

IMPACT REPORT 2025



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INTRODUCTION

As we proudly share Surfshark's third Impact Report, we look back on 2025 as a year of sustained progress and action. We are constantly striving to elevate our standards and strengthen our role as a socially responsible, climate-conscious cybersecurity company.

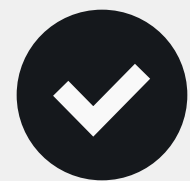
This past year, we've taken our commitments even further — achieving 100% renewable energy in our Scope 2 emissions, deepening our nonprofit partnerships, and broadening our corporate social responsibility. Inside Surfshark, we've continued to champion an inclusive, values-driven culture that sets the foundation for lasting positive change.

ABOUT THE REPORT

This 2025 Impact Report details Surfshark's initiatives from January 1 through December 31. Inside, we outline our ongoing journey toward sustainable growth and greater environmental transparency.

The report also highlights our latest strides in adopting renewable energy, fostering employee wellbeing, and uplifting the global community. Surfshark remains deeply committed to our environmental, social, and governance goals, and we look forward to sharing our progress.

2025 AT A GLANCE



Reached 100% of renewable energy in our Scope 2 emissions



Continued with our Scope 3 activity-based emissions calculation



Hired 169 employees globally, totaling 527 employees representing 22 national backgrounds



Planted a tree for every 100,000 steps in our annual walking challenge



Organized a campaign called "You Donate, We Double" to support those who are the most in need



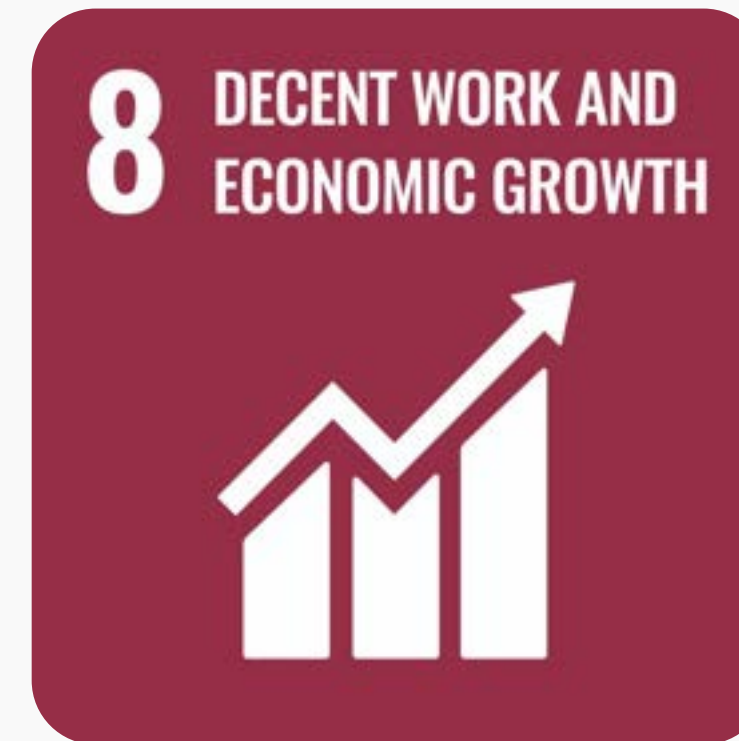
Encouraged self-development, which led our team members to dedicate around 5,507 hours to enhancing their skills and broadening their knowledge



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

SURFSHARK'S SDG FOCUS

Here are the Sustainable Development Goals that we are aiming to contribute to:



ABOUT SURFSHARK

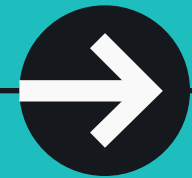
OUR TIMELINE



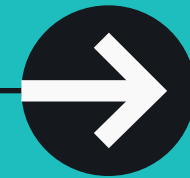
Surfshark's journey began in 2018 with the launch of a VPN (Virtual Private Network)



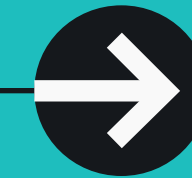
Over the next few years, the company expanded its cybersecurity solutions with Surfshark Alert and Search and initiated the first annual Digital Quality of Life (DQL) index



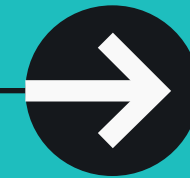
Surfshark was continuously improving its service, gaining the industry's trust. Recognition followed from top media outlets, including PCMag and TechRadar



The company then launched Surfshark Antivirus and 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



The expansion of services continued with Alternative ID and alternative number – tools that create a brand-new online identity, email, and number – joining the cybersecurity suite



Surfshark was ranked in the Financial Times 1000: Europe's Fastest Growing Companies list for a third year in a row



Surfshark expanded its services even further by providing free and secure public DNS servers



We created the first-ever, patented self-healing VPN infrastructure for stable VPN protection, setting a new standard for VPNs



OUR MISSION

At Surfshark, we strive to build the most beloved security products for everyone. We talk about cybersecurity and cyberthreats in a language everyone understands, making our products accessible to all — from everyday people to cybersecurity geeks.



OUR VISION

We aspire for everyone to have complete control of their digital lives, care about the future and accessibility of the internet, and show the nature and impact of everchanging online threats. We see the future's internet as an open and valuable global resource for all.

SURFSHARK PRODUCTS

Packing an industry-leading VPN, private search engine, data leak monitoring system, antivirus software, and a tool that provides personal detail masking in 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 (Internet Protocol) address
- Stops annoying ads and protects against malware
- Protects your data and privacy on public Wi-Fi or networks

Alert

- Alerts you if your email address appears in breached online databases
- Informs about the security status of your personal identification number
- Monitors your credit cards security
- Sends you personal data leak reports

Antivirus

- Detects and removes viruses and malware from your devices
- Secures your webcam from unauthorized access
- Prevents ad companies and bots from tracking your online activity
- Allows performing full scans or narrowing them down to frequently used folders

Search

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

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
- Offers phone number masking for an additional price

Incogni

- Contacts data brokers on your behalf to request that your personal data be removed from their databases
- Ironwall — a part of Incogni — also offers online protection and data removal services for public servants and businesses, focusing on judges, law enforcement, healthcare professionals, and financial institutions
- Available in the US, the UK, the EU, Canada, and Switzerland

SURFSHARK VPN FEATURES



Clean Web

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



Bypasser

Allows specific apps and 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 human verification prompts, access services that are sensitive to IP changes, and more.



Cookie pop-up blocker

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



Multi Hop

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.



Rotating IP

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



No Borders

Allows using a VPN through network restrictions such as digital government censorship.

ENGAGING OUR USERS IN SHAPING A SUSTAINABLE FUTURE



For this Impact Report and the 2025 reporting year, Surfshark continues to consider the insights from our 2024 materiality assessment relevant to shaping our ESG priorities.

Conducted in 2024, this assessment marked an important step in advancing our commitment to sustainability and corporate responsibility by inviting a select group of our clients to share their perspectives and help identify the topics that matter most.

Participants were asked to evaluate a range of ESG topics based on their perceived importance, including 5 environmental, 16 social, and 5 governance topics. This process helped ensure that the issues most important to our users were reflected in our strategic thinking and reinforced their role as key stakeholders in Surfshark's long-term impact journey.

The insights gathered through the assessment continue to guide how we prioritize our ESG initiatives in 2025. At the same time, we recognize that stakeholder expectations and material topics can evolve. To ensure that our ESG actions continue to reflect what matters most to our clients, we plan to repeat this survey periodically, every few years, as part of our ongoing approach to responsible and responsive business practices.

ENGAGING OUR USERS IN SHAPING A SUSTAINABLE FUTURE

Results

After our user group selected the topics they found most material in relation to Surfshark, we gained valuable insights into what matters most to our community regarding sustainability and responsible business practices.

Environmental focus areas

In the environmental section, users highlighted climate change mitigation and greenhouse gas emissions as key areas of importance. This reflects a growing awareness of the environmental impact of digital infrastructure and a shared interest in supporting climate-conscious practices. Pollution of air, water, and soil was also identified as a significant concern, emphasizing the need for broader environmental responsibility in today's interconnected world.

Social priorities

Within the social category, data and cybersecurity stood out as the most important topic – a strong affirmation of Surfshark's long-standing commitment to protecting users' online lives. Freedom of expression and anti-surveillance were also highly prioritized, aligning closely with our mission to promote an open and secure internet for all. These results reinforce the values that both Surfshark and our users hold at the core of our service.

Governance highlights

In governance, users placed the highest importance on business ethics and integrity, as well as anti-corruption and transparency. These choices reflect a clear expectation for strong, principled leadership – something Surfshark has always aimed to uphold. The feedback confirms that trust, transparency, and accountability are as essential to our stakeholders as they are to us.

These insights continue to guide our ESG priorities and help ensure our efforts remain user-informed and impact-driven. To keep our ESG actions aligned with what matters most to our clients, we plan to repeat the assessment every few years, with the next one planned for 2026.

OUR ENVIRONMENTAL IMPACT

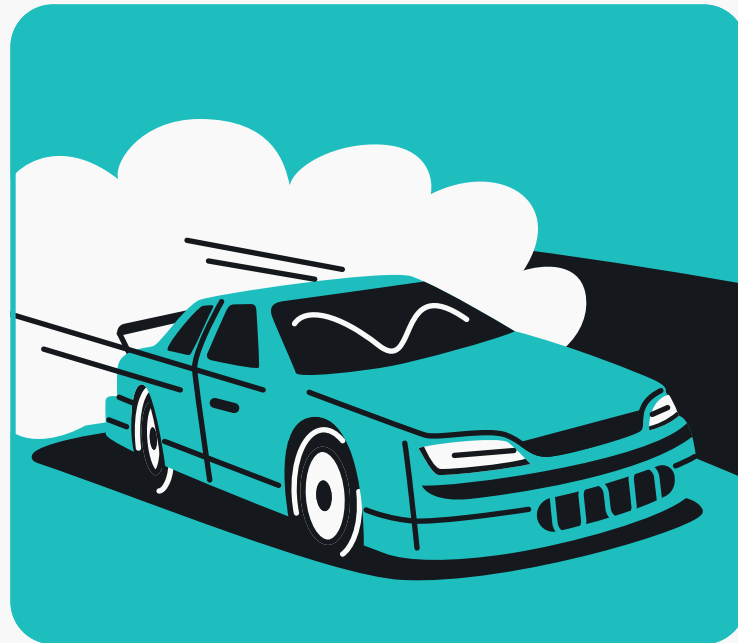
EMISSIONS

How much is 1 tCO₂e?



Flying

~1 round-trip flight from New York to London per passenger.



Driving

~2,500 miles (4,000 km) in an average gasoline car.

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.

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.

Surfshark's **Scope 1** emissions **15 tCO₂e**

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.

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's **Scope 2** location-based emissions **81 tCO₂e**

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 offices in Lithuania with renewable energy, our Scope 2 GHG emissions calculations were lower using this method.

Surfshark's **Scope 2** market-based emissions **52 tCO₂e**

EMISSIONS

Scope 3 emissions are indirect greenhouse gas emissions across a company's value chain, including upstream and downstream activities not owned or controlled by the company (business travel, employee commuting, purchased goods and services, etc.).

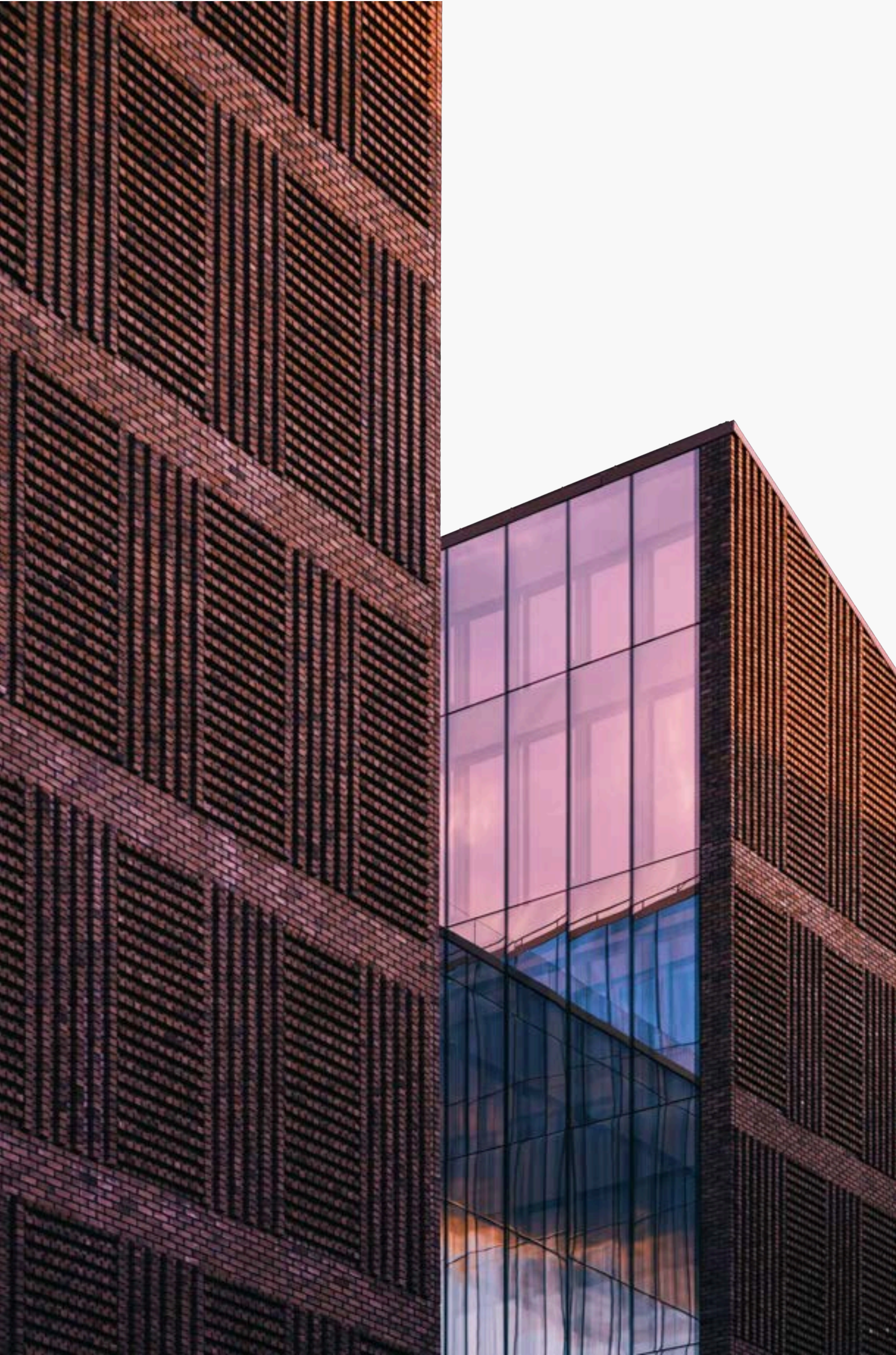
This year marks the second time we've calculated our Scope 3 emissions using an activity-based approach. While this method provides more detailed insights, it also comes with some data limitations, and results may not be exact. We believe it's essential to begin measuring all sources of emissions, not just those covered by well-established protocols. The calculations were conducted with the support of external sustainability advisors.

Surfshark's **total Scope 3 emissions** (location-based) **12043 tCO2e**

Total Scope 3 emissions include:

Purchased goods and services	11676 tCO2e
Capital goods	0 tCO2e
Fuel- and energy-related activities (location-based)	0 tCO2e
Fuel- and energy-related activities (market-based)	124 tCO2e
Upstream transportation and distribution	31 tCO2e
Waste generated in operations	0 tCO2e
Business travel	286 tCO2e
Employee commuting	50 tCO2e
Use of sold products	0 tCO2e

GREEN OFFICE



In 2024 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 Enfit 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;
- Receiving an "Excellent" BREEAM* certification for our new Kaunas office that operates on renewable energy from Ignitis.

**The BREEAM certificate (Building Research Establishment Environmental Assessment Method) is a widely recognized sustainability assessment and certification system for buildings and infrastructure projects.*

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 using third-party services.

BEING A PART OF THE UN GLOBAL COMPACT

The 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.

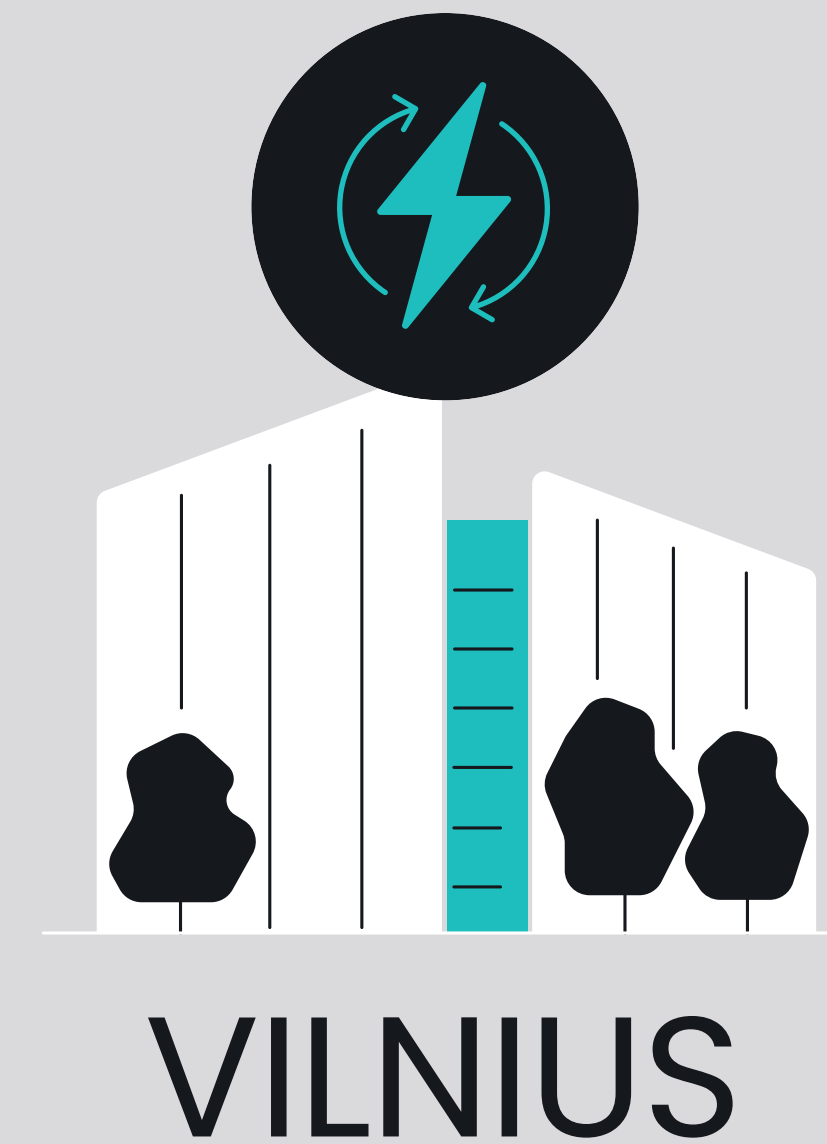
By following the UN Global Compact's Ten Principles, Surfshark acknowledges that good deeds in one area don't offset harm in another. Fostering a culture of integrity is vital to both social responsibility and sustainable business growth.

WE SUPPORT



SETTING THE EXAMPLE

We've reduced our environmental impact by operating from energy-efficient offices in Vilnius and Kaunas, Lithuania, both of which run on 100% renewable energy. With 100% of our Scope 2 energy now coming from renewable sources, this milestone reflects our strong commitment to sustainability.



OUR PEOPLE AND SOCIAL IMPACT

SURFSHARK PRINCIPLES



Our core principles drive our commitment to creating the most beloved and widely used online security products for everyone. They shape everything we do, guide us in the right direction, help us achieve results, and define our everyday lives at Surfshark.

High standards

We prioritize innovation and customer satisfaction, striving to improve daily and deliver long-term solutions that add value.

Radical ownership

We embrace ownership by owning our tasks, acknowledging achievements and setbacks, and proactively contributing to Surfshark's success.

Collaboration

We solve problems by leveraging expertise for optimal outcomes, celebrating team and individual achievements, aligning efforts, and generating innovative ideas and unconventional solutions.

Open mind

We actively listen to different perspectives, treat everyone respectfully, and welcome new ideas and approaches.

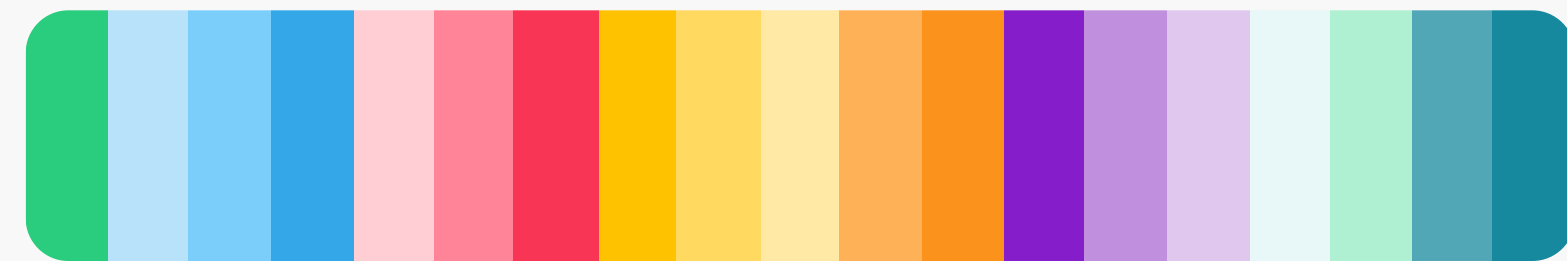
SURFSHARK STRUCTURE

(by the end of 2025)

169 newbies

103 promotions during 2025

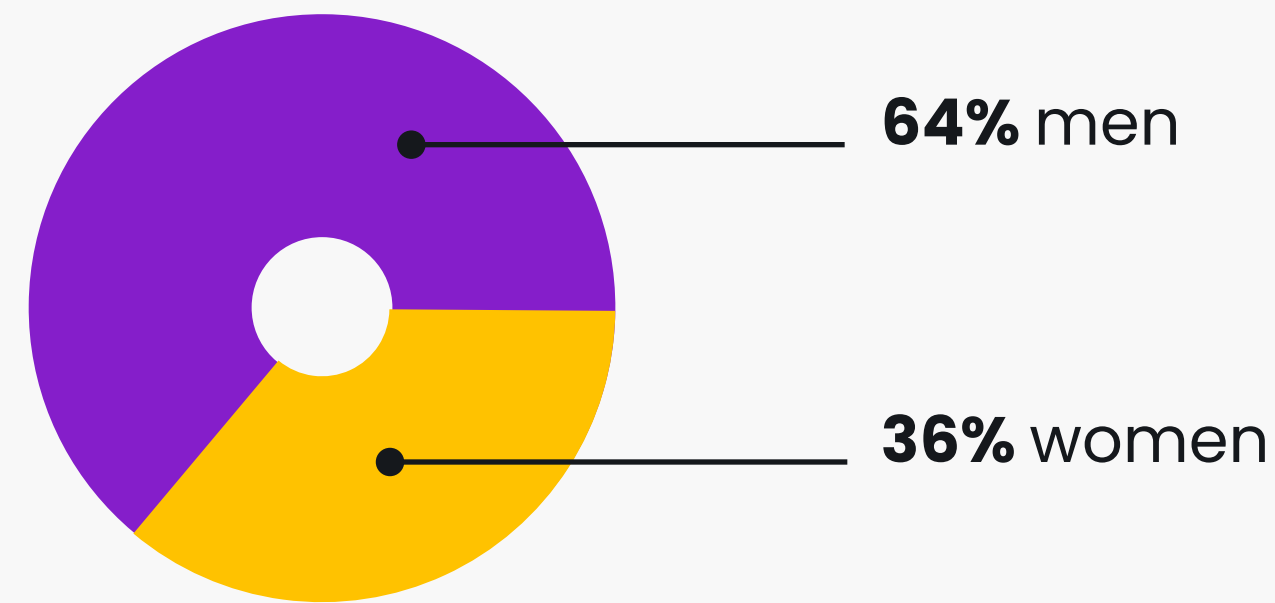
34 average employee age



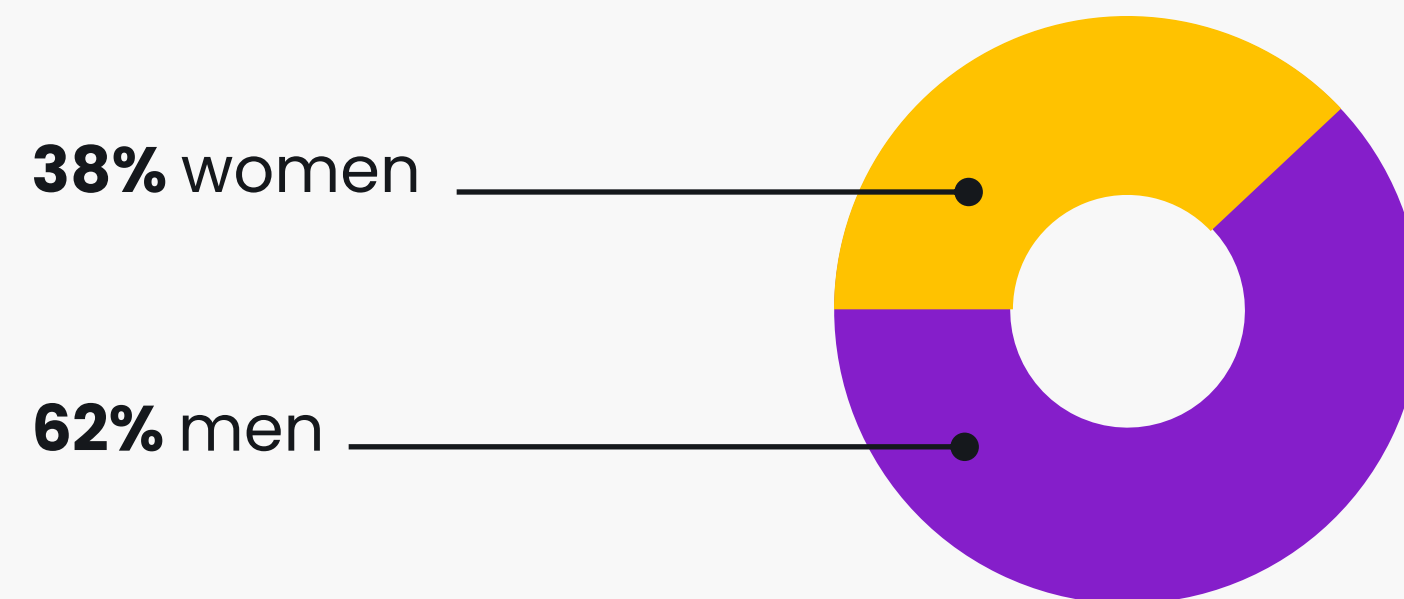
527 employees

22 national backgrounds

Employees



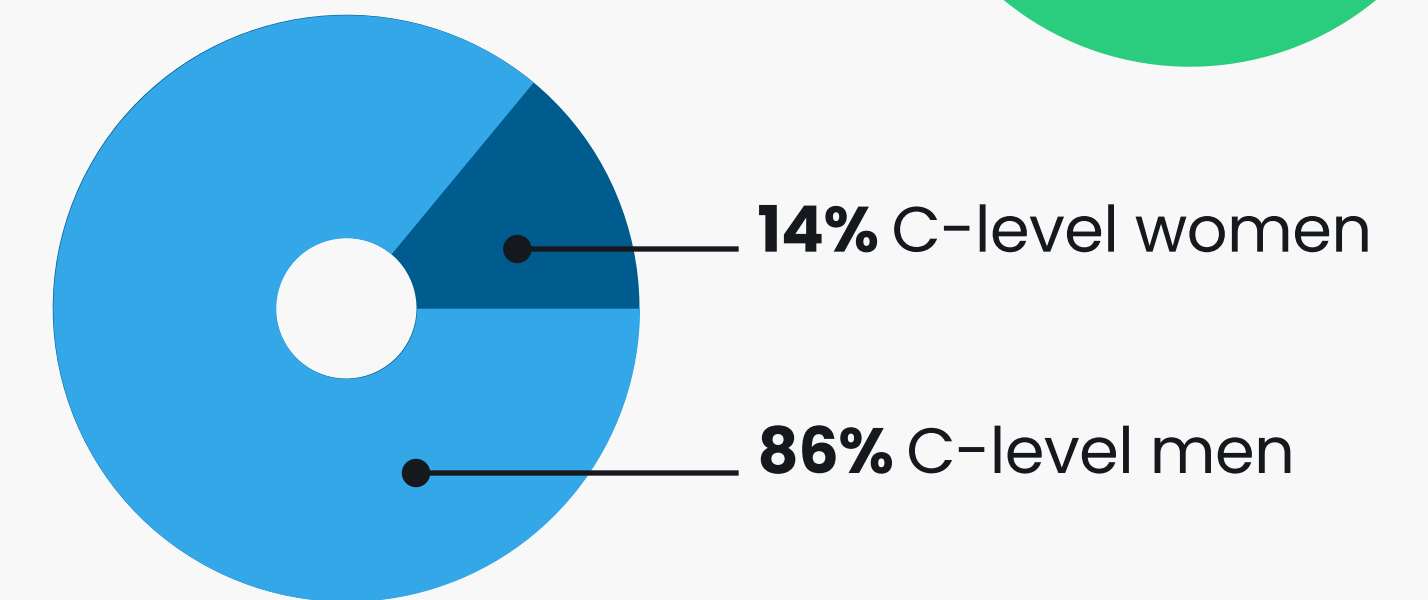
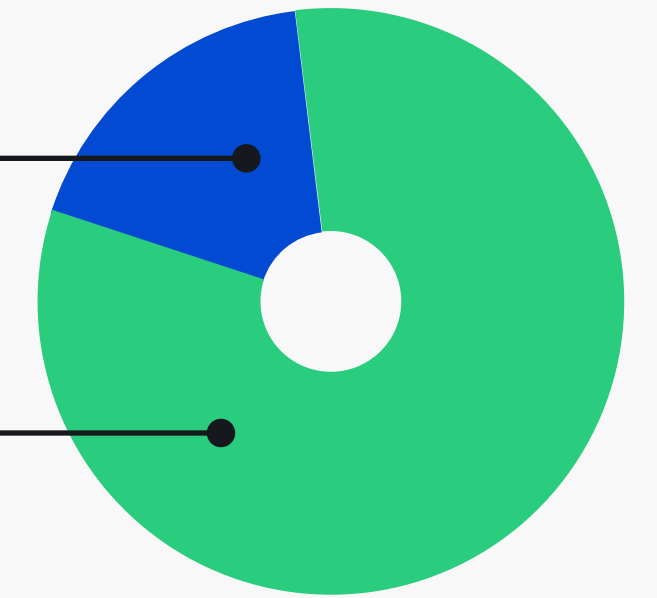
Leadership diversity



18% managers

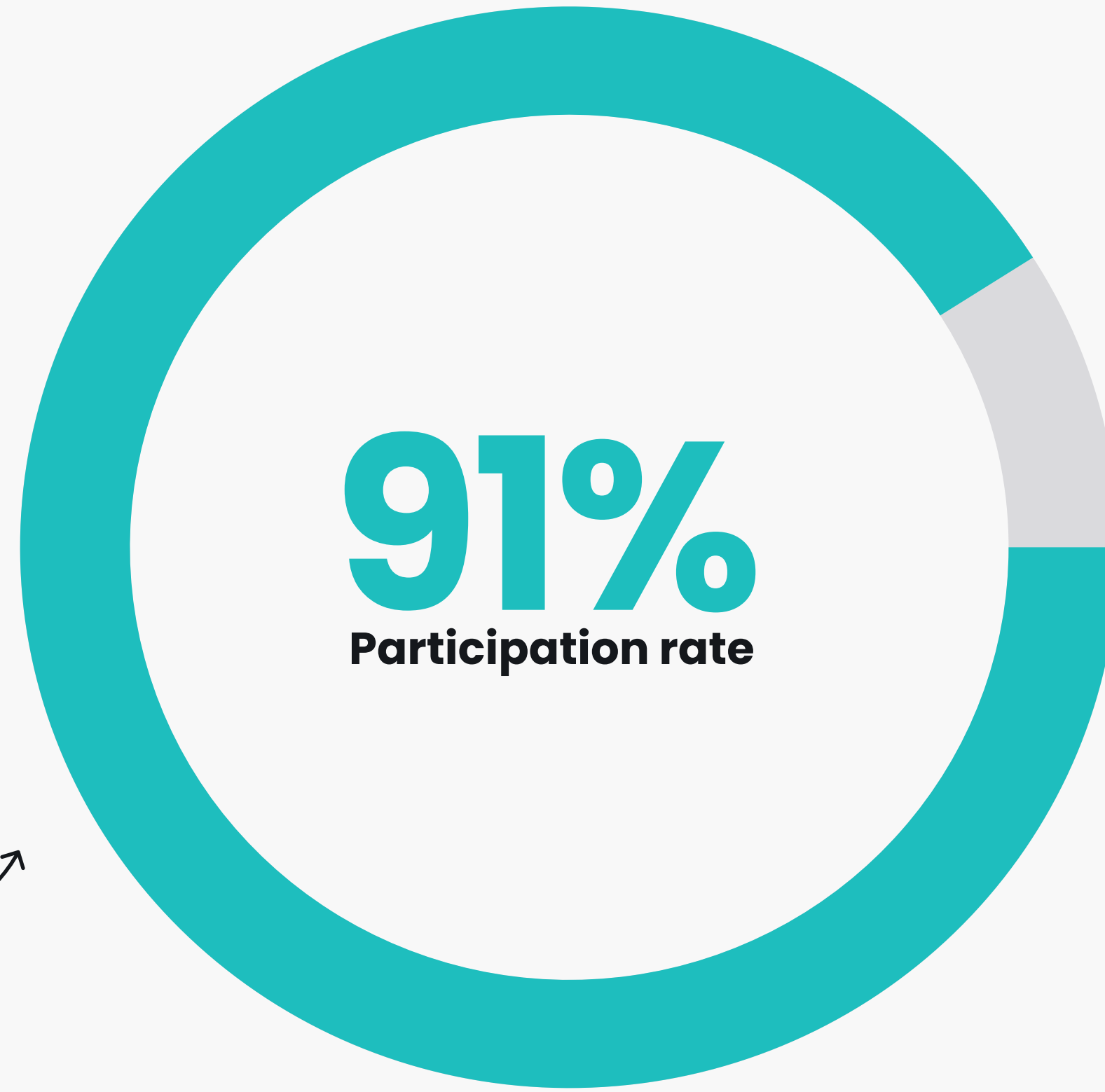
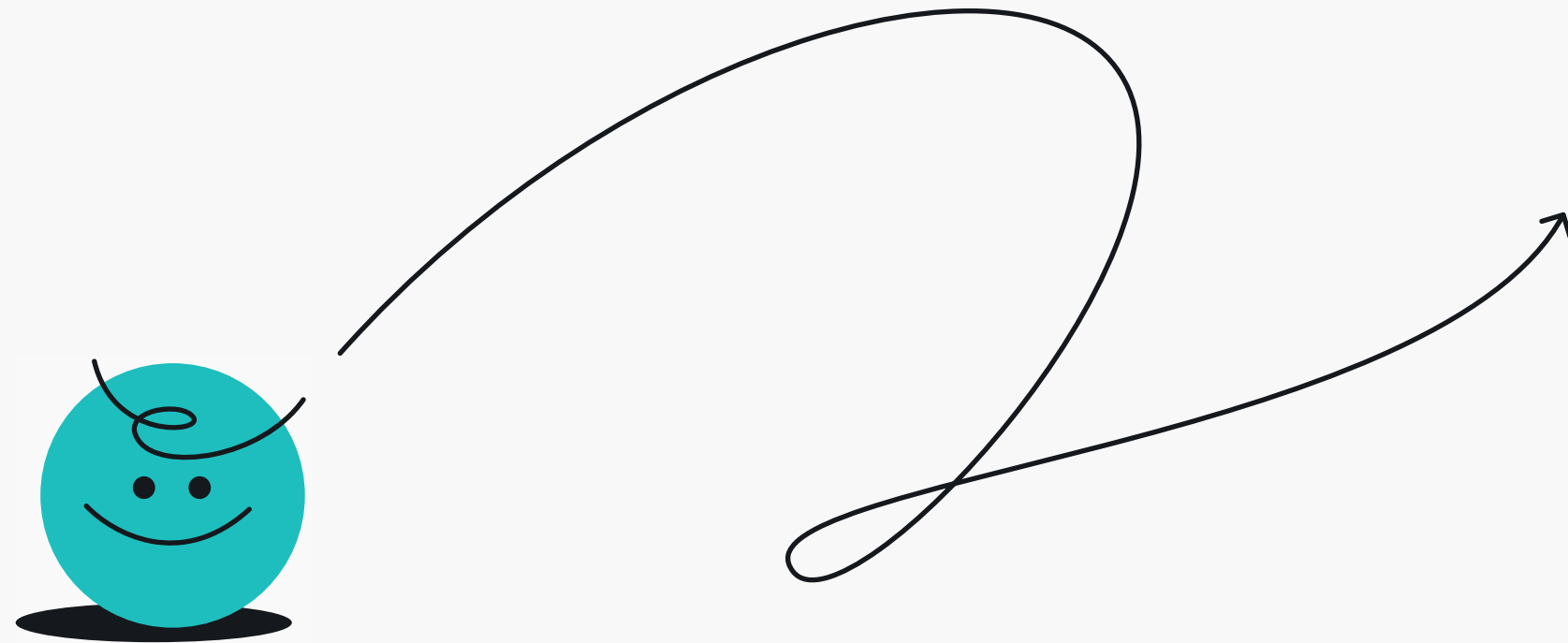
Managers are considered people who lead a team of at least three people

82% specialists



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.

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.

Total survey score – **4.17/5**



eNPS*

52

INPS*

54

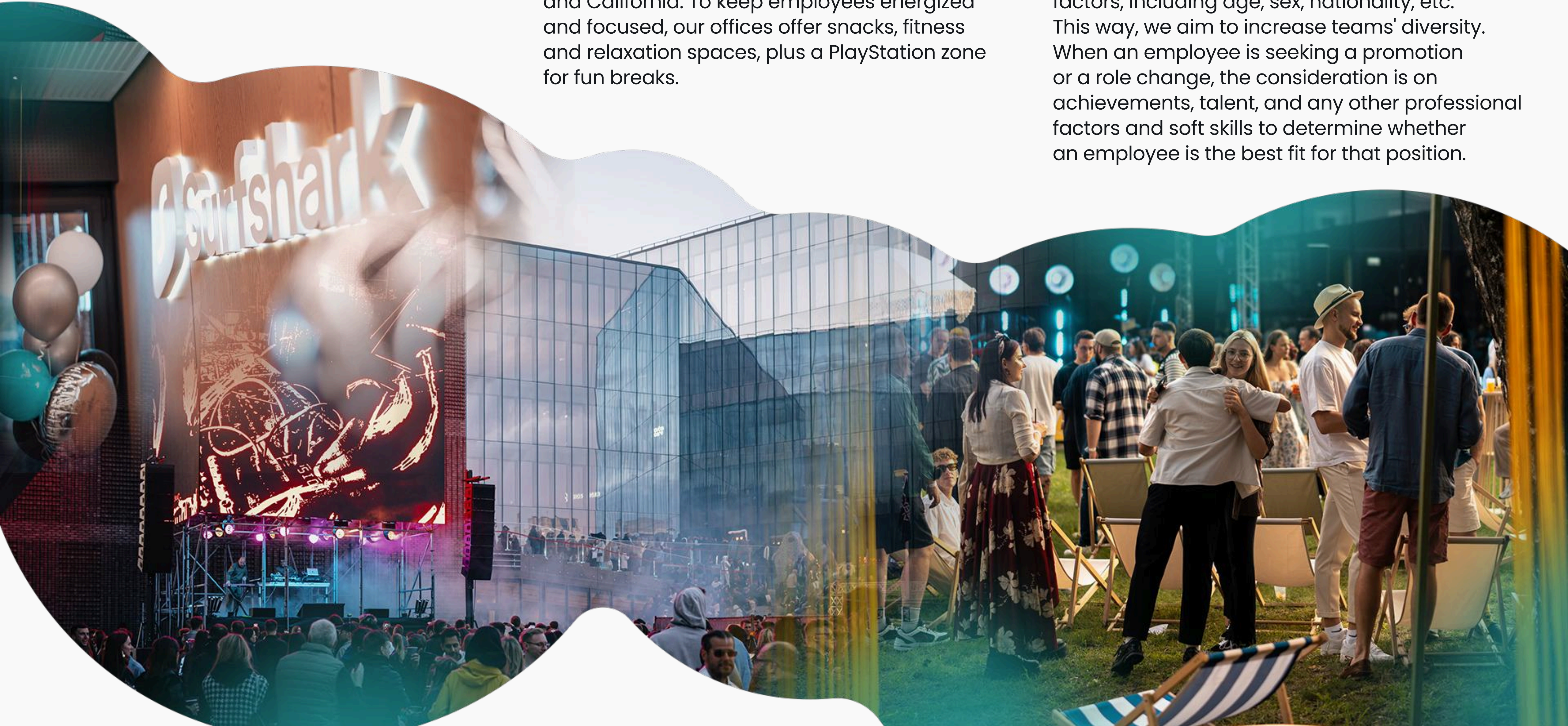
**eNPS (Employee Net Promoter Score) measures how likely employees are to recommend their company as a place to work, while INPS (Leader Net Promoter Score) measures how likely they are to recommend their manager or leadership team based on their leadership experience. When both scores are above 50, it suggests employees are highly satisfied with both the organization and its leadership, reflecting a strong and positive workplace culture.*

RECRUITMENT



Surfshark is an international company. We've expanded our workforce to almost every continent worldwide. Surfshark has offices in Vilnius, Kaunas, Warsaw, Berlin, Amsterdam, and California. To keep employees energized and focused, our offices offer snacks, fitness and relaxation spaces, plus a PlayStation zone for fun breaks.

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.



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.



EMPLOYEE BENEFITS

We offer equal benefits for all employees. Whether our employees are celebrating their marriage or same-sex partnership, we provide dedicated days off to mark the occasion. Parental leave is also available to everyone – regardless of gender or family structure – because we believe support should be inclusive and fair.

Work arrangements

Work from office (WFO)



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

Work from home (WFH)



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

Work from anywhere (WFA)



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

Business trips and conferences



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



EMPLOYEE BENEFITS

Leaves

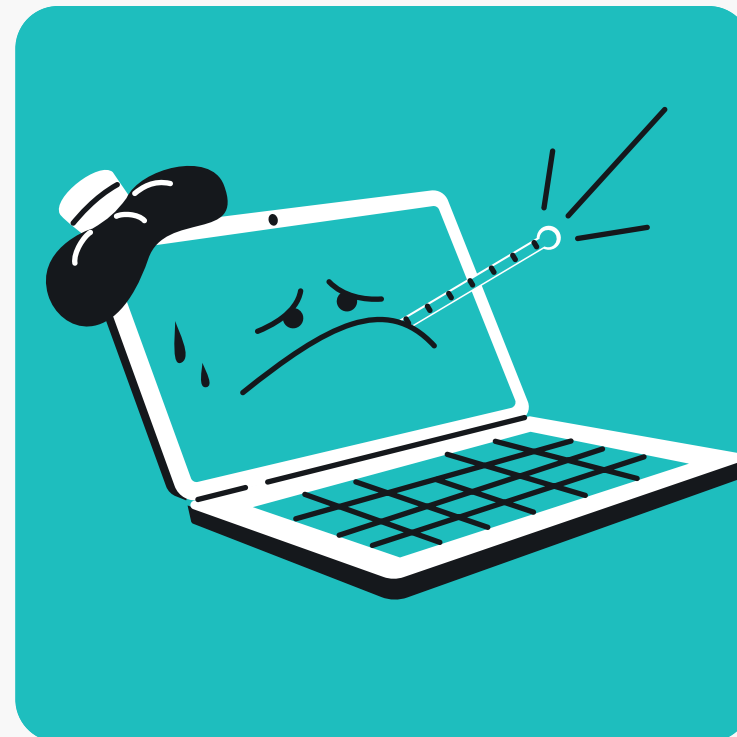


Annual leave



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 period of time after delivery (according to the laws of the country where the employee lives), with the precise dates determined by a doctor.

Paternity leave



Fathers at Surfshark are entitled to paternity leave, with the length of leave determined by the laws of their country of residence. It can be taken at any time during the first year after their child's birth, allowing for flexible planning around family needs.

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



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

EMPLOYEE BENEFITS

Benefits and gifts

Discounts



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

Birthdays



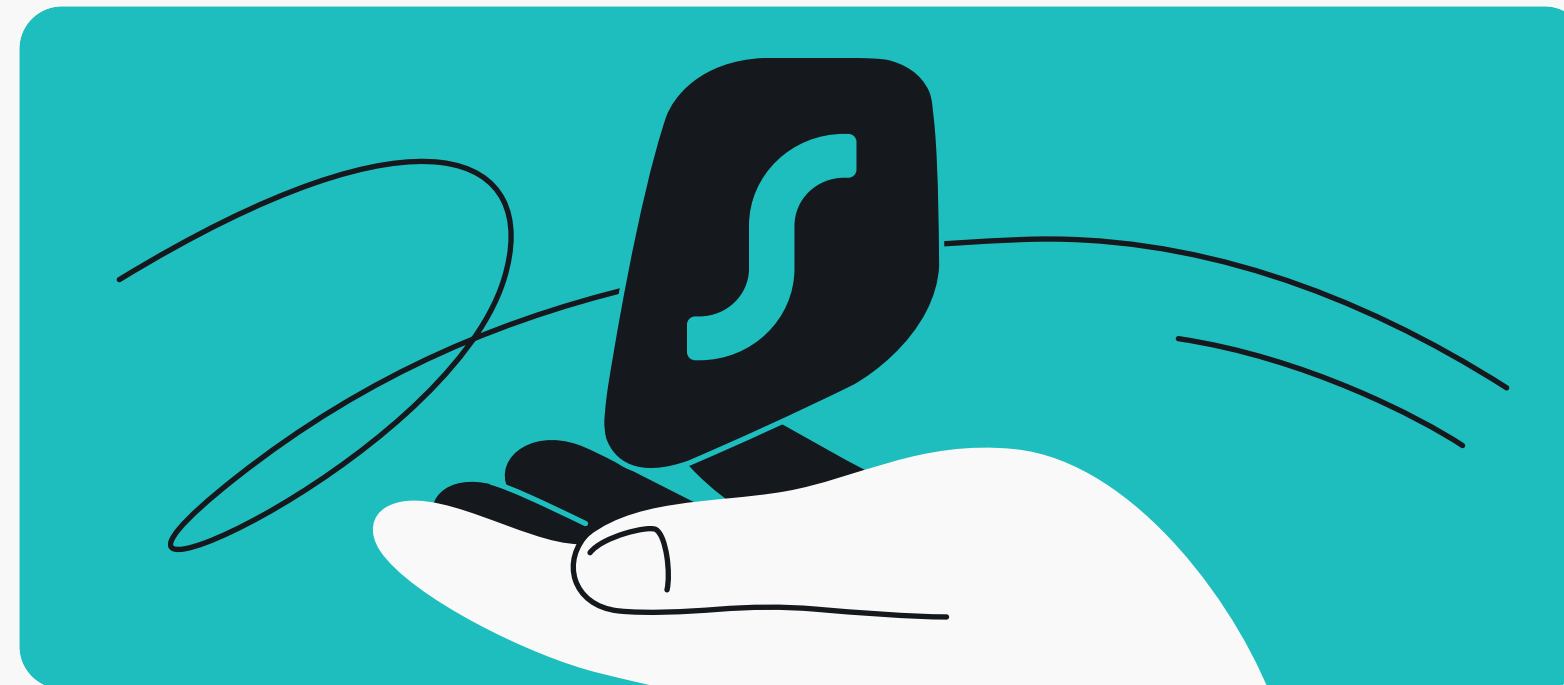
On their birthdays, employees get to spin the birthday wheel and win a gift. Also, we provide a half day off, which they can enjoy on the day of their birthday or one day before/after.

Gadgets and software



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

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 and gifts for weddings, the birth of a child, and college or university graduations.

EMPLOYEE BENEFITS

Events

Important milestones



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

Quarterly and 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.

Workation



Almost every year, our employees swap their desk chairs for sun loungers during our company-wide workation — the latest one was in 2024.

Newbie day



It's a special day dedicated to welcoming all new team members to Surfshark. Newcomers get to tour our offices, meet C-level managers, and learn about our products, culture, strategy, and mission. It's a chance to build connections, ask questions, and feel part of the team from day one.

All-hands



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

Themed events



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

Parking and public transportation



To help our employees commute 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.

EMPLOYEE BENEFITS

Education

At Surfshark, nurturing the development and growth of our employees is a priority. To foster ongoing education, we offer books, online courses, podcasts, and conferences, as well as our very own learning platform, Surfshark University, which provides all the necessary resources for further development. Some of our internal trainings include:

Team feedback training



We use the Radical Candor method to foster an open feedback culture. This approach emphasizes caring personally while challenging directly. It also makes feedback a powerful tool for personal and team growth, ensuring everyone feels comfortable sharing insights and ideas. It helps us align efforts, enhance collaboration, and drive innovation across the company.

DiSC training



Using DISC workshops in a team is highly beneficial, and the main goal is to improve team effectiveness by fostering understanding, communication, and collaboration. DISC helps team members understand how others prefer to communicate. This allows them to tailor their communication style to be more effective with different personalities.

Leadership trainings



We partner with external experts to offer a dedicated leadership training program for first-time managers to senior leaders. These interactive programs equip managers with the foundational skills and insights to lead their teams and navigate the complexities of management confidently.

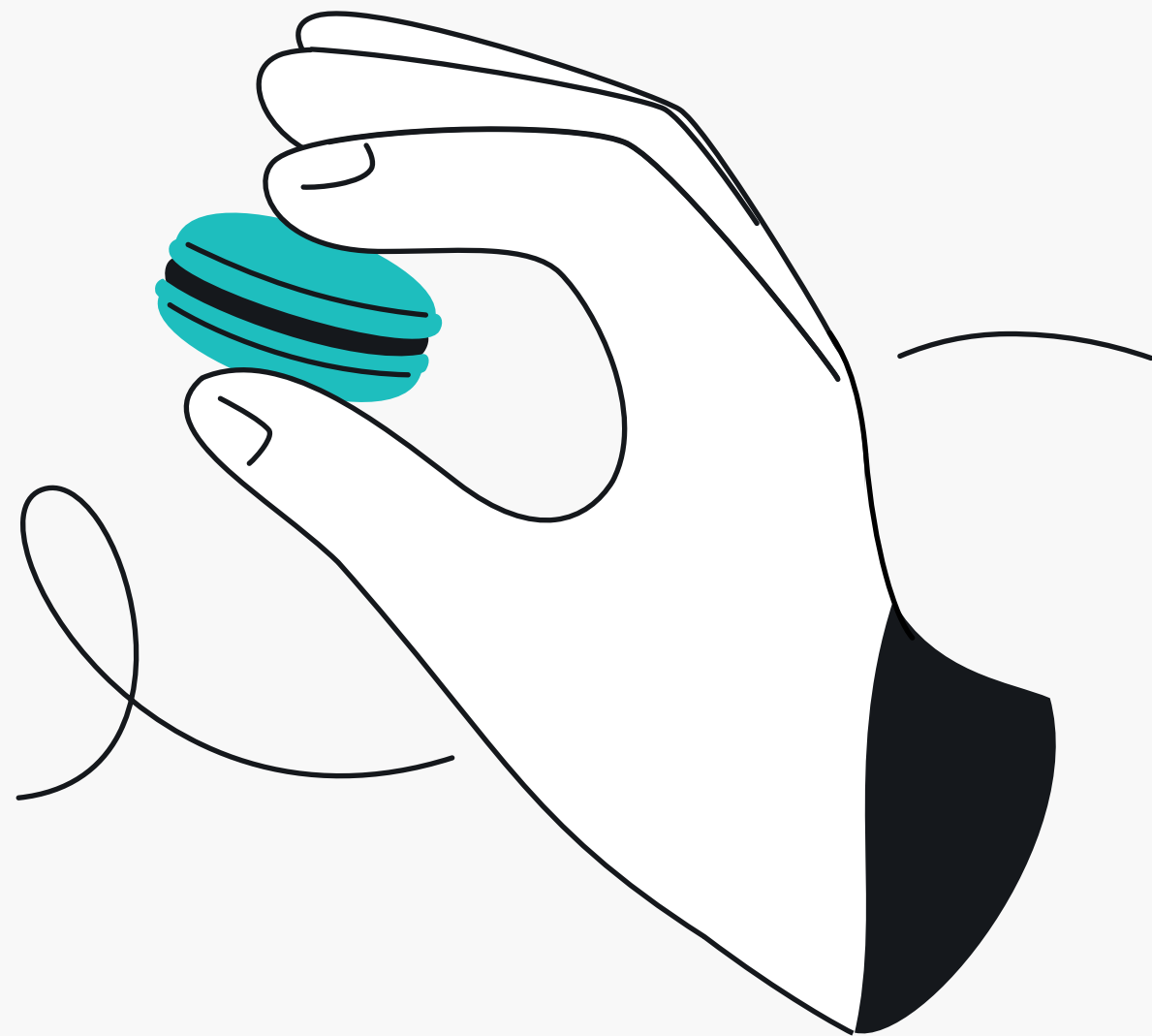
Special team sessions



In special team sessions, we focus on targeting challenges, team formation, culture establishment, SWOT analysis, and valuing integration, among other needs.

EMPLOYEE BENEFITS

Education



Product academy



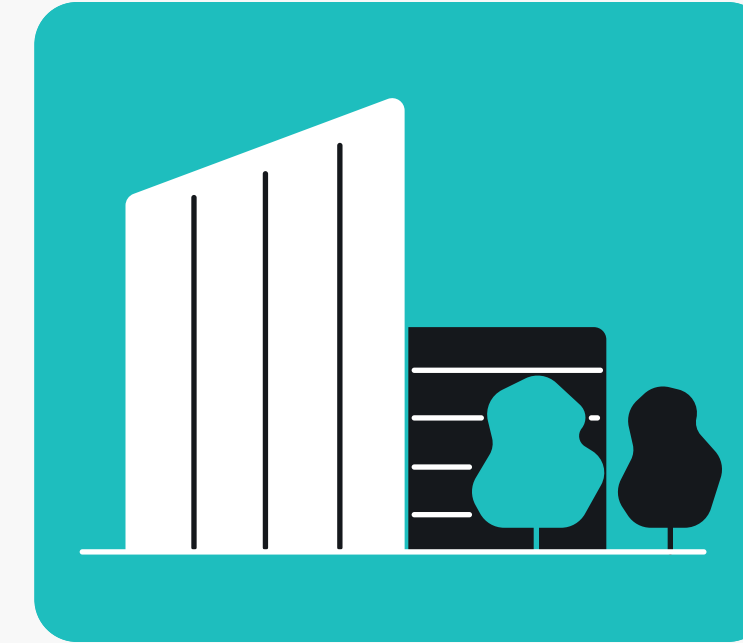
Product academy provides our team members with a deep dive into the cutting-edge tools we are constantly developing, enhancing, and launching in the market, ensuring everyone is aligned with our product vision.

Safe and sound training series



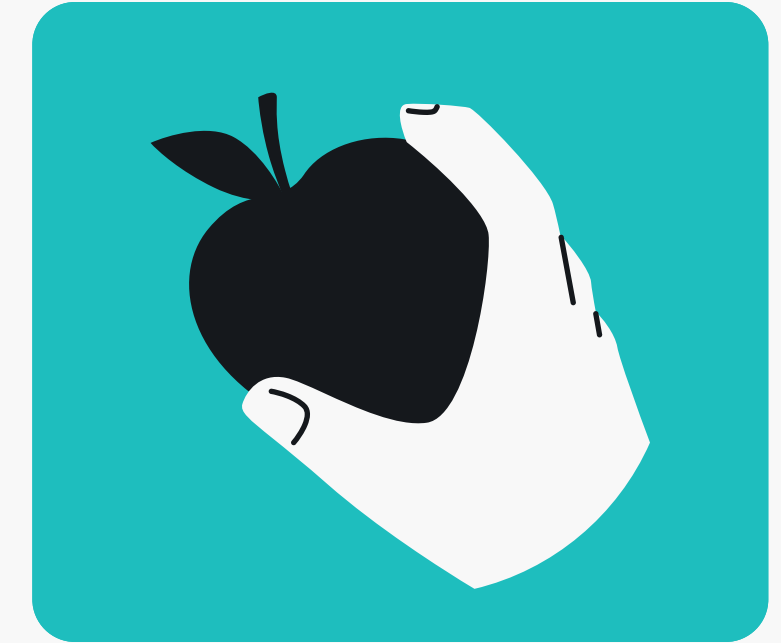
Knowing how to respond in an emergency makes all the difference. Our initiative brings crucial safety training to our employees, ensuring they have the practical knowledge to feel confident, calm, and capable – whatever the situation.

Job shadowing program



Our job shadowing program gives you first-hand insight into how different teams operate, helping you uncover potential career paths, discover internal operations, and build a stronger network across departments.

Wellbeing week



Wellbeing week offers a curated blend of expert-led workshops, confidential guidance, and mindful pauses, providing practical tools to manage stress, optimize your rest, and navigate your personal growth.

This year alone, our team members have dedicated around 5,507 hours to enhancing their skills and broadening their knowledge.

PHYSICAL AND 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. Incogni-owned Ironwall also offers health insurance coverage for its employees. Once an employee successfully completes the probation period, they can select any health insurance plan that best suits their needs from the available options.

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

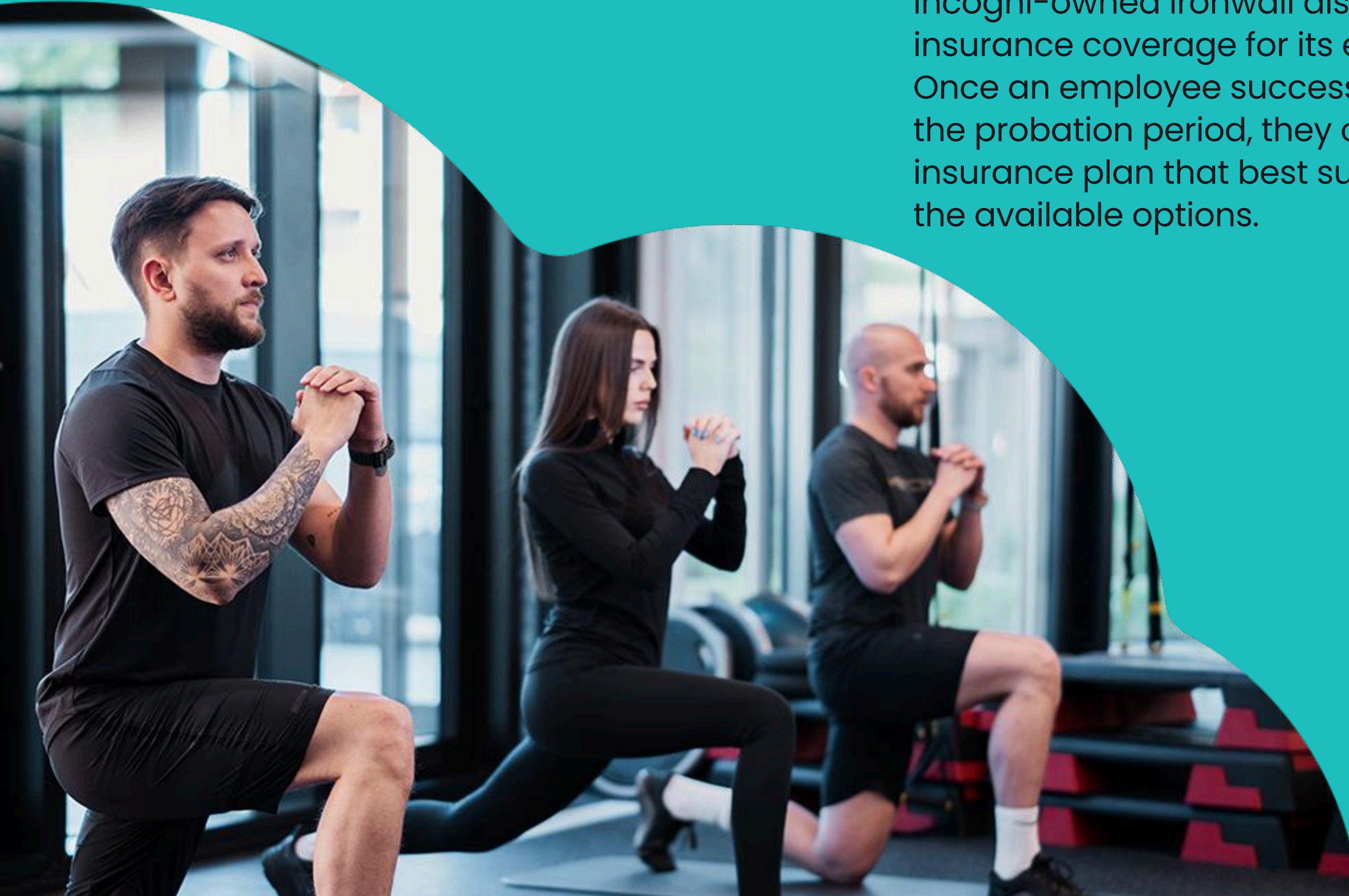
Massage chairs with various relaxation and advanced braintronics® features (Vilnius office)

A red light room to offer better recovery and boost energy levels

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

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



OUR SOCIAL IMPACT



Surfshark's support allowed us to provide 100 pro bono Surfshark One vouchers to members of our Global Tech Hub network. This helps journalists and media workers operating in challenging environments protect their devices and networks with one simple tool, strengthening their digital security and access to reliable information.



We are proud to work alongside Surfshark on the VPN Trust Initiative, collaborating on important issues that enhance transparency, accountability, and trust within the VPN industry. Together, we are helping shape a safer and more secure online environment.

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) unites leading VPN providers to advocate for online privacy, security, and freedom through transparent standards and best practices.



European Digital Rights (EDRi) defends digital rights and freedom by pushing for enforced laws, informing people about online safety, and promoting a healthy technology market.



Fight for the Future runs hard-hitting campaigns for a future where technology is a force for the community and collective power, not oppression.



The Global Encryption Coalition (GEC) protects encryption in at-risk countries by advocating for policies that support and strengthen encryption practices.



The Internet Society fosters and advocates for the growth of internet infrastructure, offers programs to build skills, and more.



The International Press Institute (IPI) is a global network of editors, media executives, and journalists committed to advancing independent journalism. It works to defend press freedom and ensure the media can operate freely and without fear of interference.



The i2Coalition advocates for best practices and industry standards to keep the internet open and thriving.

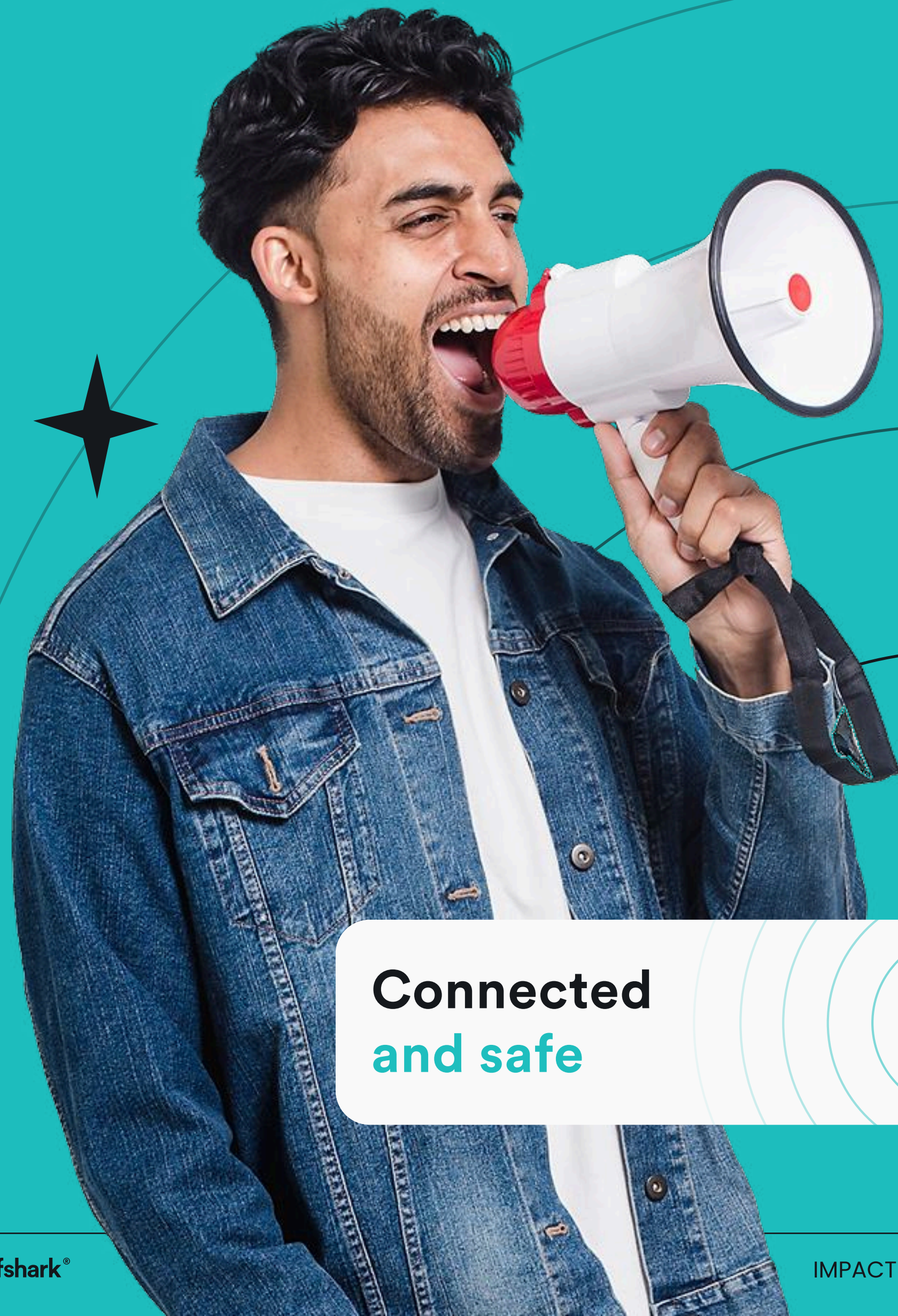


Open Rights Group (ORG) campaigns to protect everyone's rights to online privacy and free speech.



Access Now is a global organization that protects the digital rights of at-risk users by advocating for comprehensive policies, organizing events to fight for human rights, and more.

OUR SOCIAL IMPACT



**Connected
and safe**



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.

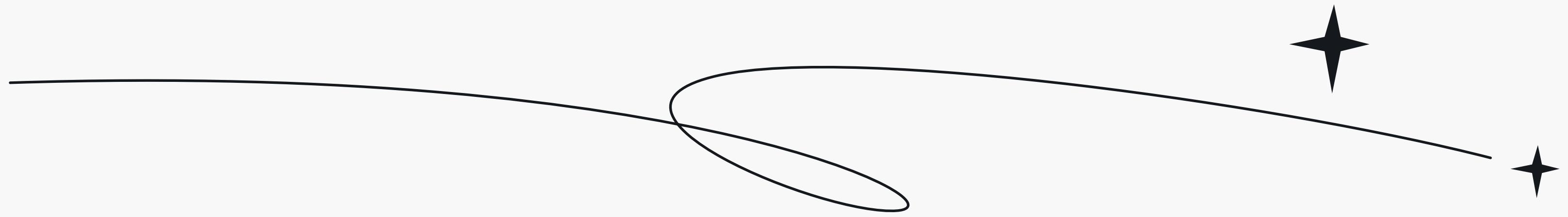
This year, we also launched a dedicated webpage for [corporate social responsibility at Surfshark](#).



Emergency VPN

We continue our [Emergency VPN](#) initiative by providing access to journalists, NGO representatives, and activists facing internet censorship. In 2025, we have supported over 2,500 individuals in maintaining secure and open internet access in restricted regions.

OUR SOCIAL IMPACT



Social Engineering 101



Surfshark has launched a [free online course on Udemy](#) to help users spot scams and improve cybersecurity awareness. The course includes lessons on social media, dating apps, banking, and emails, and it features quizzes, downloadable materials, and unlimited video access.

Expert Insights section



To provide our users and partners with deeper, more informed perspectives, we introduced an [Expert Insights](#) section on our blog. It includes commentary from industry specialists and thought leaders — helping us explore the most pressing topics in cybersecurity, digital privacy, and technology ethics.

Collaboration with Access Now's Helpline



In collaboration with [Access Now's Cybersecurity Helpline](#), we supported digital activists and human rights defenders facing online threats by providing Surfshark One vouchers. With free access to our security bundle, we aimed to help at-risk individuals strengthen their online protection.

OUR SOCIAL IMPACT

World Press Freedom Day



We collaborated with the International Press Institute and shared insights on the [current state of press freedom](#) and the challenges facing independent journalism worldwide. As part of our ongoing support, we also continue to assist journalists through the Emergency VPN program.

Planting a forest



In 2025, we organized a walking challenge in which a tree was planted for every 100,000 steps. Through this initiative, we joined over 20 other companies in planting more than 9,000 trees across three hectares in Lithuania.

Sustainability trivia



We hosted a sustainability trivia event, during which employees tested their knowledge on environmental issues, diversity and inclusion, recycling, and ways to improve our planet.

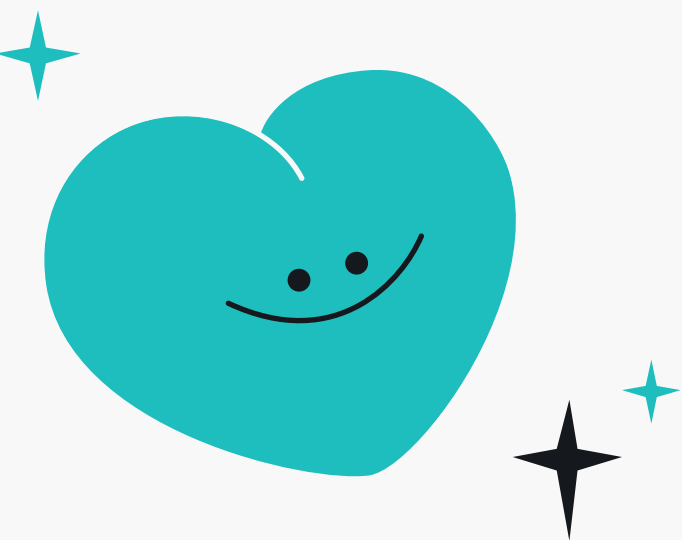
Donations



For Pride Month, we reaffirmed our commitment to creating an inclusive workplace where everyone can express themselves openly and without fear of being judged. We encouraged our team to support LGBTQ+ organizations through donations to amplify important voices and emphasize the significance of community.



During Christmas, Surfshark also launched the "You Donate, We Double" campaign, where employees donated to support children, teens, elders, and the Blue/Yellow fund for Ukraine, with the company doubling their contributions. Additionally, we participated in a drone construction workshop, where employees built drones to send to Ukraine.



MAPPING CYBERSECURITY WITH OUR RESEARCH PROJECTS

Deepfake statistics in early 2025



Our [deepfake statistics in early 2025 study](#) revealed that deepfake fraud has escalated into a major global threat, resulting in approximately \$2.19 billion in financial losses, with the United States and United Kingdom being heavily targeted.

The research highlights a sharp increase in incidents, including a 1.633% surge in cloned-voice vishing in a single quarter, illustrating how rapidly AI-driven deception is evolving.

User data collection by AI browser integrations



Our [AI browser integration data collection research](#) found that the Gemini-in-Chrome integration collects an excessive amount of user data — including your name, location, device ID, browsing and search history, product interactions, and purchase history — making it the most data-hungry AI browser integration among those analyzed. This raises serious privacy concerns at a time when AI is being seamlessly embedded into everyday tools that users already trust.

Data collection by mobile browsers



Our [mobile browser data collection study](#) reveals that Chrome is the most data-hungry popular mobile browser, collecting 20 data types across categories like contact info, financial details, location, and browsing history, while TOR stands out as the most privacy-conscious option.

Exposed lives



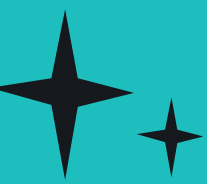
Our [exposed lives study](#) shows how massive the scale of personal data exposure has become: since 2004, more than 23 billion accounts have been compromised, exposing nearly 58 billion data points, including highly specific personal details like eye color and shoe size.

The study underscores that modern data breaches do not just leak passwords or emails, but can piece together deeply revealing profiles of people's lives, making digital exposure feel far more personal and invasive.

Digital Quality of Life 2025



For the sixth year, our study, [Digital Quality of Life 2025](#), examined digital wellbeing globally, focusing on five pillars: internet affordability, internet quality, digital infrastructure, digital security, and a new addition of artificial intelligence.



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.

OUR GOVERNANCE AND ECONOMIC IMPACT

OUR GOVERNANCE



Surfshark’s employees are 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 monthly or quarterly company or department-specific events.

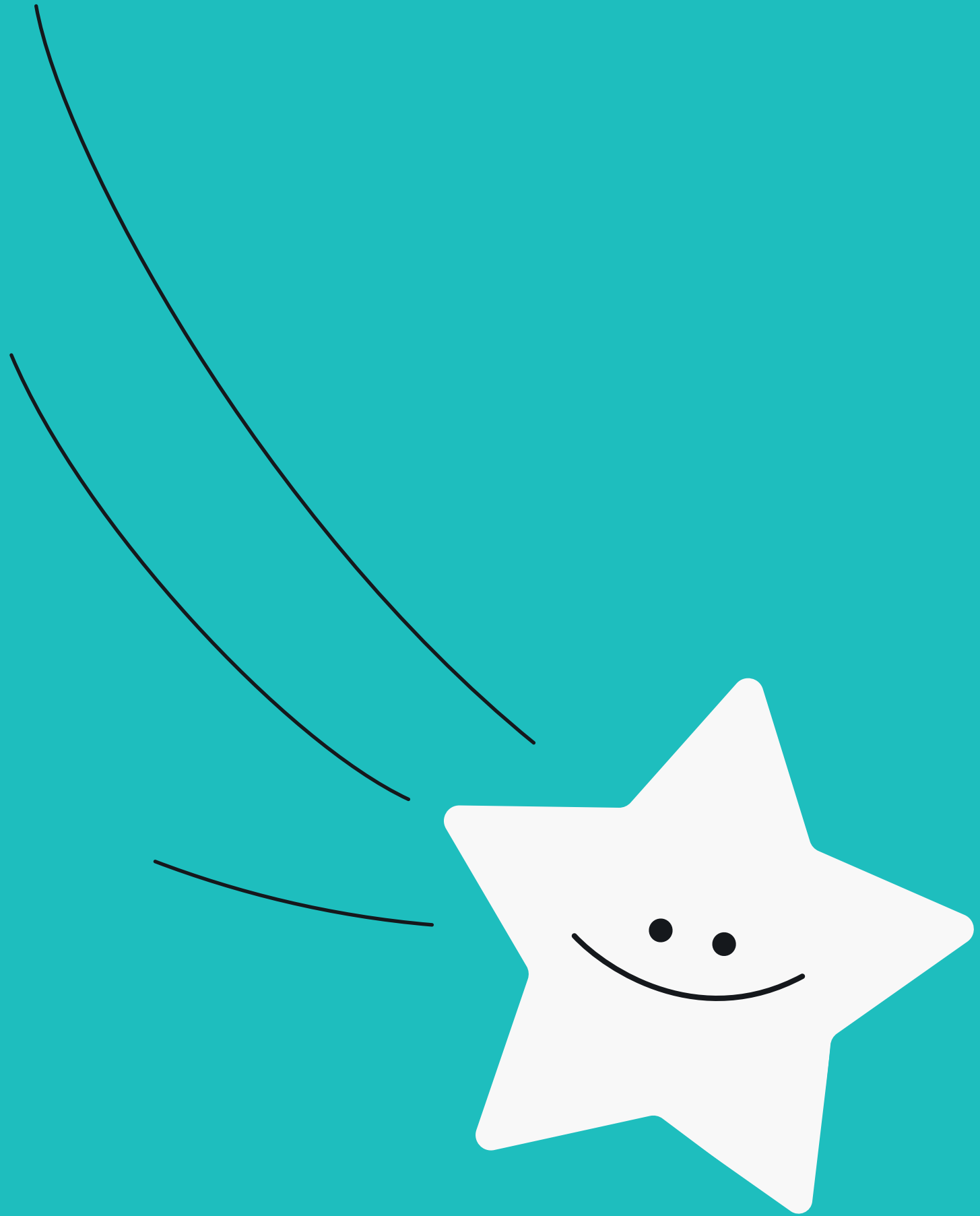
CODE OF CONDUCT

Surfshark's [Code of Conduct](#) sets clear expectations for ethical behavior, professionalism, and mutual respect across the Surfshark community. More than just a set of rules, it reflects Surfshark's values and the culture of trust we strive to build.



PRINCIPLES

Training



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 and risk awareness training



Social engineering awareness training



Privacy training



Violence and harassment prevention at work



Compliance course

The compliance course also consists of policies about the following:

Sanctions

Modern slavery

Bribery and corruption

Tax evasion

Export compliance

Anti-money laundering

Financing of terrorism

PRINCIPLES

Policies & procedures

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



Code of Conduct



Whistle-blowing



**Anti-bribery
and anti-corruption**



Physical security



**Anti-money laundering
& trade compliance**

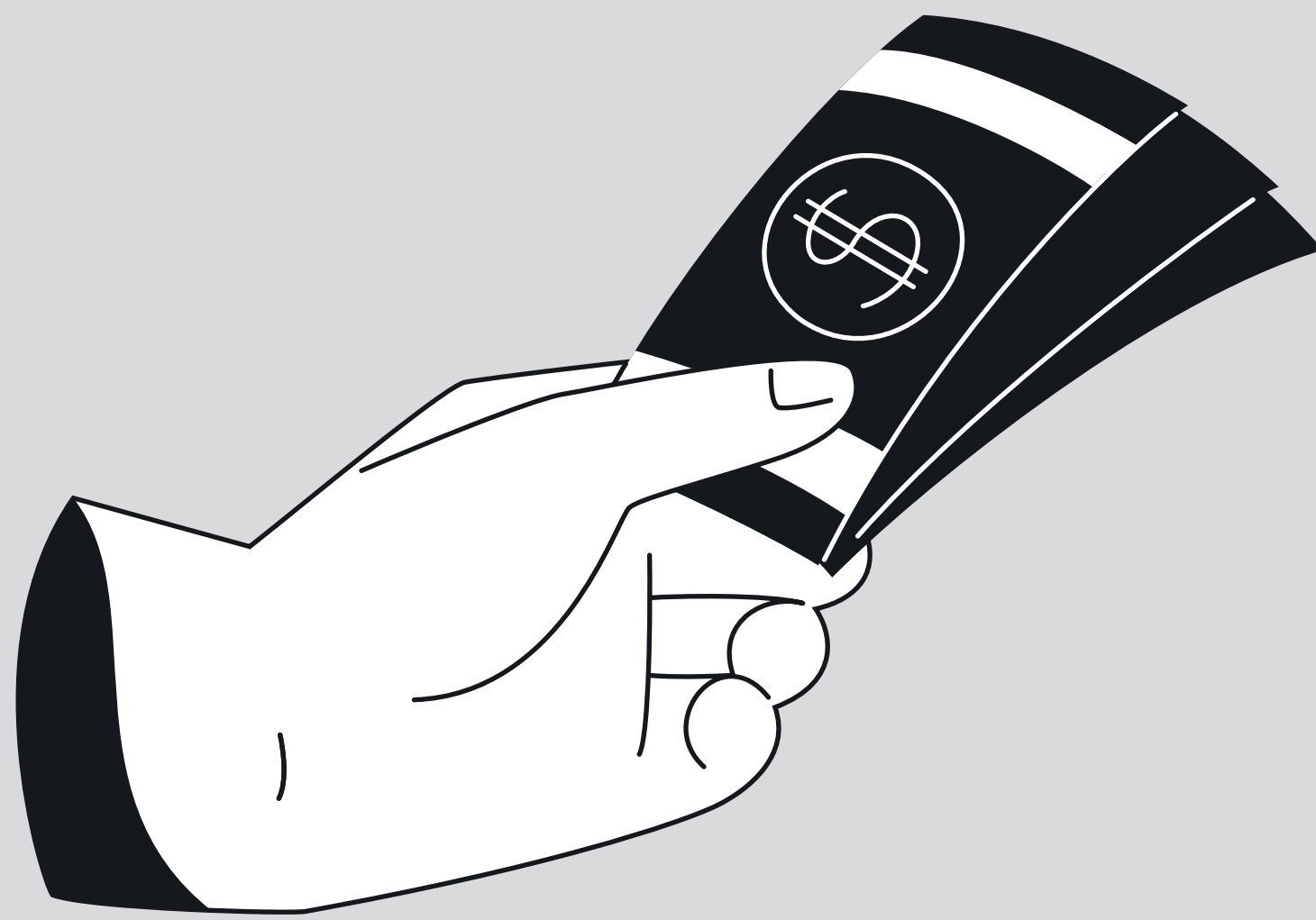


Employees' data protection

*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, assessed, and mitigated based on their potential impact. This approach addresses various risks and enhances our overall resilience.

To support this, we maintain a Risk Management framework that aligns operational decisions with the company's risk appetite.

All Surfshark employees undergo pre-employment background checks. Additionally, the Risk Team manages day-to-day fraud prevention, monitors geo-restrictions, and enforces brand and intellectual property protection measures.

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 outlines how personal data is managed for visitors interacting with Surfshark's website and services.

The Privacy Policy covers:

1 Connection data and no-logs policy. How connection data is handled and automatically deleted within 15 minutes of a session ending.

2 Personal data collection and retention. What limited data is collected (by service type), why it is collected, the legal basis for processing, and how long it is kept.

3 Data transfer. How personal data is transferred across international borders.

4 Data sharing. With whom personal data is shared, including trusted payment partners and specific service providers.

5 User choices and rights. What rights and control users have over their personal data.

6 Cookies and tracking technologies. How cookies and other tracking tools are utilized. Surfshark maintains a separate, dedicated [Cookie Policy](#) detailing the specific use of cookies and tracking technologies on the website.

7 Security. How personal data is secured.

8 Policy updates. How users are notified of significant modifications to the Privacy Policy.

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 Data Protection Act, and California's CCPA, to guide its data management practices. Surfshark has launched and continues to maintain an internal Privacy Compliance Program to align with privacy laws and enhance protection for both its employees and users.

Surfshark fully respects data protection rights under applicable privacy laws, enabling users to not only access their data, but also to request its correction, deletion, or portability, restrict or object to its processing, and withdraw consent at any time. We are committed to processing all user rights requests swiftly and transparently in complete compliance with legal standards.

We regularly review and update our security systems to adhere to the latest privacy laws, ensuring our data management practices are up to date.



OUR ECONOMIC IMPACT

Our efforts to make our products safe



Security

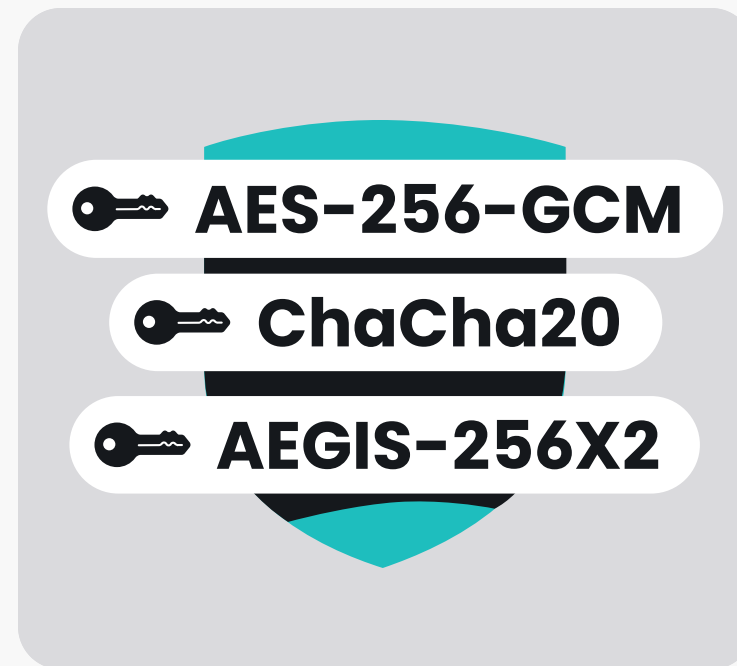
Surfshark complies with the strictest security measures to maintain the highest level of security for our users. Discover the security features, testing methods, and additional processes that Surfshark and its products undertake to maintain the safety of our services and protect our customers.

The safest protocols



Surfshark offers only the safest protocols, including WireGuard, OpenVPN, and IKEv2.

Industry-leading encryption



We use the VPN standard AES-256-GCM encryption, as well as ChaCha20 for WireGuard.

Third-party bug bounty



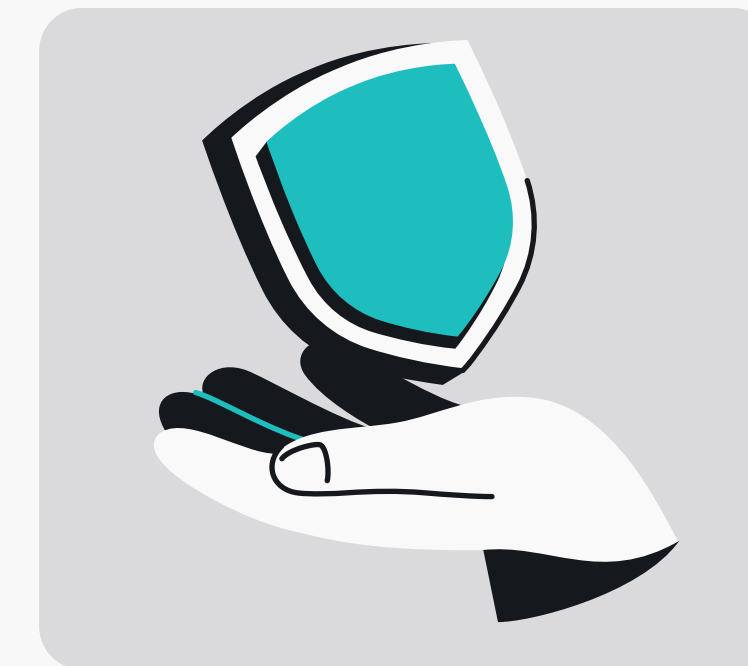
We run a [third-party bug bounty](#) and collaborate with reliable companies to identify even the most minor security flaws in our software.

Penetration tests



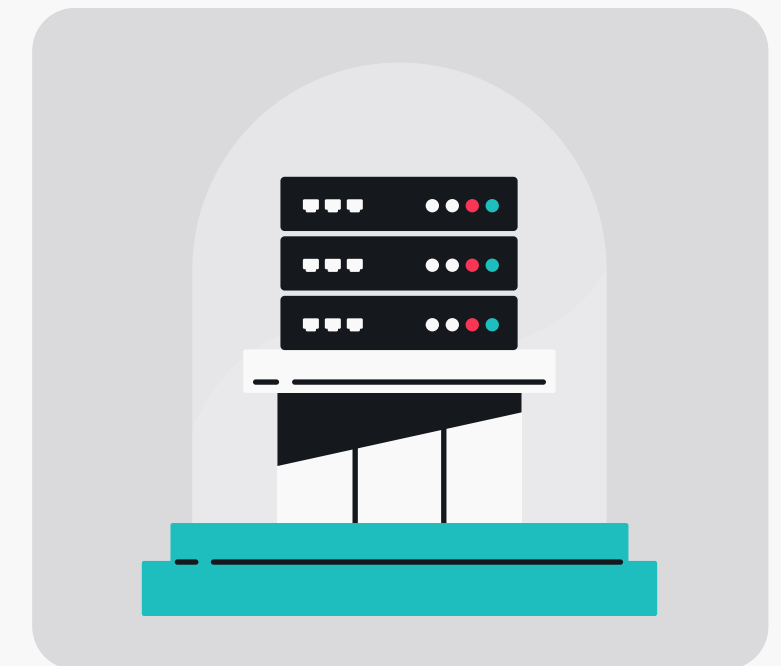
We regularly run system penetration tests to identify vulnerabilities and evaluate our software, ensuring thorough checks and accurate improvements.

Safe design and development



By using static application security testing (SAST) and other methods to identify security gaps, we can effectively eliminate potential dangers.

IT security monitoring



Surfshark monitors its IT systems around the clock for any harmful activity and potential attacks. This monitoring is fully automated and runs 24/7.

OUR ECONOMIC IMPACT

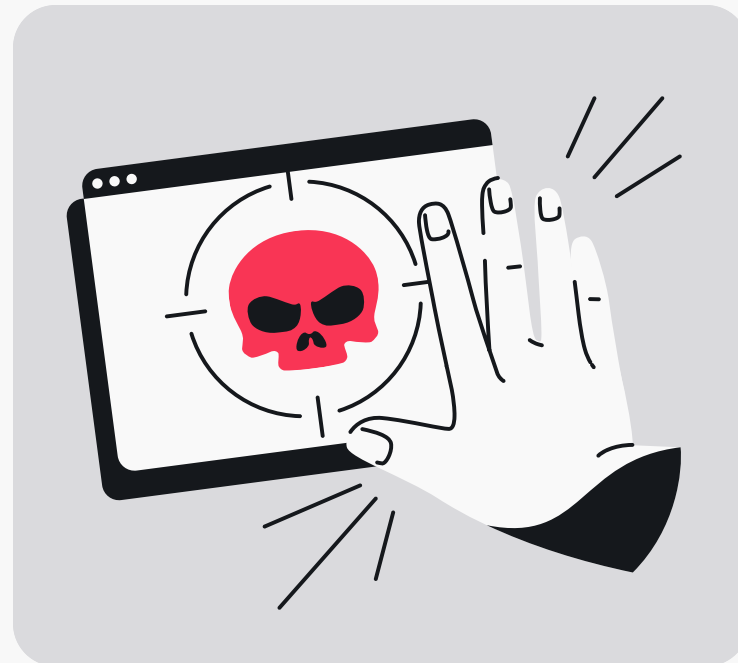
Our efforts to make our products safe

Automated app patching



Surfshark uses automated, unattended upgrades to always keep our production environment up to date with the latest software requirements.

Latest threat insights



Our automated system keeps us up to date on the latest global threats, knowledge, evaluations, and threat actors so that we can be prepared.

Secure encrypted logins



Surfshark's user logins are encrypted to ensure maximum security. Even if a server data breach were to happen, the login information remains protected.

No user activity collection



We have a strict [no-logs VPN](#) policy, meaning we do not track or store any user activity. Frequent third-party audits back this.

Privacy-focused jurisdiction



Surfshark is based in the Netherlands. The laws of the Netherlands do not establish any obligation to log or retain user data.

GDPR compliance



Since we're based in an EU country, we comply with the General Data Protection Regulation (GDPR) for all our customers, regardless of their location.

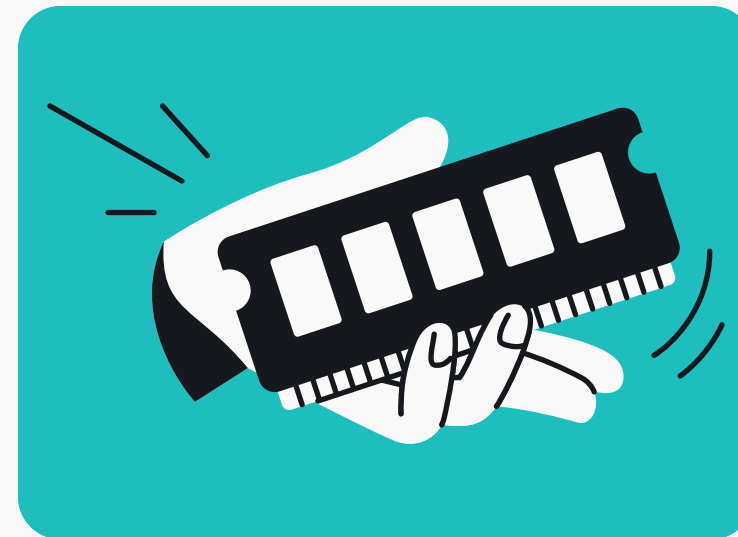
OUR ECONOMIC IMPACT

Our efforts to make our products safe

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 servers



We are among the first VPN providers to upgrade our servers to RAM-only infrastructure, meaning that all data is wiped with every server reboot.

Automatic rebuilds



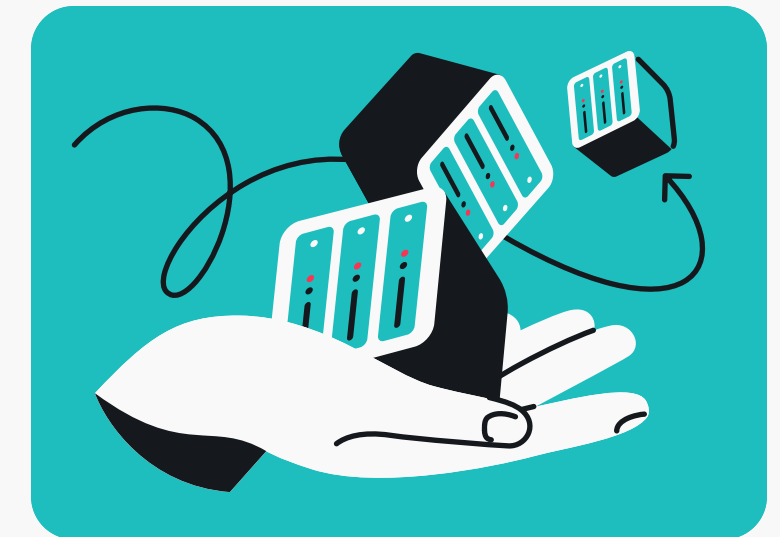
Most of our VPN servers are destroyed and rebuilt regularly. This way, we ensure strong security and reduce vulnerabilities for our systems.

At least 10 Gbps speeds



All of our servers are equipped with 10 Gbps ports, with select servers offering up to 100 Gbps to future-proof our service and manage even the heaviest loads.

4,500+ servers worldwide



We have 4,500+ servers across 100 countries. The more high-quality servers a VPN offers, the faster and less crowded the server connection is.

OUR ECONOMIC IMPACT

Our efforts to make our products safe

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.



Surfshark's Android app regularly passes the independent [Mobile App Security Assessment \(MASA\)](#), which confirms it consistently meets globally recognized security standards. [Find full results here.](#)



Surfshark Antivirus has been certified by an independent German IT security organization, AV-Test, and scored 6/6 for reliable protection, 5.5/6 for performance, and 5.5/6 for usability. [Find full results here.](#)



Surfshark has a VPN trust seal awarded for following [VPN Trust Initiative principles](#) that cover high standards for security, advertising practices, privacy, disclosure and transparency, and social responsibility.

No-logs assurance reports



Deloitte, one of the Big Four auditing firms, confirmed that we adhere to the commitments made in our no-logs policy.

The full report is available in our users' [Surfshark account](#). You can also [read more about it here.](#)

[Deloitte no-logs assurance report 2025](#)

[Deloitte no-logs assurance report 2023](#)

Security and infrastructure assessments



2025 — we completed an [infrastructure audit by SecuRing](#). It verified that our network infrastructure is protected against unauthorized access and business disruption, resilient against real-world attacks, and aligned with the highest security standards. [Full report here.](#)

2025 — SecuRing conducted a security assessment. Our web, desktop, mobile applications, and browser plugins demonstrated strong protection against real-world attack scenarios. [Full report here.](#)

2021 — Cure53, a German company, thoroughly studied our infrastructure and found no significant concerns. [Full report here.](#)

2018 — 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. [Full report here.](#)

OUR ECONOMIC IMPACT

Our efforts to make our products safe: additional initiatives

Only approved access



Surfshark uses a privileged access management (PAM) system to ensure only approved staff get the necessary access, and detailed audits track all employee activities.

Minimal data access



We follow the principle of least privilege (PoLP), meaning staff access only the tools and systems needed for their jobs. Customer support operates with minimal access.

Background checks



Surfshark performs background checks on new employees to verify their credibility and reduce internal threats, ensuring a secure work environment.

Visit [Surfshark's trust center](#) to find out more.

A VISION FOR THE FUTURE



We are proud to share our 2025 Impact Report, celebrating Surfshark's continued dedication to sustainability and social responsibility. This year has been full of exciting progress, from embracing renewable energy and championing employee wellbeing to launching new innovations and strengthening our internal governance.

As we look ahead, we are more energized than ever to deepen our positive impact. We're actively expanding our sustainability efforts, refining how we measure our environmental footprint, and continuing to nurture a supportive, highly inclusive workplace for our team. To ensure our future initiatives are as meaningful and effective as possible, we will also be repeating a comprehensive materiality assessment in 2026.



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