



THREDUP

2025 Impact Report

LETTER

Founders' Letter

Dear ThredUp Community,

Every year we tell you that circularity is at the core of our business. This year, we want to be precise about what that actually means.

Circularity is more than a program we run alongside the business. When ThredUp grows, more clothing stays in circulation. There is no version of our success that is separate from our impact.

In 2025, that impact became undeniable. Having spent the last decade building the infrastructure to process secondhand clothing at scale, 2025 was the year our engine ran faster than ever. Over the course of the year, more than 1.7 million active buyers shopped across over 60,000 brands listed on our marketplace. We did it all as a leaner, U.S.-focused business, without the complexity we used to carry. Looking at the bigger picture, ThredUp has now processed more than 261 million secondhand items since our founding. While traditional charitable organizations achieve a domestic resale rate of just 20%¹, in 2025 ThredUp successfully recirculated approximately 90% of received inventory back into wear, through our marketplace, thrift partners and rescue boxes. We didn't need a new mission to get here; we just needed to continue to execute on the one we already had.

The world shifted in our direction this year, too. The closure of the de minimis loophole, a policy change we pushed for over several years, began to correct an imbalance that previously allowed ultra-fast fashion to flood the U.S. market duty-free. We are proud to have helped drive a shift that benefits both consumers and the planet.

For our brand partners, the message is clear: Resale is no longer just a side project or a values statement. It is essential infrastructure you can leverage for growth. We spent nearly two decades building that foundation so you don't have to. If you are still asking whether circularity belongs in your business, we submit that the question is already settled. The only question left is how fast you will move.

This year proved what ThredUp looks like when running on pure fundamentals: keeping clothing in use, at scale, and sustainably. That's the model we will continue to build on, with you right alongside us.

Onward.



James Reinhart
ThredUp Cofounder & CEO

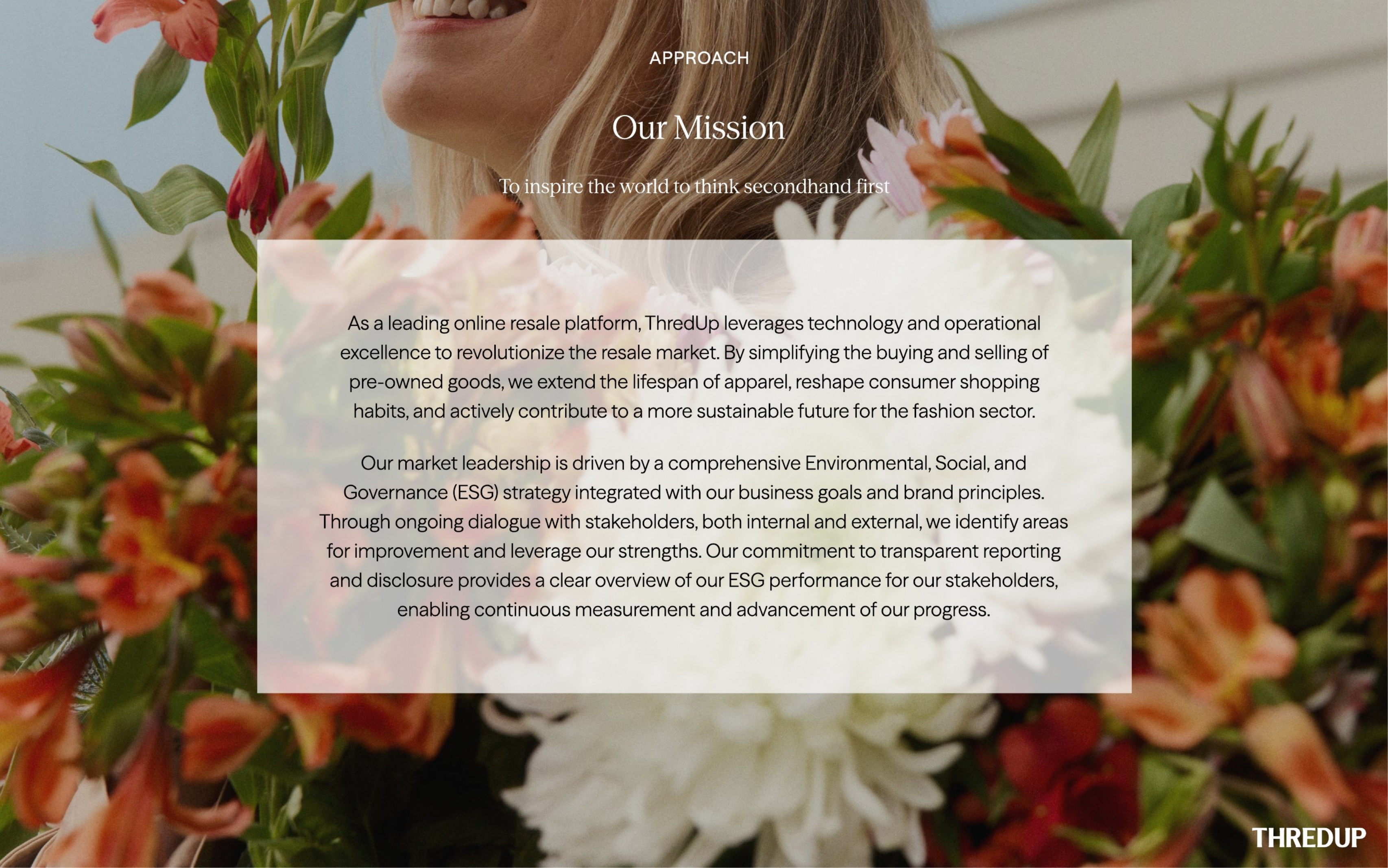


Chris Homer
ThredUp Cofounder & COO

¹ Schumacher, K. A., & Forster, A. L. (2022). *Facilitating a Circular Economy for Textiles Workshop Report (NIST SP 1500-207, p. 10)*. National Institute of Standards and Technology. <https://doi.org/10.6028/NIST.SP.1500-207>

APPROACH

Our Approach to Impact

A smiling woman with blonde hair is shown from the chest up, surrounded by a lush arrangement of orange and pink flowers. The background is a soft, out-of-focus light blue.

APPROACH

Our Mission

To inspire the world to think secondhand first

As a leading online resale platform, ThredUp leverages technology and operational excellence to revolutionize the resale market. By simplifying the buying and selling of pre-owned goods, we extend the lifespan of apparel, reshape consumer shopping habits, and actively contribute to a more sustainable future for the fashion sector.

Our market leadership is driven by a comprehensive Environmental, Social, and Governance (ESG) strategy integrated with our business goals and brand principles. Through ongoing dialogue with stakeholders, both internal and external, we identify areas for improvement and leverage our strengths. Our commitment to transparent reporting and disclosure provides a clear overview of our ESG performance for our stakeholders, enabling continuous measurement and advancement of our progress.

APPROACH

ThredUp Impact at a Glance

1.3B

pounds of CO2 prevented.

13.4B

gallons of water saved.

2.5B

kWh of energy saved.

261M

total secondhand items
processed.

60K+

brands listed.

2,132

total employees in 2025.

1.7M

active buyers in 2025.

\$9.4B

saved by our buyers of
estimated retail prices.

\$310.8M

total revenue from continuing
operations in 2025.

APPROACH

Committed to the Long-Term: ThredUp on the LTSE

ThredUp proudly lists its Class A common stock on the [Long-Term Stock Exchange \(LTSE\)](#), a market built for enduring value. As the first consumer company to join the LTSE, ThredUp embraces its rigorous principles, publicly detailing our long-term business strategies for all stakeholders.

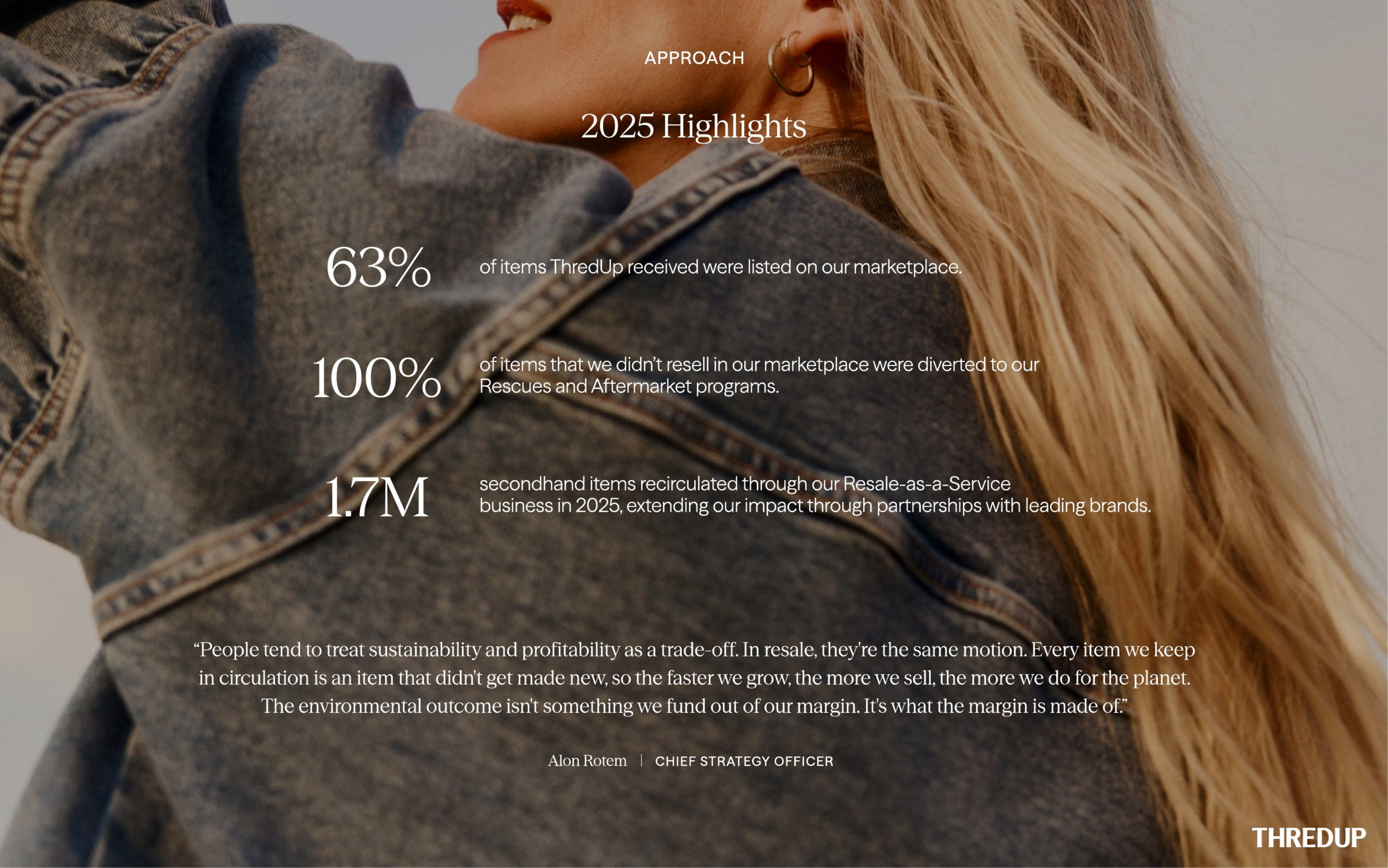
Our LTSE listing underscores ThredUp's deep commitment to our long-term vision, benefiting shareholders, employees, customers, and communities within a public ecosystem fostering sustainability, resilience, and lasting value creation. This dual commitment to financial performance and sustainable impact, championed by both ThredUp and the LTSE, redefines capitalism and drives our mission to inspire a secondhand-first mindset.

As a core tenet of our LTSE listing, ThredUp implements comprehensive policies - spanning long-term stakeholder engagement, strategic vision, executive compensation, board oversight, and shareholder relations - all designed to drive sustainable growth, reduce fashion waste, and foster a more circular economy for enduring positive impact. Read more about our Long Term Policies [here](#).



LTSE LONG-TERM
STOCK EXCHANGE

THREDUP



APPROACH

2025 Highlights

63%

of items ThredUp received were listed on our marketplace.

100%

of items that we didn't resell in our marketplace were diverted to our Rescues and Aftermarket programs.

1.7M

secondhand items recirculated through our Resale-as-a-Service business in 2025, extending our impact through partnerships with leading brands.

“People tend to treat sustainability and profitability as a trade-off. In resale, they're the same motion. Every item we keep in circulation is an item that didn't get made new, so the faster we grow, the more we sell, the more we do for the planet. The environmental outcome isn't something we fund out of our margin. It's what the margin is made of.”

Alon Rotem | CHIEF STRATEGY OFFICER

THREDUP

ENVIRONMENT

Environment



The Most Sustainable Garment is the One that Already Exists

We work the same problem from three directions: extending the life of the clothing already in people's closets, running our own operations more efficiently, and giving other brands the infrastructure to build resale into how they operate. The through line is simple. Keep more clothing in use, for longer, and let the environmental outcome and the growth of the business come from the same motion.

Every item we keep in circulation is an item that didn't have to be made new, and new production is where fashion's environmental cost is concentrated: the water, the energy, the chemical load. That means our environmental impact isn't a program we run alongside the business. It's what the business does. When a buyer chooses secondhand, demand for new production falls; when a seller sends us a bag, clothing that might have gone to landfill goes back into use instead.

Life Cycle Assessment (LCA)

We estimate that buying (and wearing) secondhand clothing instead of new reduces carbon emissions by an average of 25%.

Secondhand Savings Compared to Buying New

8.41 lbs of CO₂e

16.48 kWh of energy

88.89 gallons of water

As a mission-driven company with sustainability at our core, we have a responsibility to scientifically measure the environmental savings of choosing secondhand in a trustworthy, transparent, and rigorous way.

Our [Life Cycle Assessment](#) (LCA) conducted in partnership with Green Story Inc. compares the environmental impact of ThredUp's circular business model with a more traditional, linear business model to definitively answer the question, "What is the environmental impact of buying secondhand apparel instead of new?" The study shows that ThredUp's resale model is advantageous across all environmental indicators for all product categories calculated.

ThredUp leverages LCA impact data to help customers make informed purchasing decisions that align with their values. The data is presented on our product listing pages and in our marketing campaigns, and our Resale-as-a-Service clients also leverage the data to calculate the impact of their resale programs.

Resale-as-a-Service

Resale has evolved from a sustainability experiment into a strategic imperative. Customers increasingly expect brands they love to offer it. The brands that do are acquiring new customers, deepening loyalty, and generating incremental revenue while extending the life of their products. The question for most brands is no longer whether to offer resale, it's how to do it without building new infrastructure.

As of 2025, ThredUp's Resale-as-a-Service has partnered with over 50 brands to answer that question.

1.7M items recirculated

28M kWh of energy saved.

14M pounds of CO2 prevented.

151M gallons of water saved.

If you're an apparel brand or retailer interested in ThredUp's Resale-as-a-Service, reach out to our team to learn more at RaaS@thredup.com.



ENVIRONMENT

Resale-as-a-Service

Resale-as-a-Service helps brands launch and scale resale programs without having to build or manage any operational infrastructure.



Customer trade-in programs



E-commerce storefronts



Item processing and authentication



Fulfillment and customer service



Pricing and merchandising



Technology, data, and reporting

ThredUp powers the full resale engine behind these programs: customer trade-ins, item processing, pricing, fulfillment, and the branded storefronts partners use to sell secondhand on their own sites.

Brands bring their customer relationship, we handle everything else. No infrastructure to build and no upfront costs.

ENVIRONMENT

Resale-as-a-Service

ThredUp's RaaS programs deliver measurable commercial outcomes across the partner portfolio.

53%

of customers who Clean Out return to do it again with the same brand, building a recurring resale habit that keeps your customers engaged between purchases.

3x

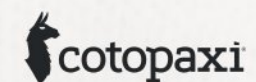
gift card value spent by customers who convert their resale earnings into store credit.

\$3M

in gift card value earned by customers through RaaS partner programs in 2025.

Every brand that runs a RaaS program with ThredUp earns something beyond supply and revenue: a sustainability story it can actually quantify. Through the Client Portal, partners receive real-time impact data broken down specifically for their program in the same Green Story-verified equivalents that make their way into ESG disclosures, annual reports, and brand sustainability pages.

That's why brands like Gap Inc., Reformation, and Cotopaxi reference their ThredUp partnership by name in their own published reports.



Reformation

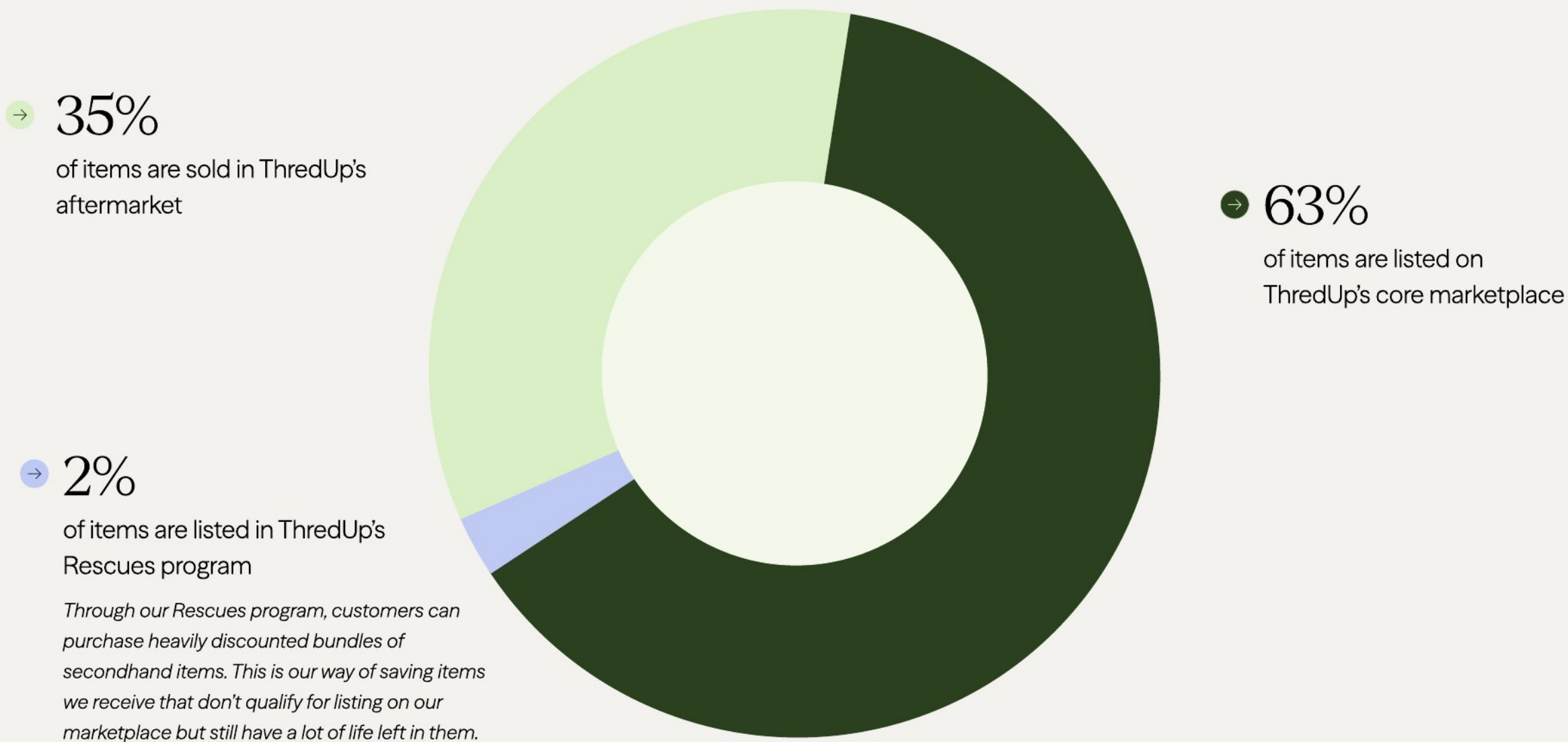
J.CREW

GAP

TOMS

Brands get more than a feel-good number - they get verified, attributable impact tied directly to their program.

Product Circularity and End of Life



Our goal is to extend the life cycle of clothing and keep garments in use and out of landfill by putting as many items as possible back into American closets. We are also focused on refining our approach to managing items we can't resell in our core marketplace. Through our Rescues Program and our Aftermarket Program, we are dedicated to finding new ways to maximize each garment's life and closing this loop.

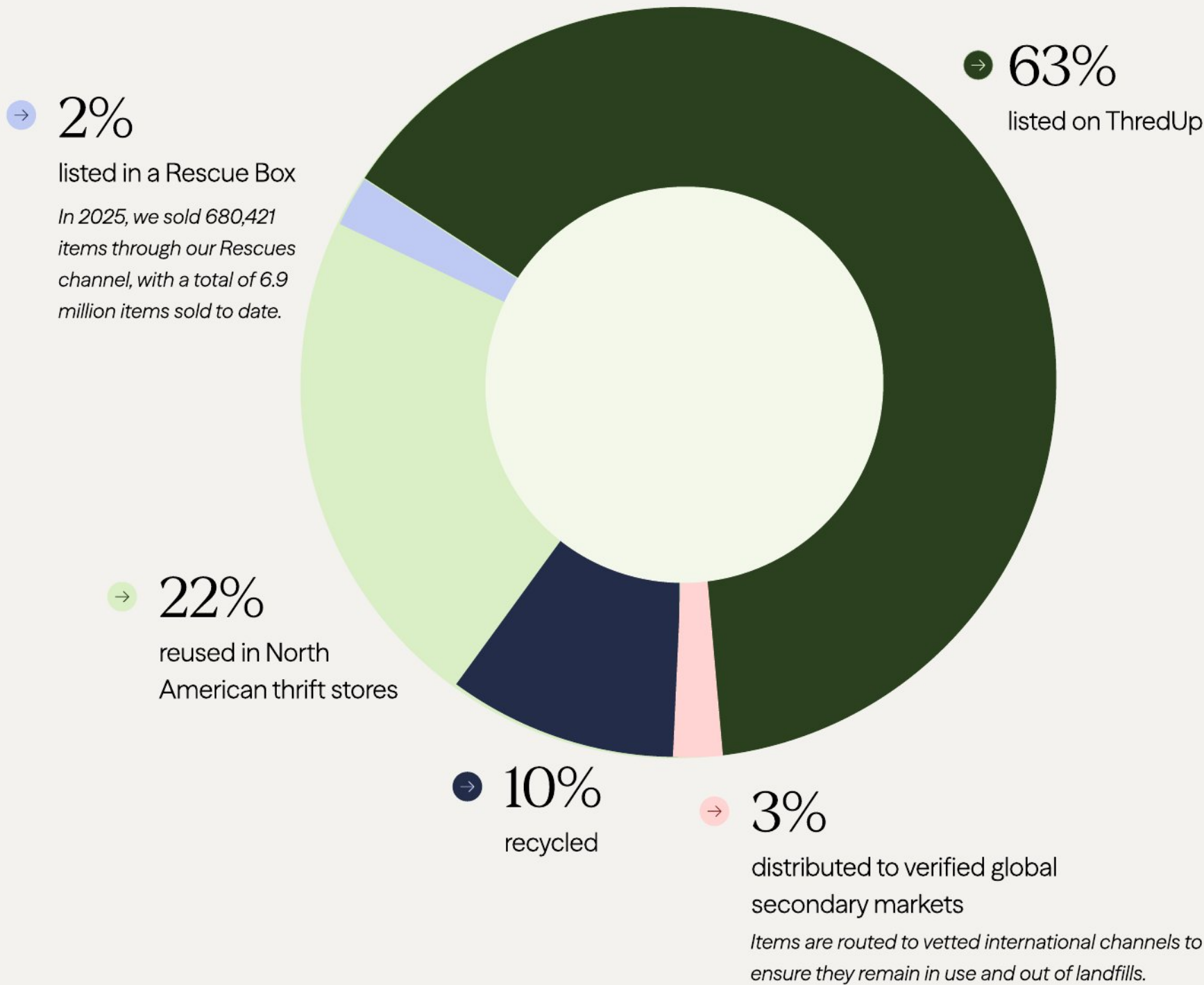
ENVIRONMENT

Aftermarket

When the items we receive do not meet ThredUp's quality standards for resale or inclusion in our Rescue program, we are committed to working with our vetted network of partners to keep as many items as possible in use and out of landfill.

Understanding our aftermarket and working with a transparent network of partners is key for end-of-life success.

All of our aftermarket partners must adhere to ThredUp's Aftermarket Partner Code of Conduct which requires transparency, integrity, awareness of environmental impact, and respect for developing nations.



ENVIRONMENT

Responsible Shipping

In 2025, we continued to advance our efforts in efficient and responsible package shipping to customers.



Our sophisticated order consolidation strategies, first fully implemented in 2022, remained a cornerstone of our operations. These efforts involve shipping orders from multiple distribution centers together to their final destination, rather than individually.

Furthermore, we exclusively utilize ground shipping for all standard orders, which results in avoiding the higher emissions associated with air freight.

“Operational excellence and environmental impact aren't separate goals for my teams, they're the same job. Every time we find a better way to process, store, and ship items, it shows up directly as lower energy use, less waste, and more clothing kept in circulation. Running a tighter operation is one of the most concrete ways we take footprint out of fashion.”

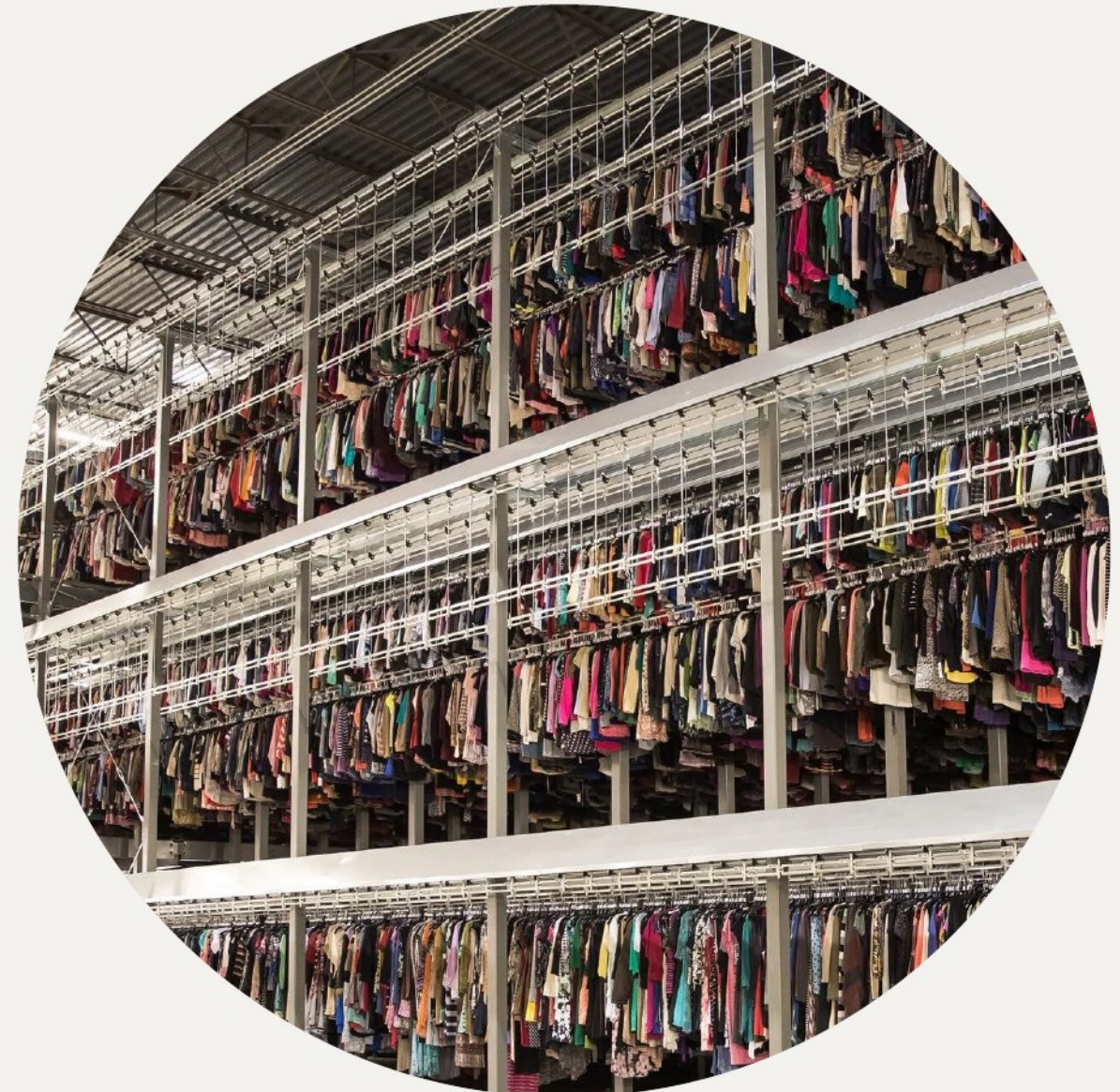
Patrick Matiya | VP OF OPERATIONS

Energy Consumption and Efficiency

In 2025, ThredUp continued to sharpen energy efficiency across its distribution network. At our Mechanicsburg, Pennsylvania distribution center (DC02), we secured a new electricity supply contract at a lower rate than our previous agreement, reducing the cost of the energy we draw. We also completed a full LED lighting conversion at DC02 in July 2025. Together with related efficiency work, these efforts cut DC02's electricity use by 8.5% year over year, a reduction of roughly 117,000 kWh.

8.5% reduction in DC02's electricity use year over year, due to a combination of a full LED lighting conversion in 2025 and other related efficiency work.

Across our distribution network, we also consolidated operating schedules to reduce the number of active hours each facility runs. The payoff showed up at the network level: even as we rolled out new automation and absorbed real growth in volume across our sites, total electricity use held essentially flat year over year, within roughly half a percent of the prior year. Efficiency gains at multiple distribution centers offset the added load from automation and higher throughput, letting us grow while keeping our energy footprint in check.



ENVIRONMENT

Sustainable Packaging

As part of its ongoing sustainability efforts, ThredUp works with Shorr Packaging to source packaging solutions with a lower environmental impact. All corrugated packaging used within the program is manufactured from 100% recycled fibers, including both pre-consumer and post-consumer materials. By utilizing recycled content instead of virgin fiber, the production process requires fewer natural resources, consumes less energy and water, and results in lower greenhouse gas emissions.

Corrugated packaging remains one of the most successfully recovered and recycled packaging materials in the United States with broad access to curbside recycling programs across the country. Its strong recovery infrastructure supports a circular economy by extending the life of materials and reducing the need for virgin resources.

Waste Diversion and Disposal

We're continuously looking to make internal recycling improvements – from our cardboard sorting process, to pallet recycling in our distribution centers, to recycling and repurposing excess or damaged plastic hangers.

Through our ongoing partnership with The AZEK Company, 100% of the Clean Out bags we receive back from customers are recycled into TimberTech composite decking. In 2025, we recycled 126,840 pounds of material from landfill.



ENVIRONMENT

Driving Policy for Sustainable Fashion

ThredUp's mission to create a more sustainable future for fashion is strengthened by broad industry collaboration, extending beyond our own business.



In 2025, ThredUp continued to deepen its commitment to policy and advocacy, working to translate circularity from company practice into industry-wide infrastructure. We continued our work with American Circular Textiles, advocating in Washington for textile circularity and responsible trade, and conducted an Executive Lobby Day to engage policymakers directly on the issues shaping our industry's future. Our team also contributed to the Ellen MacArthur Foundation's Fashion ReModel initiative. We continued to support the New York Fashion Act and California's AB 405, both requiring large fashion companies to conduct due diligence and disclose their environmental and social impacts.

Testified at CalRecycle's Producer Responsibility Hearing

With California's SB 707, a statewide Extended Producer Responsibility (EPR) law requiring apparel and textile producers to fund and manage collection, reuse, repair, and recycling programs, now in effect, ThredUp's attention turned to implementation. ThredUp testified before CalRecycle at a hearing on Producer Responsibility Organizations (PROs), the nonprofit entities producers must join to carry out the law, urging state assembly and EPR committee members to recognize resale marketplaces as a solution for textile recycling rather than an afterthought to it. This reflects ThredUp's shift from shaping legislation to shaping how that legislation works in practice.

**AMERICAN
CIRCULAR TEXTILES**



2025 Advocacy Highlights

SUPPORTED THE NEW YORK FASHION ACT AND AB 405

- ThredUp submitted letters of support for both the New York Fashion Act and California's AB 405 (the Fashion Act), continuing our push for mandated environmental and social disclosure across the fashion supply chain.

CELEBRATED THE DE MINIMIS LOOPHOLE CLOSURE

- As tariffs and the closure of the de minimis loophole became national news, ThredUp issued a public statement and secured coverage in major outlets including Time, CNN, and Bloomberg, with continued conversations in Forbes and the Associated Press. We view this as a policy shift we spent years pushing toward, not one we simply reacted to.

ENGAGED POLICYMAKERS DIRECTLY

- ThredUp joined fellow American Circular Textiles members in Washington, D.C. to advocate for textile circularity and responsible trade, and ThredUp conducted an Executive Lobby Day to engage policymakers on the industry's priorities.

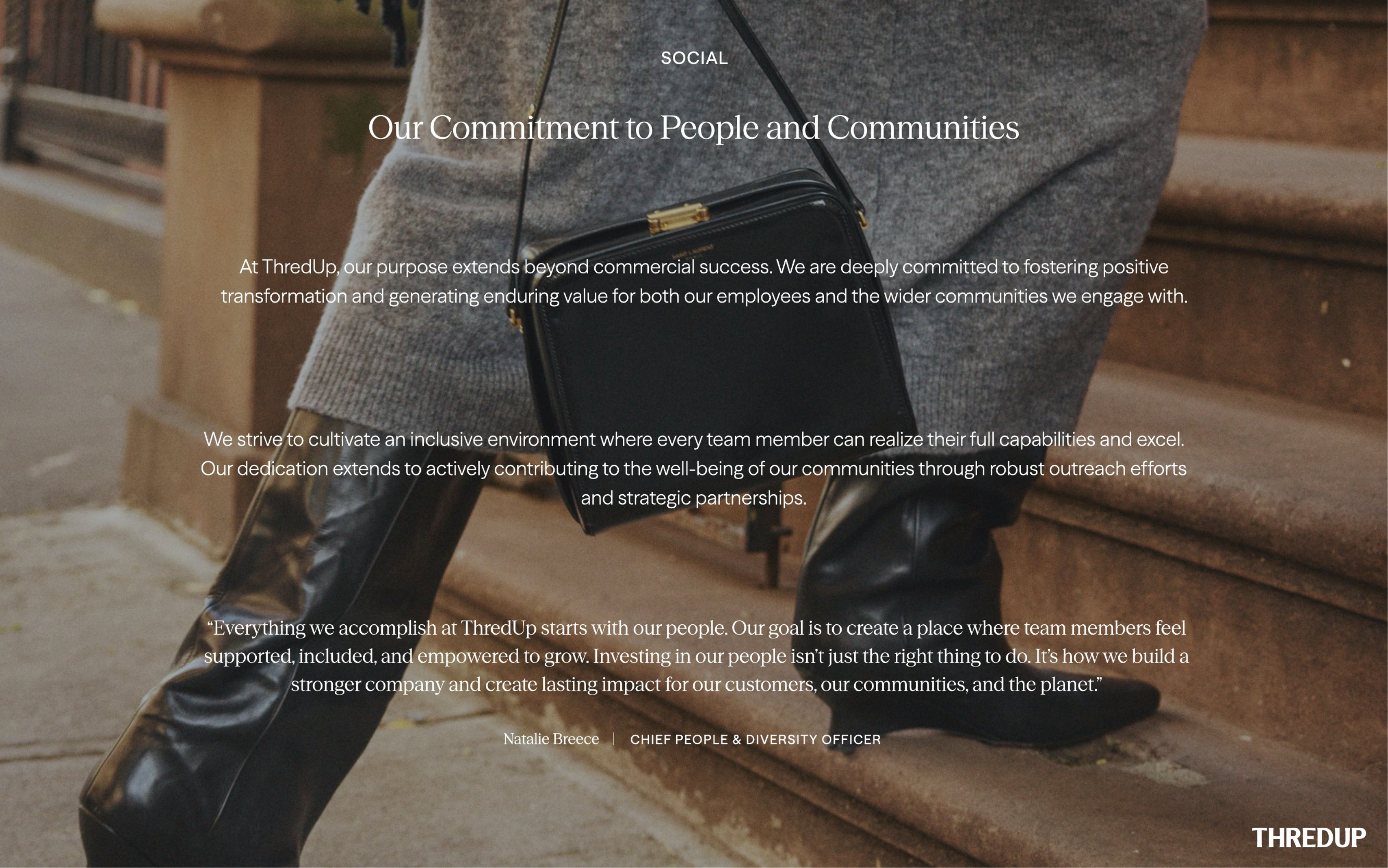
SHAPED SB 707 IMPLEMENTATION

- With SB 707 signed into law in 2024, ThredUp shifted focus in 2025 to implementation, testifying at CalRecycle's EPR PRO hearing and urging state assembly members to recognize resale marketplaces as a tool for textile recycling under the new law.

SOCIAL

Social

THREDUP



SOCIAL

Our Commitment to People and Communities

At ThredUp, our purpose extends beyond commercial success. We are deeply committed to fostering positive transformation and generating enduring value for both our employees and the wider communities we engage with.

We strive to cultivate an inclusive environment where every team member can realize their full capabilities and excel. Our dedication extends to actively contributing to the well-being of our communities through robust outreach efforts and strategic partnerships.

“Everything we accomplish at ThredUp starts with our people. Our goal is to create a place where team members feel supported, included, and empowered to grow. Investing in our people isn’t just the right thing to do. It’s how we build a stronger company and create lasting impact for our customers, our communities, and the planet.”

Natalie Breece | CHIEF PEOPLE & DIVERSITY OFFICER

THREDUP

SOCIAL

Our Core Values

Our corporate values are deeply ingrained in our DNA and serve as a guide for all decisions our team makes.

We understand that our ability to make meaningful progress against our mission is heavily dependent on the integrity with which we think and act.



SpeakUp



Seek the truth



Influence outcomes



Transparency



Think big



Infinite learning

Our corporate values are the cornerstone of our culture, embodied by all our employees, from the talented teams at our distribution centers across the country to our corporate offices in Oakland, CA and Scottsdale, AZ.

SOCIAL

Building Connection & Community

The best ideas and the strongest teams come from people who feel seen, supported, and valued. We work to build a workplace where everyone is welcome to show up as themselves, whatever their background, experience, or role.

That means giving every team member the tools, resources, and support to grow and do their best work. When people have the room to contribute their own strengths and collaborate with others who bring something different, the whole company is better for it.

Our Employee Resource Groups, including Uplift Women and PrideUP, are a big part of how we build that community. In 2025, our ERGs continued to bring people together through regular meetings, guest speakers, and connection events across the year, creating space for teammates to share experiences, support one another, and form relationships that don't always happen in the day-to-day. Those connections are what turn a workplace into a true community, and it's something we're proud of.

UPLIFT
WOMEN

PRIDE UP

Community Engagement Initiatives

Throughout 2025, ThredUp employees came together to support causes across our communities.

Pat's Run

ThredUp again took part in Pat's Run, contributing to fundraising that empowers military service members, veterans, and their spouses as they develop into future leaders committed to service beyond self.

Wildlife World Zoo Fundraiser

ThredUp supported a fundraiser benefiting the Wildlife World Zoo, backing its work in wildlife care, conservation, and education.

Phoenix Children's Hospital Ignite Hope Walk

Our team joined the Ignite Hope Walk in support of Phoenix Children's Hospital, standing behind the hospital's vital work providing healthcare to children.



SOCIAL

Charitable Partners

Our Clean Out service includes a donation program, where sellers have the option to make a charitable donation in lieu of receiving a payout for their items.

In 2025, our sellers donated \$104,075 spread across three charity partners.



girls
inc.



SOCIAL

Employee Health, Wellness, and Benefits

Modern Work, Meaningful Balance

ThredUp continues to embrace a modern approach to work that prioritizes work-life integration for its team members. Initially introduced as a pandemic-era pilot, the four-day workweek is now a permanent benefit for corporate salaried employees, driving lasting improvements in well-being, productivity, and retention. Feedback from our team has shown that the four-day schedule positively impacts focus, energy, and overall effectiveness.

The four-day workweek demands focus, discipline, and teamwork, and when we bring that, we unlock a rhythm that fuels both performance and well-being.

The four-day workweek applies to both corporate and DC/Ops roles, with shift options of 3 or 4 days in our distribution centers, ensuring flexibility for our teams while maintaining the coverage needed to consistently meet and deliver an exceptional experience to our customers.

Our culture is focused on outcomes, not hours. We believe people do their best work when they have the space to rest, reset, and return with purpose. Challenging outdated norms isn't always easy, but we know the future of work rewards those who are willing to work differently.

This is how we build a more sustainable, impactful way to work - together.

SOCIAL

Comprehensive and Competitive Benefits Package

We offer the following benefits to all full-time employees across our corporate offices and distribution centers.

- Medical, dental and vision insurance
- Prescription drug coverage
- Voluntary accident & hospital protection
- One Medical*
- Healthcare travel reimbursement policy
- Employee Assistance Program (EAP)
- Flexible Spending Accounts (FSA)
- Employee Stock Purchase Plan
- Life Insurance
- Disability insurance
- 401k
- Pet Insurance
- Health Savings Account (HSA)
- Legal Insurance
- Paid 12-week parental leave*
- Flexible PTO*
- 8 weeks paid sabbatical after 3 years*
- Udemy Online Courses

**Only available for salary employees*

THREDUP

Training and Development

We see ourselves as a community of learners, including both teachers and students with a passion for infinite learning. As a result of this company-wide curiosity, employee development is woven into everything we do, from internships to management training to self-learning opportunities.

Career Compass

In 2024, ThredUp launched Career Compass, a program designed to support team members in navigating their career growth with clarity and confidence. Recognizing that career development is an ongoing journey rather than a linear path, Career Compass provides a structured approach to understanding role expectations, exploring future opportunities, and fostering meaningful career conversations between employees and their leaders.

The program equips team members with practical tools and resources to drive their own development while encouraging long-term thinking about their future at ThredUp. Career Compass reflects our continued investment in building a culture of growth, where individuals are empowered to expand their skills, pursue new challenges, and contribute to the company's ongoing success.





SOCIAL

Employee Satisfaction

96%

of employees understand how their work contributes to company goals.

90%

of employees feel their direct manager is supportive and interested in their success.

91%

of employees feel invested in our mission, vision, and values.

85%

of employees feel that people from all demographic backgrounds have an equal opportunity to succeed at this company.

GOVERNANCE

Governance

THREDUP

GOVERNANCE

Corporate Governance and Business Ethics

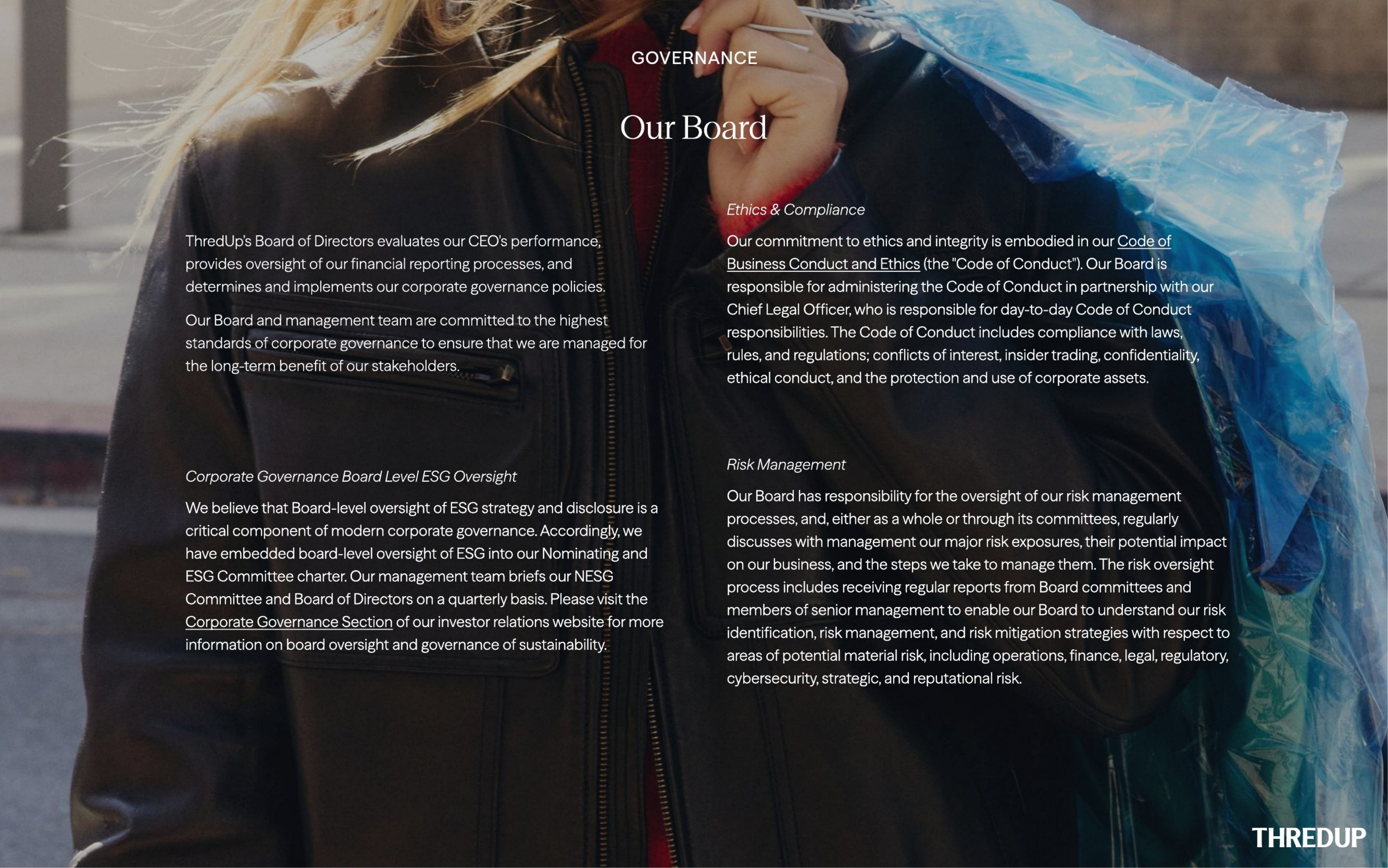
Our corporate governance framework rests on a foundation of transparency, integrity, and ethical conduct.

Our commitment to being a purpose-driven enterprise is evident not just in our sustainability-focused business model, but deeply integrated into our fundamental values.

ThredUp has established a comprehensive Code of Business Conduct and Ethics and operates under an independent Board. This Board's Nominating and ESG Committee provides oversight for our ESG strategy and related reporting initiatives. To ensure these governance principles are effectively implemented, we have implemented several transparent communication channels, including a whistleblower hotline, an impartial and autonomous process for internal inquiries, and a recurring executive Q&A forum.

"We believe ethical and responsible leadership, grounded in strong governance, is essential to ThredUp's vision for a sustainable future. We're committed to embedding our values and ESG principles into our approach in a way that fosters resilient growth and ultimately accelerates the transition to a more circular economy."

Patricia Nakache | CHAIRPERSON OF THE BOARD

A person with blonde hair, wearing a black jacket, is holding a blue plastic bag. The background is a blurred outdoor setting.

GOVERNANCE

Our Board

ThredUp's Board of Directors evaluates our CEO's performance, provides oversight of our financial reporting processes, and determines and implements our corporate governance policies.

Our Board and management team are committed to the highest standards of corporate governance to ensure that we are managed for the long-term benefit of our stakeholders.

Corporate Governance Board Level ESG Oversight

We believe that Board-level oversight of ESG strategy and disclosure is a critical component of modern corporate governance. Accordingly, we have embedded board-level oversight of ESG into our Nominating and ESG Committee charter. Our management team briefs our NESG Committee and Board of Directors on a quarterly basis. Please visit the [Corporate Governance Section](#) of our investor relations website for more information on board oversight and governance of sustainability.

Ethics & Compliance

Our commitment to ethics and integrity is embodied in our [Code of Business Conduct and Ethics](#) (the "Code of Conduct"). Our Board is responsible for administering the Code of Conduct in partnership with our Chief Legal Officer, who is responsible for day-to-day Code of Conduct responsibilities. The Code of Conduct includes compliance with laws, rules, and regulations; conflicts of interest, insider trading, confidentiality, ethical conduct, and the protection and use of corporate assets.

Risk Management

Our Board has responsibility for the oversight of our risk management processes, and, either as a whole or through its committees, regularly discusses with management our major risk exposures, their potential impact on our business, and the steps we take to manage them. The risk oversight process includes receiving regular reports from Board committees and members of senior management to enable our Board to understand our risk identification, risk management, and risk mitigation strategies with respect to areas of potential material risk, including operations, finance, legal, regulatory, cybersecurity, strategic, and reputational risk.

GOVERNANCE

Business Ethics

ANTI-CORRUPTION

- We require that all employees, officers, and directors comply with all laws, rules, and regulations applicable to ThredUp wherever we do business, that they use good judgment and common sense, and that they speak up. If any employee, officer, or director encounters any violation of any law, rule, or regulation by ThredUp, it is their responsibility to promptly report the matter to a supervisor, our Chief Legal Officer, or to the whistleblower hotline.

EMPLOYEE TRAINING

- All employees receive a copy of the Code of Conduct and are required to acknowledge it at the time of hire and annually thereafter. Managers also receive annual training on reporting workplace concerns, for example, reporting unethical conduct or conduct that violates ThredUp's harassment prevention policies.

ETHICS REPORTING

- ThredUp employees are obligated to report concerns or potential violations of the Code of Conduct through several authorized communications channels, including directly to our Chief Legal Officer. We have established multiple methods for reporting, including anonymously through the whistleblower hotline, as outlined in our Code of Conduct.

PROMOTE ETHICAL BEHAVIOR

- Employees, officers, and directors who have material nonpublic information about ThredUp are prohibited by law and ThredUp policy from trading in securities, as well as from communicating such information to others who might trade based on that information.

GOVERNANCE

Cybersecurity

As an e-commerce business, we protect sensitive information and access to critical networks and systems via a comprehensive information security program with clearly defined and audited policies and procedures. The program spans access management, vendor and risk management, vulnerability management, incident response, disaster recovery and business continuity plans, internal and external security audits, and security and awareness training. Our program has been documented and independently verified to be in compliance with SOC2 Type 2 and PCI DSS Level 2 standards.

We employ extensive scanning and monitoring of system infrastructure including networks, containers, servers, operating systems as well as source code and software dependencies. We utilize a variety of mechanisms to detect and remediate malicious activity such as purchase fraud, suspicious account activity, and unauthorized system access. We conduct continuous testing of our security posture internally and via external vendors.

Security awareness training is required of all employees and contractors upon hire and annually thereafter. Program activities including results of internal and external testing, assessments, and audits are reviewed with our Board's Audit Committee on a quarterly basis. External audits for SOC 2 and SOX IT are conducted on an annual basis. PCI DSS compliance scans are conducted quarterly to comply with Level 2 standards.



Customer Privacy

Our consumer-facing privacy policy outlines our data use and sharing practices to customers, including California-specific privacy rights.

Our Privacy Options Include



An option for our customers to directly delete their personal identifiable information (PII) through our privacy page.



Internally created workflows to facilitate fulfillment of deletion, access, and Do Not Sell requests, including establishment of data separation architecture for RaaS client deletion requests.



Privacy guidelines and materials to educate our workforce on the importance of key privacy processing principles such as data minimization and purpose limitation.

We take the privacy of our customer and employee data seriously. ThredUp complies with applicable state privacy laws and continuously monitors the U.S. state regulatory landscape to ensure compliance with upcoming privacy laws.

Our universal privacy policy ensures privacy rights for all customers, regardless of location. We prioritize safeguarding your information with an in-house cookie management solution developed after a thorough third-party cookie audit. Customers can easily manage their privacy settings, including data deletion and sharing preferences, in our privacy portal. Our privacy automation tool proactively maps data processes, collects DPIAs, and regularly scans for potential privacy issues. We're committed to maintaining transparency and giving customers full control over their personal information.

About this Report

ThredUp's 2025 Impact Report is our fourth annual report outlining our commitment and approach to shaping the future of fashion and our impact on our people, planet, and communities. The report provides details on our management approach, policies, programs, and impacts across key environmental, social, and governance areas.

Unless otherwise stated, the boundary of our report includes our entire business operations including ThredUp's headquarters in Oakland, California; our office in Scottsdale, Arizona; and our four distribution centers in Arizona, Georgia, Pennsylvania, and Texas.

