

Investor Relations Privacy Policy

Effective Date: June 28, 2023

As part of its Investor Relations Services, Savers Value Village, Inc. (“SVV”) has created this Privacy Policy in compliance with applicable law and in order to demonstrate our firm commitment to privacy. This Privacy Policy describes how SVV collects, uses, discloses, transfers, stores, retains or otherwise processes your information when you (whether in your individual, business or representative capacity) access or use, in any manner, any content, products, services or related activities relating to your investment in SVV or the administration of our relationship as an investor, proxy, or advisor (collectively “Investor Services”), including those provided through the Internet domain(s) located at ir.Savers.com (the “site”).

When we refer to “we,” “us,” or “our,” we mean SVV, or the specific division, subsidiary, or affiliate that operates a site, provides its content, or processes information received through it, each as appropriate and applicable. When we refer to “you” or “your,” we mean the person accessing the site. If the person accessing the site does so on behalf of, or for the purposes of, another person, including a business or other organization, “you” or “your” also means that other person, including a business organization.

This Privacy Policy applies to your use of our Investor Services and the site operated in the United States, and covers information collected in connection with your access to and use of our Investor Services, including those Investor Services provided through the site and/or online. Please read this Privacy Policy carefully. By continuing to interact with our Investment Services, you are consenting to the practices described in this Privacy Policy.

OUR PRIVACY POLICY INCLUDES:

- [GENERAL DISCLOSURES](#)
- [WHAT INFORMATION WE COLLECT AND FOR WHAT PURPOSES](#)
- [WHEN AND WITH WHOM DO WE SHARE YOUR INFORMATION](#)
- [LINKING SITES](#)
- [HOW LONG WE RETAIN YOUR INFORMATION](#)
- [SECURITY](#)
- [YOUR DATA SUBJECT RIGHTS](#)
- [DATA RIGHTS FOR CALIFORNIA CONSUMERS](#)
- [CHANGES TO THIS PRIVACY POLICY](#)
- [CONTACT US](#)

This Privacy Policy is supplemented by our:

- [COOKIES POLICY](#)

GENERAL DISCLOSURES

The site is hosted in the United States. If you are visiting the site from outside of the United States, please note that by providing your information it is being transferred to, stored or processed in the United States and other countries, where our data center and servers are located and operated. If you are outside the United States and do not wish to allow the transfer of your personal information to the United States, you should not use this site and you should opt-out of the collection of cookies. View our [Cookies Policy](#).

This Privacy Policy applies to the personal information collected via the SVV investor relations site, ir.Savers.com, only. For information regarding our affiliates’ customer loyalty, FUNDrive and donation programs, please see the Privacy Policy provided on www.Savers.com or another affiliate website.

We take your privacy and the protection of your personal information seriously. We will only store, process and disclose your personal information in accordance with applicable law. We will make it clear when we collect personal information and will explain what we intend to do with it. We do our best to protect your privacy through the appropriate use of information security measures.

WHAT INFORMATION WE COLLECT

We may collect, use, store and transfer different kinds of personal information about you when you or your advisors, proxies or other authorized legal representatives submit an Information Request Form or otherwise communicate our investor relations team. We have grouped this personal information together as follows:

Information Collected	Examples	Purpose of Collection	Is This Information Sold Or Shared For Targeted Advertising?
I d e n t i f i e r Information	The information we collect may include: <ul style="list-style-type: none"> • first name and last name • personal mailing address • email address • telephone number 	We may collect this information in order to: <ul style="list-style-type: none"> • Assess your Information Request form and other related materials to the site • deliver the information and support you request • contact you to resolve disputes and provide assistance with our Services • verifying your identity • enforce our Terms of Service or other applicable agreements or policies • complying with any applicable laws or regulations, or in response to lawful requests for information from the government or through 	No.

WHEN AND WITH WHOM DO WE SHARE YOUR INFORMATION

1. We Do Not Sell Your Information

We do not sell your personal information to third parties, and we also do not allow the third parties with whom we share your personal information to sell it. SVV does not collect or sell the personal information of minors under sixteen (16) years of age.

2. When And How We May Disclose Your Information With Others

In the course of our Investor Services we may disclose your Identifier service providers or other external entities under the circumstances described below and solely to the extent that it is necessary to accomplish the goal and purpose of the disclosure. Therefore, we may disclose your personal information:

- **To our service provider for Investor Services.** We engage a third party to assist us in providing Investor Services to you, including but not limited to communication with investors and potential investors.
- **To our website hosting vendor.** Like many organizations, we engage with a third party to host our site allowing the transfer of data to us, including your personal information, so that we can effectively and safely operate the Site and perform our Investor Services.
- **Our affiliates.** We may share your personal information with our affiliates for the purposes of administering our business and providing our Investor Services.
- **In corporate transactions.** We may share all or part of your personal information with other entities in connection with the sale, assignment, merger or other transfer of all or a portion of our organization or assets to such entities (including due to a sale in connection with a bankruptcy). We will require any such purchaser, assignee or other successor organization to honor the terms of this Policy.
- **For legal purposes.** We may disclose all or part of your personal information to courts, litigants, regulators, arbitrators, administrative bodies or law enforcement when we have reason to believe that disclosing this information is necessary to resolve actual or suspected claims. We may also disclose your personal information in order to identify, contact or bring legal action against someone who may be violating any agreement with us, or may be causing injury to or interference with (either intentionally or unintentionally) our rights or property, other users of the sites, or anyone else that could be harmed by such activities. We may disclose information in response to a subpoena, search warrant, in connection with judicial proceedings, or pursuant to court orders, legal process or other law enforcement measures. We may disclose or access personal information when we believe in good faith that the law requires it, to establish our legal rights or to defend against legal claims.
- **To our auditors.** We may be subject to audits from a number of entities as well as due to our own internal auditing policies. In order to accomplish an effective audit, we must provide information, which may include your personal information, to external auditors. We always ensure that your information is safely disclosed and stored and that auditors can only use your information for the purposes of completing an audit.

HOW LONG WE RETAIN YOUR INFORMATION

We generally retain your information as long as reasonably necessary to provide you the Investor Services or to comply with applicable law and in accordance with our record management policy. To determine the appropriate retention period for personal information, we consider the amount, nature and sensitivity of the personal information, the potential risk of harm from unauthorized use or disclosure of your personal information, the purposes for which we process your personal information

and whether we can achieve those purposes through other means and the applicable legal requirements. We may retain copies of information about you and any Investor Services you have used for a period of time that is consistent with applicable law, applicable statute of limitations or as we believe is reasonably necessary to comply with applicable law, regulation, legal process or governmental request, to detect or prevent fraud, to collect fees owed, to resolve disputes, to address problems with our Investor Services, to assist with investigations, to enforce other applicable agreements or policies or to take any other actions consistent with applicable law.

SECURITY

We take reasonable measures, including administrative, technical, and physical safeguards, to protect your information from loss, theft, misuse, and unauthorized access, disclosure, alteration, and destruction. Nevertheless, no online or computer environment is 100% secure, and we cannot guarantee absolute security of the transmission or storage of your information. We hold information about you both at our own premises and with the assistance of service providers. Further public disclosure here of our security measures could aid those who might attempt to circumvent those security measures. If you have additional questions regarding security, please feel free to contact us directly using the information provided under [Contact Us](#). To ensure that our employees comply with our privacy policies, we have developed a training program that provides all employees who work with consumer data with the tools and knowledge to protect your personal information in all aspects of their work. Any employee who violates our privacy policies is subject to disciplinary action, including possible termination and civil and/or criminal prosecution.

YOUR DATA RIGHTS

There are a number of U.S. states that provide specific data rights to residents of those jurisdictions regarding their personal information. This section of this Policy describes the rights available to those individuals who are entitled to them. If you have questions, or want more information about how to exercise your data rights, please contact us using the information provided under the section titled [Contact Us](#).

1. What Data Rights Do You Have?

If you are a resident of California, you have access to special data rights and disclosures, which are described in this Policy under a separate section titled [Data Rights For California Consumers](#).

If you are a consumer living in Connecticut, Nevada or Virginia, you have the following rights with regards to your personal information. These rights are explained in further detail below.

	Connecticut	Nevada	Virginia
Confirmation of Personal Information Processing	X		X
Access to Personal Information	X		X
Correction of Personal Information	X		X
Portability of Personal Information	X		X
Opt-Out of Targeted Advertising using Personal Information	X		X
Opt-Out of Sale of Personal Information	X	X	X
Opt-Out of Certain Profiling using Personal Information	X		X

- **Right to Confirmation and Access:** You have the right to confirm whether or not Savers is processing your personal information and to access such personal information. The general categories of personal information that we collect, process and disclose are listed in the general Policy under the sections [What Information We Collect And For What Purposes](#) and [When And With Whom Do We Share Your Information](#).

If you wish to access the specific pieces of personal information that we process about you, please submit a request as directed in the section titled [How To Submit A Data Rights Request](#).

- **Right to Correct:** You have the right to request that Savers correct inaccurate personal information that we maintain about you, taking into account the nature of the personal information and the purposes of the processing of the personal information.
- **Right to Delete:** You have the right to request that Savers delete the personal information that Savers maintains about you.
- **Right to Portability:** You have the right to request to receive your personal information that you have requested in a portable and readily usable format, to the extent technically feasible.
- **Right to Opt-Out of Targeted Advertising:** You have the right to request to opt out of Savers' processing of your personal information for purposes of targeted advertising. "Targeted advertising" generally means displaying advertisements where the advertisement is selected based on personal

information obtained from your activities over time and across non-SVV websites or online applications to predict your preferences or interests.

- **Right to Opt-Out of Sale**: You have the right to request to opt out of Savers' sale of your personal information.
- **Right to Opt-Out of Profiling**: You have the right to request to opt out of Savers automated profiling of you that produce legal or similarly significant effects concerning you. Applicable state laws allow you to opt out of the application of automated profiling when it relates to substantive decision making, such as denial of financial or lending services, housing, insurance, education enrollment or opportunity, criminal justice, employment opportunities, health-care services, or access to essential goods or services. However, we do not profile individuals in manner that produces legal or similarly significant effects on those individuals. Therefore, we do not offer a way to opt-out of profiling and neither do we look for or process any online browser preference or opt-out signals that purport to opt-out of profiling.

2. How To Submit A Request

You can submit your request to exercise a data rights through either of the below:

- **Submitting a request via the Information Request Form on our investor site at ir.Savers.com**
- **E-mailing us directly at investors@Savers.com**
- **Mailing your request to us at the following address: Attn: Privacy Officer Savers Value Village, Inc. 11400 SE 6th Street, Suite 125 Bellevue, WA 98004**

To opt-out of the sale or use of your personal information for target advertising, you should also opt-out of cookies using the methods outlined in our [Cookies Policy](#).

3. How We Process Data Rights Requests

Once we receive your request to exercise a right, we will confirm receipt and begin to evaluate, and if appropriate, process the request.

- We may require that you provide additional information to confirm your identity, including providing us with at least two or more pieces of personal information to match against personal information that we currently maintain about you. We reserve the right to reject your request if we are unable to verify your identity to a sufficiently high level of certainty. The information you provide to verify your identity will only be used for verification purposes, and a record of your request, including certain information contained within it, will be maintained by Savers for our files.
- To authenticate any request to correct personal information, you may be required to provide authentication information.
- We will make every effort to comply with your request to delete their personal information, however, certain laws or other legal requirements might prevent some personal information from being deleted.

If you fail or refuse to provide the necessary information, we may not be able to process your request.

If we reject a request for any reason, we will inform you of the basis of the rejection. Not all individuals about whom we possess information will have access to these rights and we may not be able to provide these rights to everyone due to legal and jurisdictional limitations. We may not be able to comply with your request for a number of reasons, including:

- you do not live in a state that grants you the specific right that you have requested;
- the information that you've requested is not subject to the regulation that grants you the right to make a request in relation to your personal information;
- we are prevented or exempted by law, regulation or rule from complying with your request;
- we do not maintain your personal information in a manner that is connected to your identity;
- we are not able to comply with your request without incurring disproportionate burden or expense; or
- if complying with your request conflicts with the integrity of our Services, the ability to administer our Website, to administer our business and related relationships or to establish, defend or administer legal claims.

If any of the above reasons apply, we will let you know in our response to your request.

4. Submitting A Request Through An Authorized Agent

You may designate an authorized agent to make a request to “opt-out” of sale, profiling or targeted advertising, as those rights are described above. Any authorized agent should make a request through the same mechanisms that are available to individuals. The request should clearly identify that the request is being made by an authorized agent and must include evidence of authorization. If we receive a request from an individual or an entity purporting to making the request on behalf of another individual, we can only comply with the request if we are able to sufficiently authenticate both the identity of the individual as well as the authorized agent’s authority to act on that individual’s behalf.

California has special rules regarding submitting requests through agents, so please review the appropriate disclosure in the section titled [Data Rights For California Consumers](#).

5. Appeals And Complaints

If you disagree with our decision to reject your request or to any portion of our request, you have the right to appeal our refusal within a reasonable period of time. If you wish to appeal, please clearly and plainly describe your basis of disagreement with our decision by responding through the same means by which we communicated our refusal or by submitting your appeal through the information provided under [Contact Us](#). We will review your appeal and either change our decision or reject your appeal, and in either case, we will provide a written explanation of the reason for the decision. This decision will be final.

However, if you still disagree with our decision, you have the right to submit a complaint to your attorney general of your state of residence. Your attorney general will have an online portal with details regarding how to submit complaints.

- If you are a resident of Connecticut, the Connecticut Attorney General can be contacted through the means described [here](#).
- If you are a resident of Virginia, the Virginia Attorney General can be contacted through the means described [here](#).

DATA RIGHTS FOR CALIFORNIA CONSUMERS

The California Consumer Privacy Act (“CCPA”) provides the residents of California with the right to request the data rights as described in this section. For more information, or if you have questions, you can contact us using the information provided under [Contact Us](#).

- **Right to Know:** California residents have the right to know what personal information Savers has collected about them, including the categories of personal information, the categories of sources from which the personal information is collected in the past 12 months, the business or commercial purpose for collecting, selling, or sharing personal information, the categories of third parties to whom Savers discloses personal information, and the specific pieces of personal information Savers has collected about them.

The categories of personal information, the categories of sources from which the personal information is collected, the business or commercial purpose for which we collect personal information and the categories of third parties to whom we disclose personal information are found in the general Policy under the sections titled:

- [What Information We Collect And For What Purposes](#)
- [When And With Whom Do We Share Your Information](#)

California residents have a right to know if we are “selling” or “sharing” their personal information, what categories of personal information are “sold” or “shared,” and to whom.

- “Sell,” “selling,” “sale,” or “sold,” means selling, renting, releasing, disclosing, disseminating, making available, transferring, or otherwise communicating orally, in writing, or by electronic or other means, a consumer’s personal information by the business a third party for monetary or other valuable consideration.
- “Share,” “shared,” or “sharing,” means sharing, renting, releasing, disclosing, disseminating, making available, transferring, or otherwise communicating orally, in writing, or by electronic or other means, a consumer’s personal information by the business to a third party for cross-context behavioral advertising, whether or not for monetary or other valuable consideration, including transactions between a business and a third party for cross-context behavioral advertising for the benefit of a business in which no money is exchanged.

We may sell and shared limited personal information as defined under California law as described in this Policy.

- **Right to Delete:** California residents have the right to request the deletion of their personal information maintained by Savers.
- **Right to Correct:** California residents have the right to request that Savers correct inaccurate personal information that Savers maintains about them. However, we reserve the right to delete your inaccurate personal information instead of correcting it, if permitted by the CCPA.
- **Right to Non-Discrimination:** California residents have the right to not be discriminated against due to the exercise of their CCPA privacy rights. However, note that the exercise of certain privacy rights may make it so that we are no longer able to provide you with certain services or communications. For example, if we delete all of your personal information, we cannot send you e-mails or other communications.
- **Right to Opt-Out:** California residents have the right to opt-out of the “sale” or “sharing” of their personal information. You can opt-out of this “sale” of personal information and “sharing” of your

data through the opt-out mechanism found in our [Data Subject Request site](#). You should also opt-out of cookies using the methods outlined in our [Cookies Policy](#).

- **Right to Limit Use and Disclosure of Sensitive Personal Information:** California residents have the right to direct a business to limit its use and disclosure of their “sensitive” personal information. California residents can request that a business limit its use or disclosure of their “sensitive” personal information to that use or disclosure which is necessary to perform the services or provide the goods reasonably expected by an average consumer, or to those uses or disclosures otherwise authorized by California law. However, we do not collect or disclose your “sensitive” personal information, as defined under California law.

- **Right to Make Requests Through an Authorized Agent:** California residents can designate an authorized agent to make a request under the CCPA on their behalf.

California residents can designate an authorized agent to make requests under the CCPA on their behalf relating to the residents’ personal information. Only you as a California resident, or a person you have designated in writing as your authorized agent, may make a consumer request related to your personal information.

If you wish to have an authorized agent make a verifiable consumer request on your behalf, they will need to provide us with sufficient written proof that you have designated them as your authorized agent, such as a power of attorney pursuant to California Probate Code sections 4000 to 4465. We will still require you to provide sufficient information to allow us to reasonably verify that you are the person about whom we have collected personal information. We can deny any request made by a purported authorized agent who does not submit proof that they has been authorized by the California resident to act on the California resident’s behalf.

- **Notice of Financial Incentives:** California residents are entitled to certain information about Savers’ financial incentive programs.

Savers may collect personal information about you when you voluntarily join the Super Savers Club® customer loyalty program. By joining Super Savers Club, you receive:

- One point for every eligible dollar spent in our stores
- One Hundred points equals one reward. Each Reward is good for 20% off a future purchase of up to \$100 and is valid for 90 days
- Exclusive email offers like special promotions, events and exclusive coupon offers
- Birthday coupons

Under the CCPA, Super Savers Club is considered a Financial Incentive Program. To provide you with the incentives described above, we use personal information about you including your name, phone number, email address, purchase history, birthdate, etc. to identify you as a member of the program and provide you with relevant messaging, experiences, and deals.

The types of information we collect include:

- first name, last name, date of birth
- personal mailing address, email address, telephone number

- details about the products and services you have purchased from us and the corresponding transactions, including the store in which the purchase occurred
- your password and communication preferences

We may use this information for several purposes, including providing, improving, and developing our services, communicating with you about our services, protecting our services, maintaining a trusted environment, and advertising and marketing.

We incur a variety of expenses related to the Super Savers Club program. We make this investment so that we can offer the kinds of benefits our members enjoy. Expenses associated with the program include the discounts earned on purchases when using your Super Savers Club account, exclusive coupons, and special sales for members only, and the birthday discount, offered to members who provide the day and month of their birthday in their Super Savers Club account. The expenses associated with the Super Savers Club program incentives will vary as it is dependent on each member's engagement with the loyalty program, including the amount that you spend using your Super Savers Club account and the frequency that you use the discounts and coupons we offer. On average, active U.S. members of the Super Savers Club program save up to \$32.91 more per year than nonmembers.

The estimated average value that Savers receives from each Super Savers Club program member's data is \$3.42 per sales transaction, representing the difference between the product margins for purchases by members versus those by nonmembers minus the expenses related to the collection and retention of this data. The sale and discount incentives in the Super Savers Club program are reasonably related to the value of the data you provide because that data helps drive additional customer sales and revenue, which informs us on the types of incentives to offer members in the program.

You may withdraw from Super Savers Club by emailing customer@savercare@savers.com. For Super Savers Club program members, cancellation of your membership will invalidate any unused Rewards. For details on Super Savers Club, visit <https://www.savercare.com/super-savers/program-terms>.

- **Do Not Track ("DNT"):**

DNT is an optional browser setting that allows you to express your preferences regarding tracking across websites. Most modern web browsers give you the option to send a Do Not Track signal to the websites you visit, indicating that you do not wish to be tracked. However, there is no accepted standard for how a website should respond to this signal, so we do not take any action in response to this signal. We do not have a mechanism in place to respond to DNT signals. Instead, in addition to publicly available third-party tools, we offer you the choices described in this Privacy Policy to manage the collection and use of information about you.

CONTACT US

Please contact SVV with any questions or to inquire about or submit a request relating to data rights, you can contact us by:

- **Submitting a request** via the Information Request Form on our investor site at ir.Savers.com
- **E-mailing** us directly at investors@Savers.com
- **Mailing** your request to us at the following address:

Attn: Privacy Officer
Savers Value Village, Inc.
11400 SE 6th Street, Suite 125
Bellevue, WA 98004

If you have any questions or concerns regarding our Privacy Policy, or if you believe our Privacy Policy or applicable laws relating to the protection of your personal information have not been respected, you may file a complaint with SVV using the contact information listed above, and we will respond to let you know who will be handling your matter and when you can expect a further response. We may request additional details from you regarding your concerns and may need to engage or consult with other parties in order to investigate and address your issue. We may keep records of your request and any resolution.