alert & Search** and initiated the first annual **Digital Quality of Life (DQL) index.**

Surfshark was continuously improving the service, gaining the industry's trust. Recognition followed from top media outlets, including **PCMag** and **TechRadar.**

The company then launched **Surfshark Antivirus & Incogni** and became a **Unicorn Company valued at $1.6 billion** after merging with Nord Security.

Deloitte confirmed **Surfshark's no-logs policy,** supporting Surfshark's commitment to user privacy.

In collaboration with various NGOs and nonprofits, Surfshark also introduced **the Internet Shutdown Tracker research project.**

Recently, Surfshark secured its authority by receiving **Independent Advisor's Best Value VPN Editor's Choice badge** and joining the **Forbes Technology Council.**

ABOUT SURFSHARK

OUR DREAM

Surfshark is a cybersecurity company that develops humanized privacy and security solutions. We aspire for **everyone to have complete control of their digital lives.** We talk about cybersecurity and cyberthreats in a language everyone understands, making our **products accessible to all — from an everyday person to a cybersecurity geek.**

Surfshark cares about the future and accessibility of the internet and always advocates against online threats. **The future's internet, in our vision, is an open and valuable global resource for all.** Working with non-governmental organizations and nonprofits that align with our goals and values allows us to spread awareness about internet shutdowns, censorship, and data breaches in creative and non-traditional ways.

SURFSHARK PRODUCTS

Packing **an industry-leading VPN, private search, data breach warning system, antivirus software, and a tool that generates an alternative identity into one app,** Surfshark makes online protection easy and accessible. Surfshark also offers **a service that helps its users get their personal data off the market.** Discover our products and services.

VPN

- Encrypts your internet activity
- Changes your IP address
- Stops annoying ads and protects against malware
- Protects your data and privacy on public Wi-Fi or networks you don't trust

Antivirus

- Detects and removes viruses and malware from your devices
- Offers real-time protection
- Prevents ad companies and bots from tracking your online activity
- Allows performing full scans or narrowing them down to frequently used folders

Alert

- Alerts you if your email address appears in breached online databases
- Informs about the security status of your personal identification number
- Checks your password's vulnerability
- Monitors your credit cards

Search

- Performs private web search queries without any ads, logs, or trackers
- Provides accurate and relevant search results
- Searches without leaving any digital footprints

Incogni

- Contacts data brokers on your behalf to request your personal data be removed from their databases
- Available in the US, the UK, the EU, Canada, and Switzerland.

Alternative ID

- Maintains your email address and name private
- Minimizes the possibility of getting spam emails
- Prevents your info from the hands of data brokers or other malicious actors

SURFSHARK VPN FEATURES

CleanWeb
Blocks ads, trackers, malware, and phishing attempts so you can browse safely.

Bypasser
Allows specific apps & websites to bypass the VPN tunnel. Works great with mobile banking apps.

Kill Switch
Disconnects your device from the internet if the VPN connection drops unexpectedly.

Dedicated IP
A static IP address that helps bypass CAPTCHA prompts, access services that are sensitive to IP changes, and more.

Cookie pop-up blocker
Avoids the annoying cookie consent pop-ups. Available as a Surfshark browser extension feature for Chromium-based browsers and Firefox.

Dynamic MultiHop
Allows you to connect via two different VPN servers simultaneously. You can select both countries from all the servers we offer.

Pause VPN
Allows pausing the VPN connection for 5 minutes, 30 minutes, or 2 hours. The connection automatically resumes once the selected time ends.

IP Rotator
Changes the user's IP address on the chosen location every 5 to 10 minutes without disconnecting from the VPN.

Browser extensions
Secures your browser only. Surfshark offers extensions for Chromium-based browsers and Firefox.

OUR
ENVIRONMENTAL
IMPACT

EMISSIONS

As a company, we recognize the importance of addressing climate change, primarily driven by greenhouse gas emissions. We're committed to minimizing our carbon footprint and have performed detailed calculations of our Scope 1 and 2 emissions to make adjusted decisions.

Surfshark Scope 1 emissions

Scope 1 emissions refer to direct greenhouse gasses emitted from sources owned or controlled by a company, such as **onsite fuel combustion, industrial processes, and accidental releases.**

Scope 2 emissions refer to indirect greenhouse gasses a company produces using **electricity, steam, heat, or cooling that others generate.** Unlike direct emissions from the company itself, these originate from the energy production of utility providers. **Scope 2 emissions** are calculated using two methods — market-based emissions and location-based emissions.

Surfshark Scope 2 location-based emissions

The location-based method calculates emissions by taking the average emissions intensity of the energy grids used. This approach accounts for the emissions from a **company's electricity, using the average emissions factors of regional or national grids.** It does this without considering any specific renewable energy purchases or contracts the company might have.

Surfshark Scope 2 market-based emissions

The market-based method measures emissions based on the company's contracts and tracking records, like **renewable energy certificates (RECs), that reflect a company's energy purchase decisions.** This method allows organizations to get credit for choosing low-carbon or renewable energy sources. Since Surfshark powers its biggest office in Vilnius with renewable energy, our **Scope 2 GHG emissions** calculations were lower using this method.
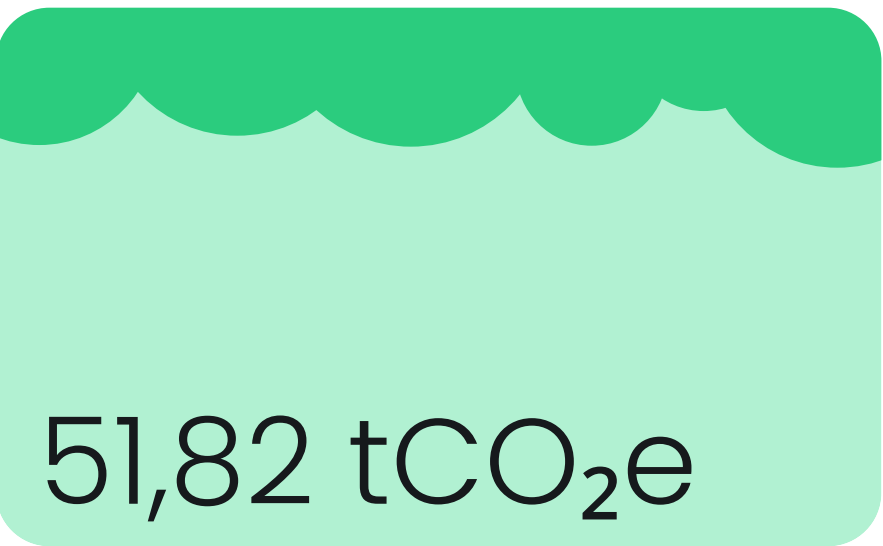
Surfshark business travel emissions (trips & hotels)

Scope 3 emissions are indirect emissions unrelated to a company's energy generated through its value chain. Among other factors, they include **business travel, employee commuting, waste disposal, and the lifecycle of sold products.** Since we're still working to find the best approach to calculating our Scope 3 emissions in the most reflective way, we will include only business travel emissions in this report.

14.74 tCO$_2$e

81,48 tCO$_2$e

51,82 tCO$_2$e

286 tCO$_2$e

GREEN OFFICE

We conducted a GHG emission assessment to identify ways to lower our emissions, improve energy procurement, and enhance efficiency. Some of our initiatives include:

Earning the Vilnius office an **"Excellent" BREEAM International New Construction rating and an Enefit certification for using 100% renewable energy,** setting a benchmark for energy sustainability and environmental care in the business community.

Partnering with **Green Genius biogas plants to transform our Vilnius office's organic waste into renewable electricity,** aiming to contribute to lower emissions by converting sorted food and coffee waste into renewable energy and biofertilizers.

CIRCULAR ECONOMY

A circular economy aims for sustainability by minimizing waste and maximizing resource utilization through reuse, repair, refurbishment, and recycling of materials and products. **At Surfshark, we sell or give away used electronics like computers, monitors, and cables and auction the furniture that is no longer used in our office.** These items are sold or given away only internally, within the company. This approach not only lessens environmental impact but also improves resource efficiency and provides economic and social advantages.

E-WASTE

E-waste, including discarded devices like computers, smartphones, and appliances, must be appropriately disposed of and recycled to minimize health risks, save resources, and salvage valuable materials. **At Surfshark, we ensure that all electronics that can't be reused or sold to our employees are properly recycled by using third party services.**

JOINING
THE UN GLOBAL
COMPACT

UN Global Compact is the world's largest corporate sustainability initiative, which Surfshark joined at the end of 2023. It calls on companies to align strategies and operations with universal human rights, labor, environment, and anti-corruption principles and take actions that advance social responsibility goals.

By following the UN Global Compact's Ten Principles, Surfshark acknowledges that good deeds in one area don't offset harm in another. Fostering a culture of integrity is vital to both social responsibility and sustainable business growth.

WE SUPPORT

UN GLOBAL COMPACT

ON THE RIGHT TRACK

Moving to the energy-efficient, newly built Cyber City office in Vilnius, Lithuania, we've made a significant stride in our ongoing efforts to lessen our environmental impact. This move allowed us to ensure that **80% of our Scope 2 emissions come from renewable energy sources,** highlighting our commitment to sustainable practices.

80% (renewable energy sources)
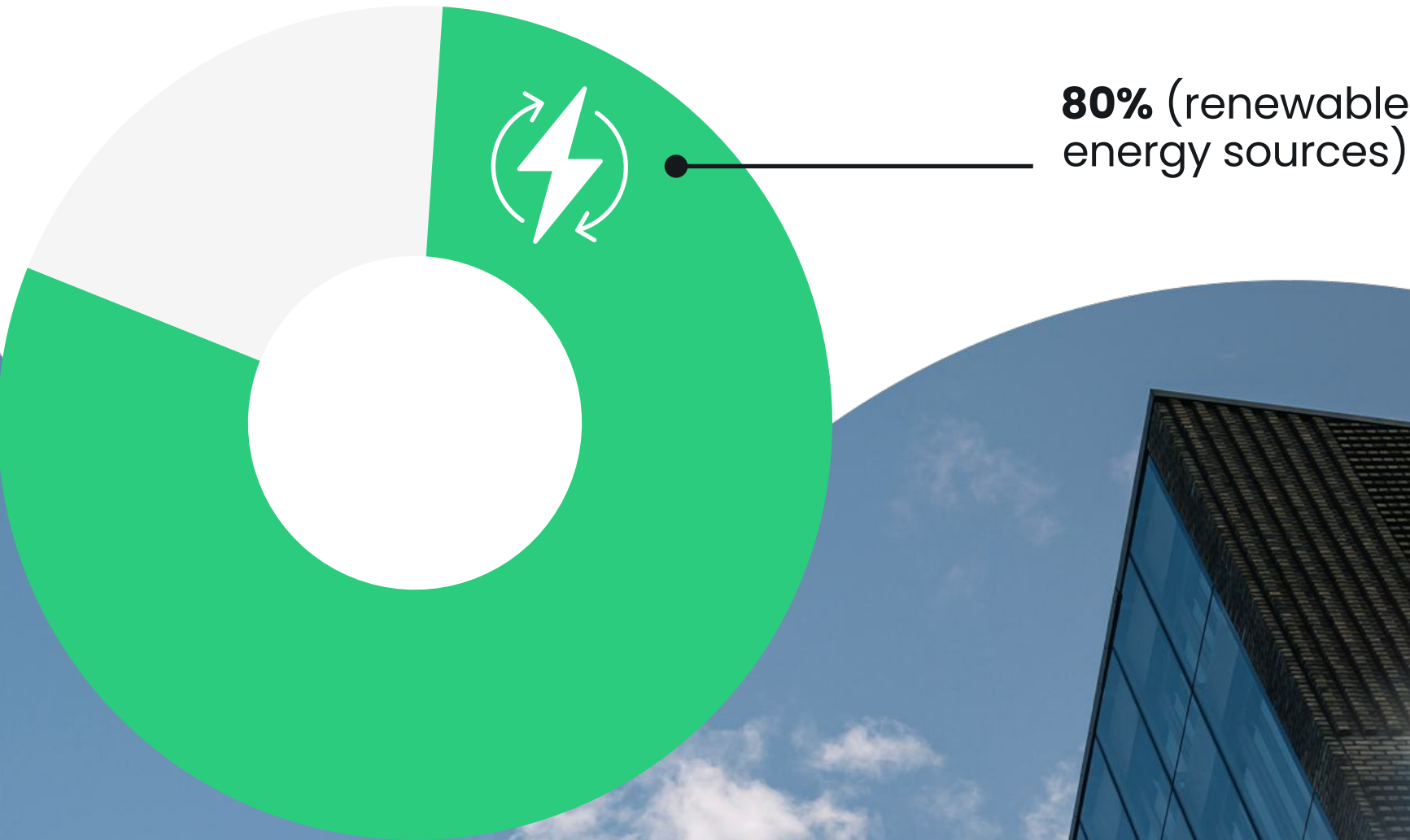
OUR PEOPLE AND SOCIAL IMPACT

OUR PEOPLE

Our company culture values teamwork, ownership, and continuous learning. We promote innovation and prioritize accountability, aiming for excellence and self-drive. Kindness, empathy, and respect are fundamental, with integrity at our core. We emphasize transparency, honest feedback, and clear communication.

Grow together

Stay humble

Be an x-ray shark

Challenge the status quo

Own what you do

Choose kindness

OUR PEOPLE

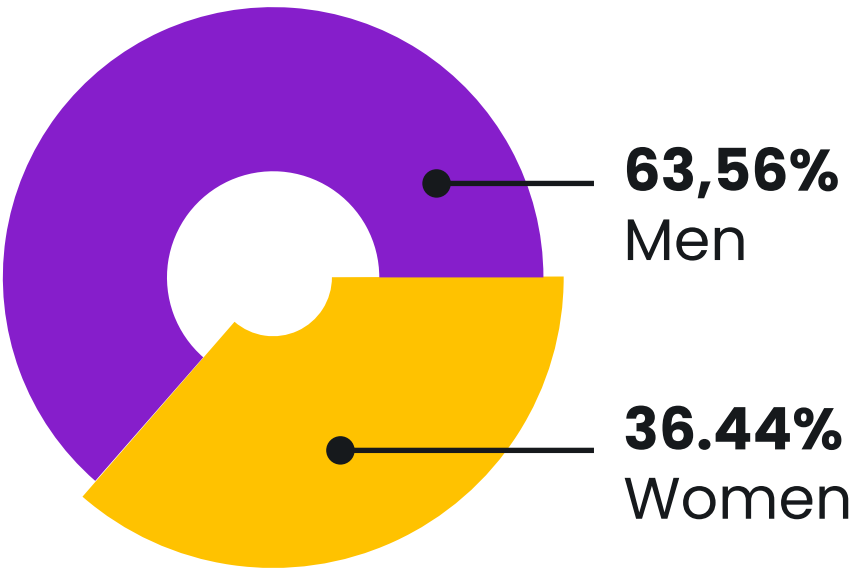**SURFSHARK STRUCTURE BY THE END OF 2023**

370 employees

18 national backgrounds

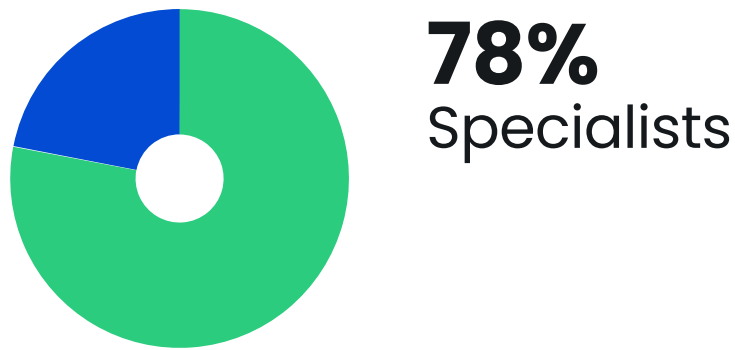**137** newbies during 2023

89 promotions during 2023

31,79 Average employee **age**

Employees

63,56% Men

36.44% Women

Leadership diversity

32% Women

68% Men
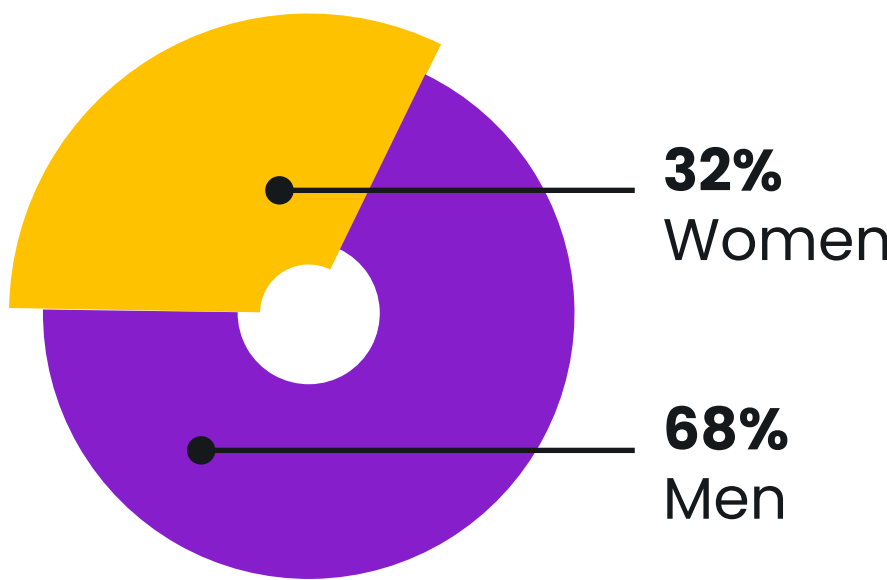
22% Managers

managers are considered people who lead a team of at least one person

78% Specialists

18% C-level Woman

82% C-level Men
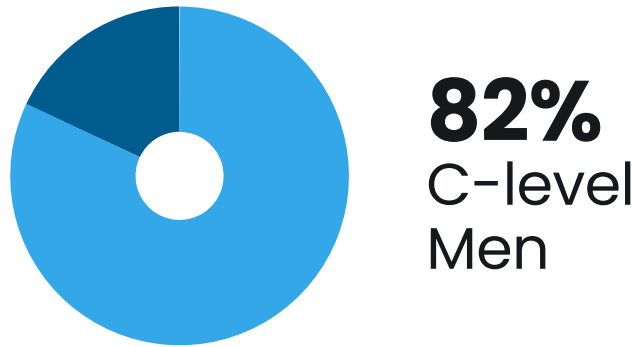
An essential part of Surfshark's structure is our HR Business Partners. One of our HR BP's primary responsibilities includes **career path development, conducting workshops, and enhancing the company's leadership.** They also offer **guidance to managers on staff matters and collaborate with leaders and teams,** helping them navigate challenges.

OUR PEOPLE

SURFSHARK EMPLOYEE SATISFACTION

To keep track of our employees' satisfaction and wellbeing in the company, we launch **an annual survey at the end of each year, which all employees are encouraged to complete.** The survey includes topics such as receiving constructive feedback from managers, approaching the managers with various matters, handling difficult situations at work, and the satisfaction of the team and teammates.

94%
Participation rate

4.16/5.00
Total survey score

eNPS*
50

*This eNPS score is typically seen as great and indicates that a business possesses a solid foundation of loyal employees who will likely suggest the company to others.
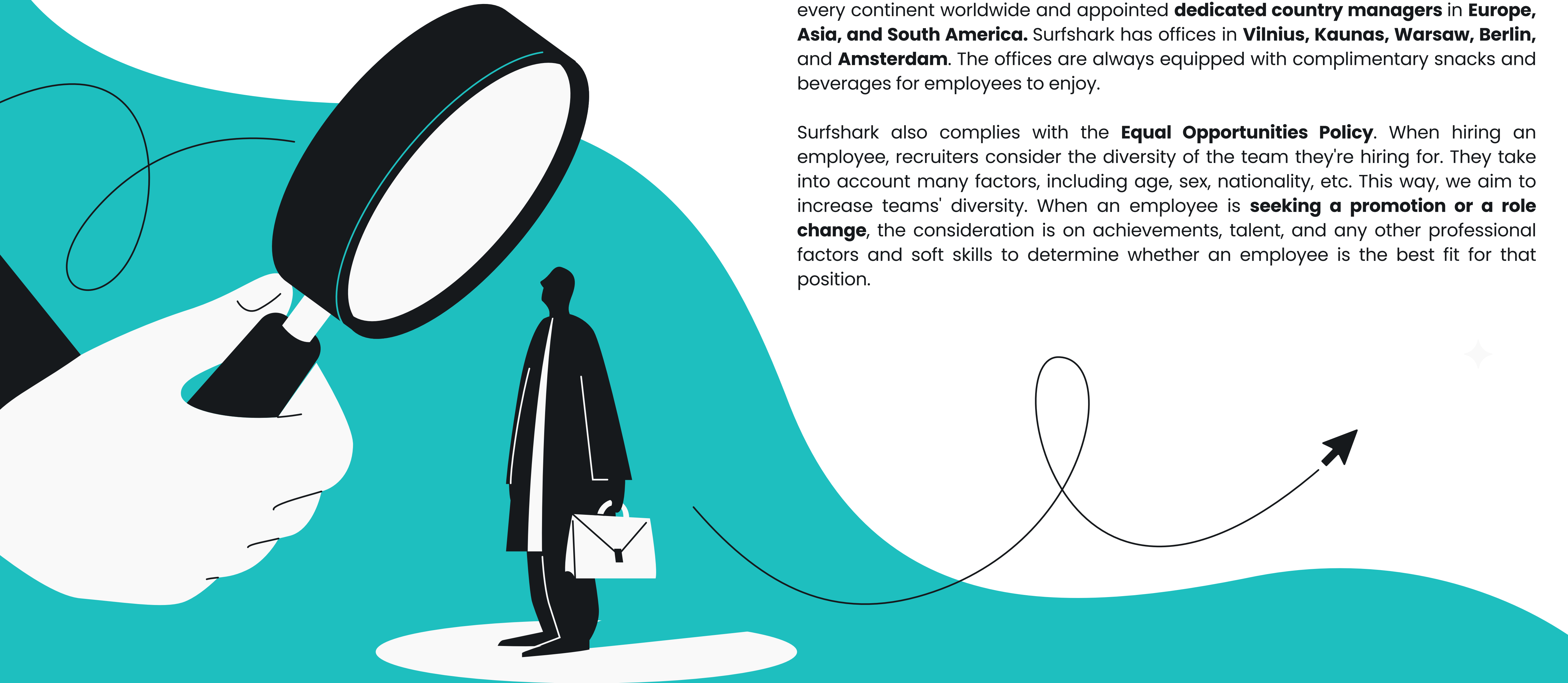
OUR PEOPLE

RECRUITMENT

Surfshark is an international company. We've expanded our workforce to almost every continent worldwide and appointed **dedicated country managers** in **Europe, Asia, and South America.** Surfshark has offices in **Vilnius, Kaunas, Warsaw, Berlin,** and **Amsterdam**. The offices are always equipped with complimentary snacks and beverages for employees to enjoy.

Surfshark also complies with the **Equal Opportunities Policy**. When hiring an employee, recruiters consider the diversity of the team they're hiring for. They take into account many factors, including age, sex, nationality, etc. This way, we aim to increase teams' diversity. When an employee is **seeking a promotion or a role change**, the consideration is on achievements, talent, and any other professional factors and soft skills to determine whether an employee is the best fit for that position.

OUR PEOPLE

TRANSPARENCY

EMPLOYEE ANNUAL PERFORMANCE REVIEW

The performance review process standardizes and clarifies **feedback gathering, employee performance assessment, and salary review.** We typically review employee compensation annually, but we may adjust salaries earlier for employees who change positions or seniority levels significantly. During the performance review process, managers present their employees at evaluation sessions and always follow up with them afterward.

CAREER LADDERS

Our employees' growth at Surfshark is based on career ladders and feedback. Career ladders outline **how to achieve promotions by clarifying the expectations for various levels within a role.** Our career ladders clearly **define the roles, responsibilities, and soft skills required for different seniority levels.**

REMUNERATION

At Surfshark, **we're committed to fair wages,** and exceed minimum wage standards according to salary ranges in different countries. Our **equal pay policy** ensures that everyone is compensated fairly regardless of their role or background.

OUR PEOPLE

EMPLOYEE BENEFITS

WORK ARRANGEMENTS

Work from office

Our hybrid working model allows **three office-based work days** per week.

Work from home

Our hybrid working model allows **two remote work days from home** per week.

Work from anywhere

Our employees can request to work from anywhere **up to 5 times per year.**

Business trips & conferences

All employees can attend conferences and request business or educational travel to uplift their professional skill set.

LEAVES

Annual leave

The Labour Code guarantees all employees **a particular amount of working days** of annual leave (depending on the country the employee lives in). Surfshark also adds **extra days off** for Lithuanian employees who continue to work with the company.

Sick days

Employees are eligible for a certain amount of **sick days** covered by the company in cases when they feel physical symptoms of the illness and are unable to perform their duties working from home.

Maternity leave

Maternity leave starts before the expected birth date and **extends to a particular number of days after delivery** (according to the laws of the country where the employee lives), with the precise dates determined by a doctor.

Childcare leave

All parents and full-time caregivers are **eligible for childcare leave or parental care days** depending on the laws of the country where the employee lives.

Other leaves

Other types of temporary leaves at Surfshark include study leave, marriage or partnership celebration, the start of a school year, unfortunate life events, and unpaid leave.

OUR PEOPLE

EMPLOYEE BENEFITS

BENEFITS & GIFTS

Gadgets & software

All our employees are equipped with all the gadgets they may need at work, including **computers, headphones, monitors, etc.**

Discounts

All our employees get **exclusive discounts** when visiting restaurants and cafes, playing sports, or purchasing other daily services or goods.

Birthdays

On their birthdays, employees get to spin the birthday wheel and **win a gift.** Also, we provide a **half-day off,** which they can enjoy on the day of their birthday or one day before/after.

Work anniversary

For work anniversaries, Surfshark gives employees a gift card and a pin representing the time the employee has worked in a company.

Other occasions

Employees get benefits & gifts for weddings, the birth of a child, and college or university graduations.

OUR PEOPLE

EVENTS

Important milestones

The milestone celebration is an office event dedicated to all team members who have **achieved a particular goal.**

On the Wave of Things

"On the Wave of Things" is an event where one of our **colleagues presents a skill or hobby they're passionate about.** We also invite external guests to share their expertise and inspire others. A few topics we've discussed were sports, mindfulness, and women business owners.

All-hands

Every quarter, we meet to review our progress, discuss plans for the next quarter, and assess our alignment with our annual goals.

Quarterly & cross-teambuildings

To create a strong team dynamic, we organize **teambuilding activities every quarter.** We also organize **cross-teambuilding activities** to build relationships, communication, and collaboration between different teams.

Themed events

We celebrate summer openings, Christmas, Halloween, and every other major holiday on the calendar.

Workation

Our employees trade their desk chairs for sun loungers in **a company-wide workation.**

OUR PEOPLE

EMPLOYEE BENEFITS

PARKING & PUBLIC TRANSPORTATION

To help our employees commuting to the office, our company offers **public transportation compensation.**
In certain offices, Surfshark also offers **city parking, underground parking spaces, spaces for EVs to park and charge, additional parking spaces** in a few nearby parking lots, and **bicycle and e-scooter lockers,** some of which are equipped with charging power sockets.

EDUCATION

Team feedback training

To encourage constructive feedback.

DiSC training

To improve teamwork by identifying individual personality types and communication styles.

Special team sessions

To target challenges, team formation, culture establishment, SWOT analysis, and value integration, among other needs.

This year alone, **our team members have dedicated around 4000 hours** to enhancing their skills and broadening their knowledge.
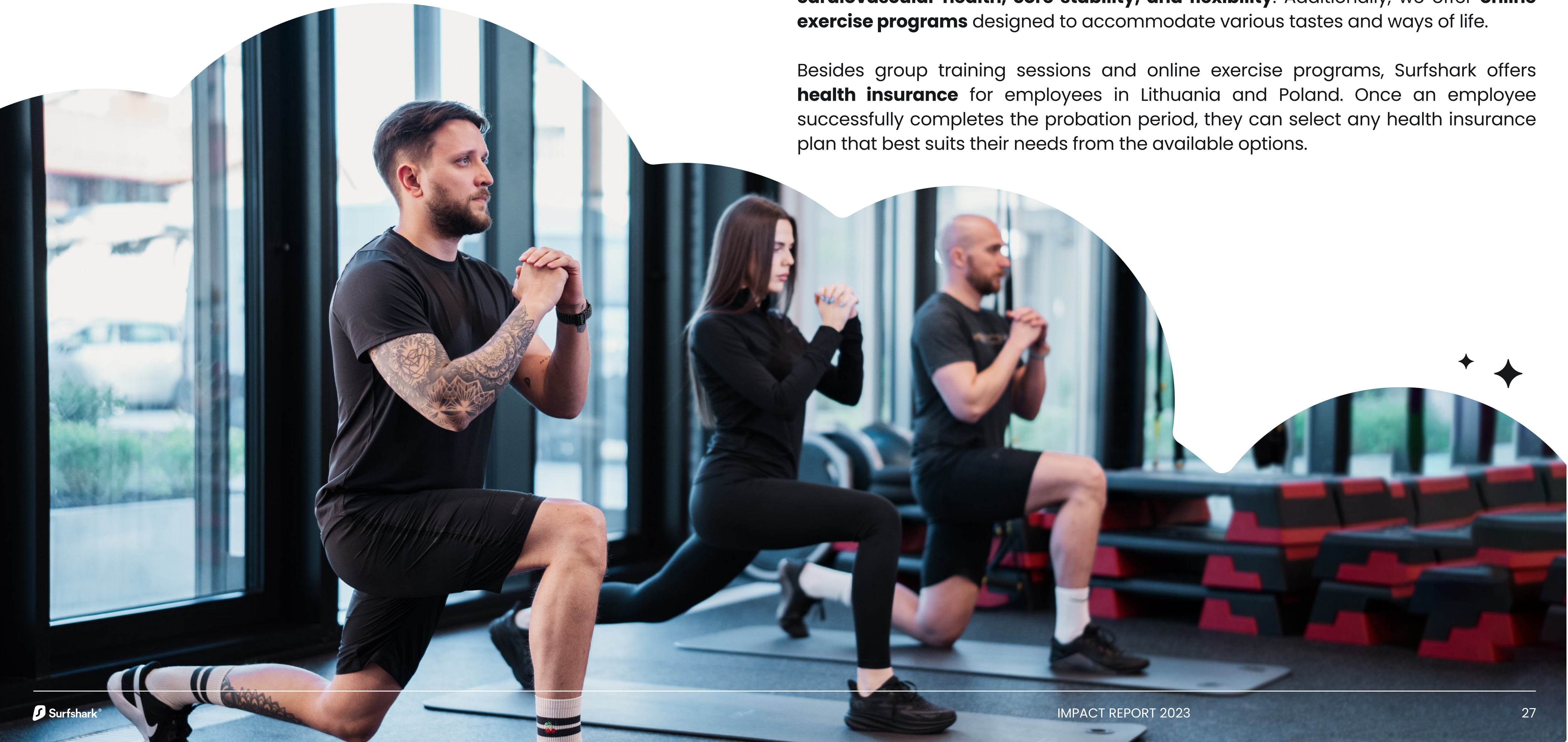
OUR PEOPLE

PHYSICAL & MENTAL WELLBEING

PHYSICAL WELLBEING

In our offices in Vilnius and Kaunas, Surfshark provides group workouts emphasizing **cardiovascular health, core stability, and flexibility**. Additionally, we offer **online exercise programs** designed to accommodate various tastes and ways of life.

Besides group training sessions and online exercise programs, Surfshark offers **health insurance** for employees in Lithuania and Poland. Once an employee successfully completes the probation period, they can select any health insurance plan that best suits their needs from the available options.

OUR PEOPLE

PHYSICAL & MENTAL WELLBEING

EMOTIONAL WELLNESS

At Surfshark, we care about employees' emotional wellness. That's why we offer **free psychological counseling and private health insurance** that covers external counseling sessions.

To help our employees manage their mental health proactively, we also offer:

A workshop on understanding and preventing burnout, focusing on its causes and impacts on our lives.

Massage chairs with various relaxation and advanced braintronics® features (Vilnius office).

Sessions on providing emotional first aid at work, covering support for colleagues, and dealing with work-related mental health issues.

Access to mental health apps for guided meditation, mindfulness exercises, and stress management tools.

A meditation space with comfortable, eco-friendly cushions and mats, a TV for guided sessions or music, and an aromatherapy humidifier (Vilnius office).

OUR SOCIAL IMPACT

EMPOWERING CHANGE WITH TRUSTED ORGANIZATIONS

Surfshark goes beyond cybersecurity products; we are committed to our core values, which drive us to actively promote internet safety and privacy. To achieve this, we partner with various NGOs and nonprofits and organize non-commercial educational and awareness-raising initiatives each year.

The VPN Trust Initiative (VTI) is an industry-led, member-driven consortium of VPN business leaders **focused on improving consumer digital safety**. The VTI principles focus on security, privacy, advertising practices, disclosure and transparency, and social responsibility.

The Global Encryption Coalition (GEC) was established in 2020 to safeguard encryption in at-risk countries. The goal of joining the coalition is **pursuing policies that promote and reinforce robust encryption.**

Access Now is a global organization that **protects the digital rights of at-risk users.** It advocates for comprehensive policies, engages in grassroots grantmaking and legal interventions, and organizes events to fight for human rights in the digital age.

EDRi is the largest European network defending digital rights and freedoms. We support EDRi's efforts to **push for enforced laws, inform people about online safety, and promote a healthy technology market.**

The Internet Society is a global non-profit organization that **empowers people to keep the internet a force for good: open, globally-connected, secure, and trustworthy.** It fosters and advocates for the growth of internet infrastructure, offers programs to build skills, and more.

The i2Coalition is a voice for web infrastructure providers, **advocating for best practices and industry standards to keep the internet open.** They work to protect innovation and the continued growth of the internet's infrastructure.

Project Syndicate

Project Syndicate is a trusted global media platform that delivers **original and thought-provoking articles written by leaders** in politics, cybersecurity, education, and activism.

OUR SOCIAL IMPACT

WORKING TOWARD A CHANGE WITH SOCIAL INITIATIVES

With the help of our trusted NGOs and nonprofits, we're successfully mapping out the course toward improving digital wellbeing for all.

DIGITAL SURVIVAL KIT

We launched a **Digital Survival Kit** that addresses the **challenges of internet censorship and disruptions.** It stresses the importance of online safety and offers practical solutions to combat internet throttling and shutdowns. It also provides tips for enhancing digital privacy and security.

EMERGENCY VPN

We launched the **Emergency VPN** initiative to emphasize the vital role of internet access for communication worldwide. We provide **VPN subscriptions to journalists, NGO representatives, and activists facing internet censorship.** So far, we have given out more than 300 vouchers. Also, if requested, we match journalist groups or NGO representatives with Surfshark's cybersecurity experts to provide customized training on staying safe online in their specific situations.

OUR SOCIAL IMPACT

DONATIONS

Surfshark has participated in a few crowdfunding campaigns. Perhaps our most notable contribution was toward an initiative organized by **RADAROM, a Lithuanian organization supporting Ukraine, where our company doubled the donations.** We also encouraged our employees to **donate to children and teenager charities, initiatives for the elderly, and animal shelters during Christmas,** and we doubled their donations.

For the **International Shark Awareness Day** on July 14, we partnered with and **donated to a charitable organization Shark Trust to protect endangered sharks and rays.** Together, we aimed to raise awareness about the sharks' role in the ocean ecosystem and the threats they face. The partnership focused on conservation plans, policy changes to save declining shark populations, and more.

> "
> Surfshark shows its commitment to shark conservation by partnering with us at Shark Trust. We strongly support Surfshark's efforts to help us end the overfishing of sharks in international waters through the promotion of the Big Shark Pledge, and we're very grateful for their donation, which will help this cause.
>
> — **Paul Cox,** CEO of Shark Trust

In collaboration with **MrBeast**, we donated to **Big Dog Ranch Rescue,** an organization that seeks to provide every dog with a loving and secure home.

> "
> Since our inception in 2005, Big Dog Ranch Rescue has saved and found homes for 58,000+ dogs. As America's largest cage-free, no-kill shelter, our focus is on rescuing dogs in need and providing medical care to dogs in life-threatening situations. Thanks to the generosity of Surfshark, Big Dog Ranch can care for more dogs, lead more rescue missions, and help save countless dogs' lives. Every dollar raised goes right back to these cherished dogs at Big Dog Ranch Rescue. We appreciate the support of Surfshark and Mr. Beast, who helped get over 100 dogs adopted!"
>
> — **Evan Nader,** Fundraising Officer from the Big Dog Ranch Rescue

OUR SOCIAL IMPACT

MAPPING CYBERSECURITY WITH OUR RESEARCH PROJECTS

Our Research Hub focuses on internet censorship, cyberattacks, and privacy breaches. To foster a safer online environment, we provide educational resources where we highlight critical issues and are actively engaged in numerous initiatives.

DIGITAL QUALITY OF LIFE 2023

For the fifth year in a row, our study, **Digital Quality of Life 2023,** examined digital wellbeing globally, focusing on five pillars: internet affordability, quality, e-infrastructure, e-security, and e-government.

INTERNET SHUTDOWN TRACKER

Autocratic governments often employ social media censorship and internet shutdowns to maintain control, restricting free speech and the right to assemble. We have created an **Internet Shutdown Tracker** to document such cases of information suppression worldwide.

GLOBAL DATA BREACH STATISTICS

Since 2004, there have been almost 17 billion account breaches. To help people understand the scope of this issue, we provide **global data breach statistics,** including interactive maps, country comparisons, quarterly and country-level trends, and other leaked data point statistics.

OUR SOCIAL IMPACT

REPORT ON GOVERNMENT REQUESTS FOR USER DATA

In our **report on government requests for user data,** we analyzed data requests made by government agencies to Apple, Google, Meta, and Microsoft from 2013 to 2021. The report focused on the **volume of accounts targeted, their global distribution, and the extent of request disclosures.**

"RIGHT TO BE FORGOTTEN" REQUESTS REPORT

In the EU and regions with similar data protection policies, people have a "right to be forgotten," enabling them to ask search engines to remove their info from search results. Our **"right to be forgotten" research** delves into the **intricacies of using this right.**

MOBILE GAMING APPS DATA PRIVACY REPORT

Mobile gaming apps are a popular source of entertainment, but they also collect a lot of data. We conducted a **mobile gaming apps data privacy research** study, analyzing **50 of the most popular gaming apps across 60 countries to identify the most data-hungry ones.**

INTERNET VALUE INDEX

Surfshark's **Internet Value index (IVi)** analyzes **internet affordability and quality across 117 countries.** By dividing internet speed by affordability, we determined how many people overpay for the internet globally and how many get theirs at a fair price.

OUR GOVERNANCE AND ECONOMIC IMPACT

OUR GOVERNANCE

Surfshark comprises employees grouped into three categories: **C-suite, managers, and specialists.**

C-SUITE

The C-suite consists of **senior executives who are responsible for the company's strategic vision.** They convene weekly to review the company's results, review OKR progress, discuss important updates, handle internal communications, and address urgent situations.

MANAGERS

Managers are **employees who lead their respective teams** and maintain regular, active communication with relevant C-suite members through face-to-face meetings. They are **responsible for their team's performance** and ensure that all updates about the company and its priorities are communicated in weekly one-on-one and regular team meetings.

SPECIALISTS

Specialists, along with all employees, can voice their concerns about the company's governance or any other issues during anonymous Q&A sessions, internal, anonymous surveys and feedback forms, or by approaching the stakeholders directly.

All internal communication occurs through designated Slack channels, internal newsletters, Q&A sessions, and during monthly or quarterly company or department-specific events.
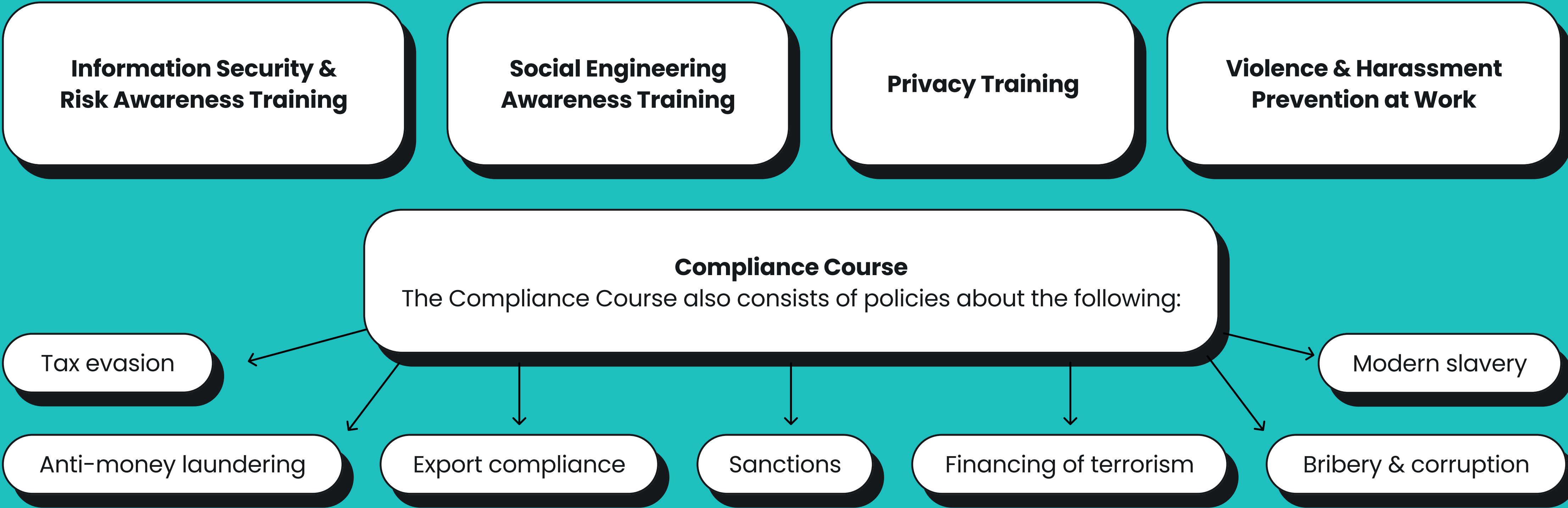
OUR GOVERNANCE

TRAININGS

At least **once a year,** Surfshark employees have to complete different training sessions to **learn how to identify and assess workplace risks related to their everyday work.** The training sessions include:

Information Security & Risk Awareness Training

Social Engineering Awareness Training

Privacy Training

Violence & Harassment Prevention at Work

Compliance Course
The Compliance Course also consists of policies about the following:

Tax evasion

Modern slavery

Anti-money laundering

Export compliance

Sanctions

Financing of terrorism

Bribery & corruption

OUR GOVERNANCE

POLICIES & PROCEDURES   Surfshark and all its employees are compliant with the following policies and procedures:

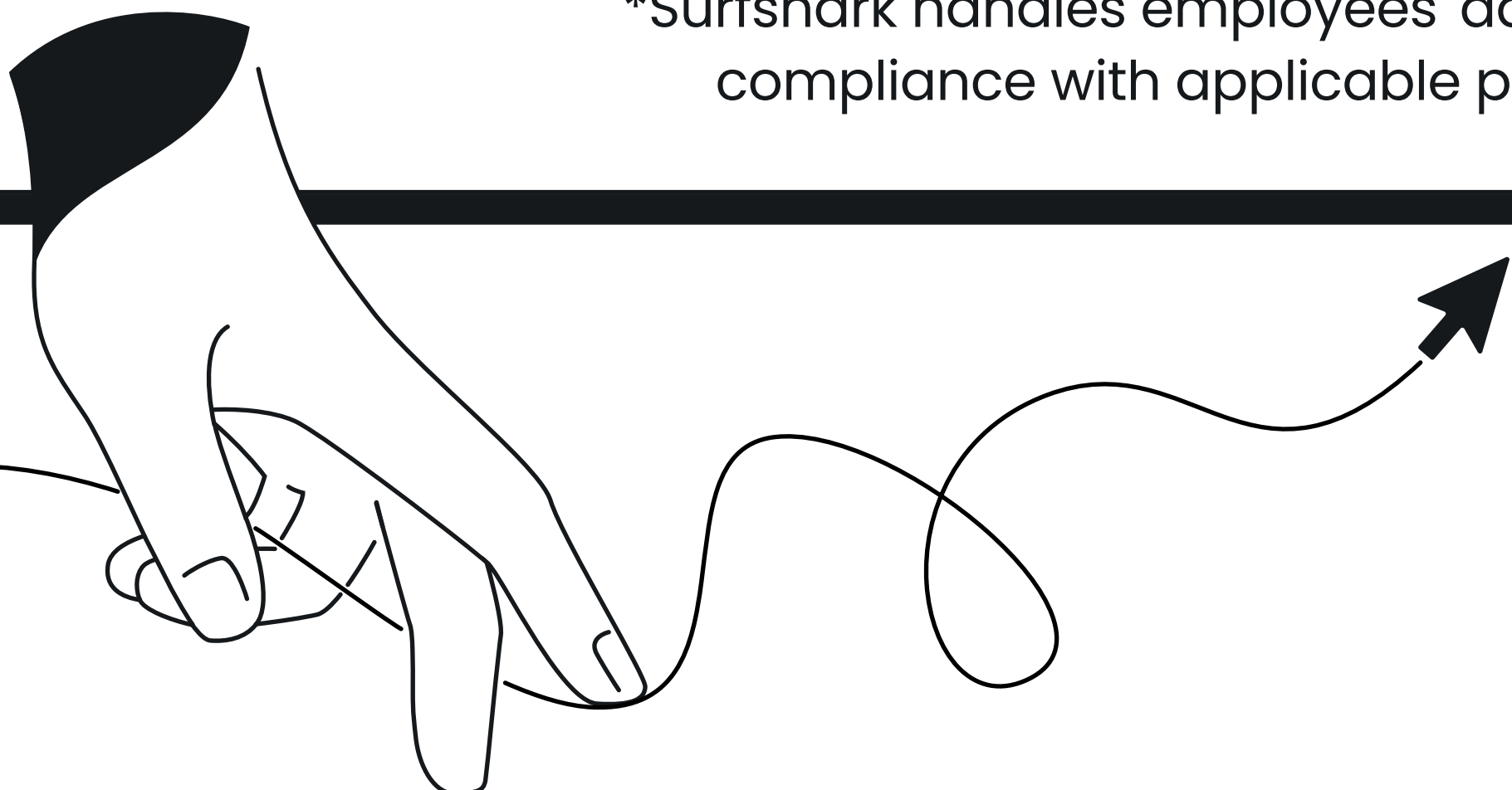**Anti-Bribery & Anti-Corruption**

Physical security

Whistle-blowing

Anti-Money Laundering & Trade Compliance

Employees' data protection
*Surfshark handles employees' data securely, responsibly, and in compliance with applicable privacy laws and regulations.

OUR ECONOMIC IMPACT

RISK MANAGEMENT

At Surfshark, risk management is integral to **maintaining regulatory compliance and preserving operational integrity.** Risks are identified and assessed, and appropriate actions are taken to mitigate them as needed based on the type of risk and its potential impact. This proactive approach addresses various risks, enhances our overall resilience, and safeguards our assets.

SUPPLY CHAIN

As we innovate and grow, we also dedicate ourselves to **ensuring that our partnerships and business practices align with our mission of promoting responsible operations.** To enhance our supply chain management, we conduct comprehensive risk assessments and due diligence checks on vendors who handle sensitive information, integrate with our systems, or present significant financial, reputational, or compliance risks and those integral to our product or service delivery. Upon completing our evaluations, we determine whether to establish or continue a business relationship with each vendor. **Our goal is not just to increase our ethical responsibility but also to promote it within the sector of technology and digital privacy.**

OUR ECONOMIC IMPACT

PRIVACY POLICY

Surfshark's Privacy Policy governs the **management of personal data for users interacting with Surfshark's services or website.** Privacy Policy includes:

7 Policy updates

6 Cookies and mobile use

5 User rights

1 Data collection and usage

2 Data retention and security

3 Data transfer

4 Third-party interactions

This overview of the **Privacy Policy** shows how Surfshark manages users' data. It strives to balance service quality and strong privacy protection. The detailed policy information is on our **website.**

OUR ECONOMIC IMPACT

HOW WE HANDLE PRIVACY CONCERNS

Surfshark adheres to data protection laws, including but not limited to the **EU's GDPR, the UK's GDPR, and California's CCPA,** guiding its data management practices. Surfshark has launched an internal **Privacy Program** to align with privacy laws and enhance the protection for both its employees and users.

Our **privacy policy** outlines how we manage personal information, including specific rules for different services and promotions. We ensure quick user access to their data in compliance with **Article 15 of the General Data Protection Regulation (GDPR).**

We regularly review and update our security systems to adhere to the latest privacy laws, including the recently enacted **Digital Services Act and Digital Markets Act,** ensuring our data management practices are fully compliant.

OUR ECONOMIC IMPACT

OUR EFFORTS TO MAKE OUR PRODUCTS SAFE

SECURITY

Surfshark complies with the strictest security measures to maintain the highest level of security for our users. Discover the security features, testing methods, and additional processes that Surfshark and its products undertake to maintain the safety of our services and protect our customers.

IMPLEMENTATION OF THE MOST SECURE PROTOCOLS

Surfshark uses robust AES-256-GCM encryption, which is an encryption standard. Moreover, Surfshark uses a 2048-bit version of the RSA encryption keys.

PENETRATION

Surfshark checks for exploitable vulnerabilities and assesses the software by executing frequent system penetration tests.

SECURITY MONITORING

Surfshark constantly monitors its IT infrastructure for suspicious and malicious activity and possible attacks. The monitoring is performed 24/7, and all processes are automated.

ZERO-KNOWLEDGE PASSWORD STORAGE

User logins in Surfshark's database are encrypted, ensuring no one can decrypt the stored login information.

AUTOMATED PATCHING

Surfshark uses automated unattended-upgrades to ensure our production environment meets the software requirements.

THE PRINCIPLE OF LEAST PRIVILEGE (PoLP)

Our company adheres to the PoLP, meaning that our employees only have access to the tools, resources, and operational systems required for their work responsibilities.

OUR ECONOMIC IMPACT

SERVERS

Surfshark is committed to enhancing user privacy and security to the highest standards. Our efforts include expanding our server network and transitioning to RAM-only server configurations. Uncover more of our initiatives for greater privacy and transparency within the VPN industry.

100% RAM-ONLY INFRA SERVERS

Surfshark upgraded its servers to RAM-only infrastructure, meaning servers boot up using only RAM instead of hard drive storage.

AUTOMATIC REBUILDS

Most of our VPN servers are wiped out and rebuilt regularly. This way, we reduce the vulnerability window for our systems.

OUR ECONOMIC IMPACT

QUALITY

At Surfshark, quality is the foundation of our services and plays a significant role in fulfilling our customers' satisfaction. Our commitment to maintaining the excellence of our products is demonstrated through regular assurance evaluations, patents, and various other practices.

SERVER INFRASTRUCTURE AUDIT

Robust and secure server infrastructure is vital to excellent VPN service. Cure53, a German company, conducted a thorough study of our infrastructure and found no significant concerns.

SERVER INFRASTRUCTURE AUDIT

Another audit by Cure53 revealed that our browser extensions stand out for their robust security. The study confirms that our internal security measures successfully reduce security risks.

NO-LOGS ASSURANCE REPORT

Deloitte confirmed that Surfshark adheres scrupulously to the commitments made in our no-logs policy. This gives proof that Surfshark complies with the highest privacy and quality requirements.

ANTIVIRUS VERIFICATION

According to VB100 certifications from Virus Bulletin, our Surfshark Antivirus complies with the strictest security measures.

REGULAR CERTIFICATION

Surfshark acquired an official seal of approval from AV-Test for reliable protection, ad blocking software, and streaming capabilities and confirmed its VPN security with the Mobile App Security Assessment (MASA).
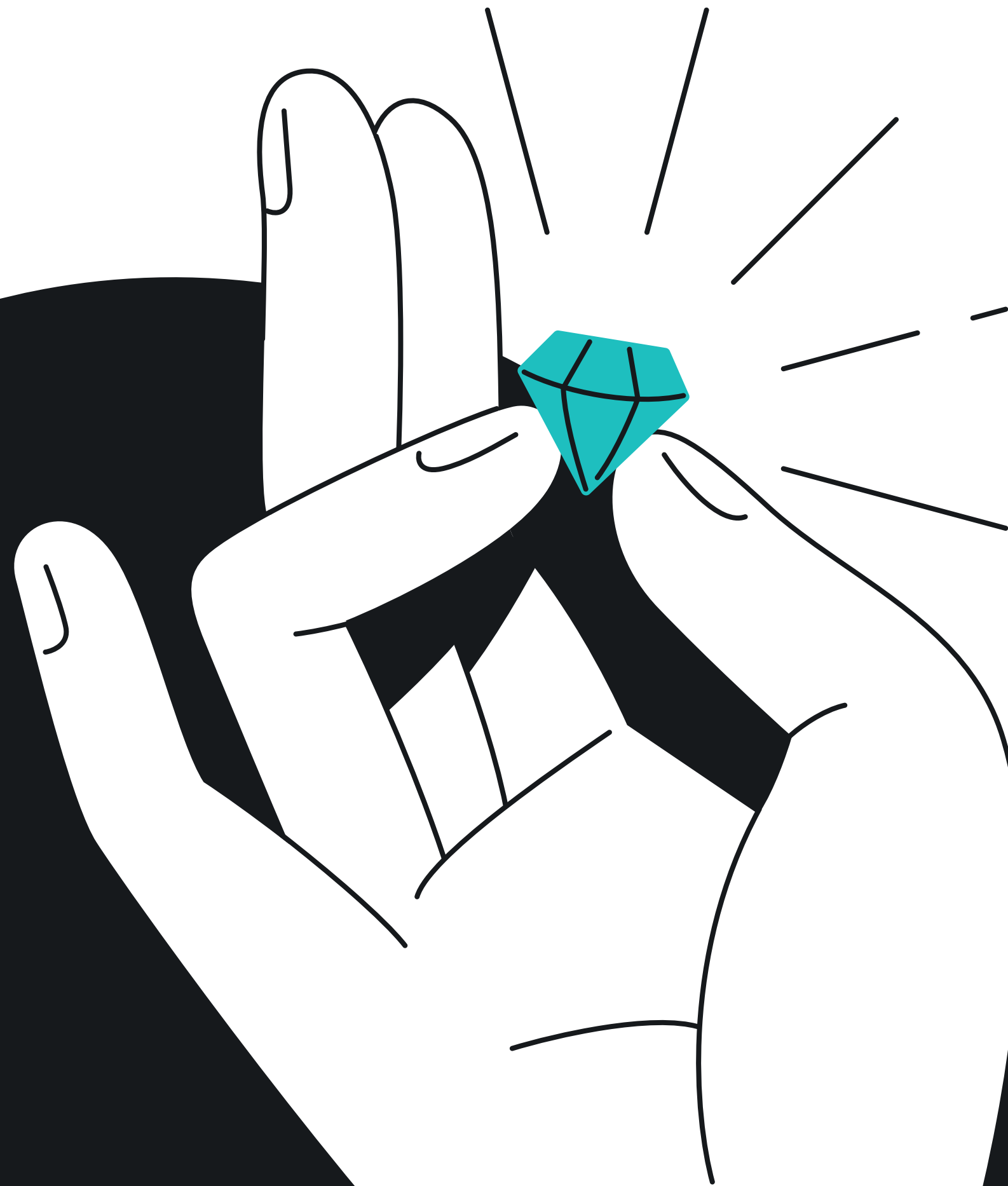
PATENTS

Surfshark was granted a few patents – exclusive rights – for our inventions, methods, and ideas. This legally allows us to prevent others from creating, using, or selling our innovations for a limited time.

You can find our patents right here.

OUR ECONOMIC IMPACT

ADDITIONAL INITIATIVES TO ENSURE QUALITY

CODE REVIEW

With the help of SAST, Surfshark regularly performs software quality assurance.

24/7 SUPPORT

To ensure our service quality, Surfshark offers 24/7 customer support. The support agents can be reached via live chat or email.

EMPLOYEE BACKGROUND CHECK

Surfshark runs background checks on prospective candidates to verify their reputation and reduce internal threats.

VISIT SURFSHARK'S TRUST CENTER TO FIND OUT MORE.

A VISION FOR THE FUTURE

The 2023 Impact Report highlights Surfshark's dedication toward sustainable growth, social responsibility, and its leading role in cybersecurity. Our efforts include:

01 Leveraging renewable energy

02 Improving employee wellness

03 Launching impactful global initiatives

04 Improving governance processes within the company

Looking ahead, Surfshark commits to maintaining its dedication to secure online solutions and focusing on minimizing environmental impact. We will continue improving processes for our emissions calculations, engaging in more sustainability projects, and focusing on our employees' wellbeing, reaffirming our commitment to being a responsible organization.

If you have questions about Surfshark's Impact Report or Surfshark's environmental initiatives, contact **Gabrielė Dačkaitė** (Corporate Reputation Strategist) at gabriele.dackaite@surfshark.com