To Whom It May Concern,

This engagement letter confirms that Gladly is an active client of Vanta's trust management platform, certifying the following;

- Gladly has a Vanta subscription that includes continuous control monitoring.
- Gladly has committed to produce a SOC 2 Type 2 Report, with the audit engagement having started on July 01, 2025.
- Gladly has committed to produce an ISO 27001:2022 Report, with the audit engagement having started on October 08, 2026.
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- Gladly has committed to produce an ISO 27001:2022 Report, with the audit engagement having started on October 08, 2026.
- Gladly's real-time security posture is visible at https://trust.gladly.com - this includes continuous control monitoring, security collateral, policies, and achieved compliance frameworks.

If you have further questions, please contact Vanta at support@vanta.com.

Sincerely,

Vanta