ADDEPAR

System Description of the Investment Management Platform System

SOC 3
Relevant to Security, Confidentiality, Privacy

AICPA
SOC
aicpa.org/soc4so
SOC for Service Organizations

JUNE 1, 2020 TO DECEMBER 31, 2020

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I. Independent Service Auditor's Report

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Addepar, Inc.
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To the Management of Addepar, Inc.:

Scope

We have examined Addepar, Inc.'s accompanying assertion in Section II titled "Addepar, Inc.'s Assertion" (assertion) that the controls within Addepar, Inc.'s Investment Management Platform System (system) were effective throughout the period June 1, 2020 to December 31, 2020, to provide reasonable assurance that Addepar, Inc.'s service commitments and system requirements were achieved based on the trust services criteria relevant to Security, Confidentiality, and Privacy (applicable trust services criteria) set forth in TSP Section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy* (AICPA, *Trust Services Criteria*).

Addepar, Inc. uses subservice organization Amazon Web Services for data center and network infrastructure services. Our examination did not include the services provided by the subservice organization.

The description indicates that complementary user entity controls that are suitably designed and operating effectively are necessary, along with controls at Addepar, Inc., to achieve Addepar, Inc.'s service commitments and system requirements based on the applicable trust services criteria. Our examination did not include such complementary user entity controls and we have not evaluated the suitability of the design or operating effectiveness of such controls.

Service Organization's Responsibilities

Addepar, Inc. is responsible for its service commitments and system requirements and for designing, implementing, and operating effective controls within the system to provide reasonable assurance that Addepar, Inc.'s service commitments and system requirements were achieved. Addepar, Inc. has provided the accompanying assertion about the effectiveness of controls within the system. When preparing its assertion, Addepar, Inc. is responsible for selecting, and identifying in its assertion, the applicable trust services criteria and for having a reasonable basis for its assertion by performing an assessment of the effectiveness of the controls within the system.

Service Auditor's Responsibilities

Our responsibility is to express an opinion, based on our examination, on whether management's assertion that controls within the system were effective throughout the period to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants (AICPA). Those standards require that we plan and perform our examination to obtain reasonable assurance about whether management's assertion is fairly stated, in all material respects. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

Our examination included:

- Obtaining an understanding of the system and the service organization's service commitments and system requirements
- Assessing the risks that controls were not effective to achieve Addepar, Inc.'s service commitments and system requirements based on the applicable trust services criteria
- Performing procedures to obtain evidence about whether controls within the system were effective to achieve Addepar, Inc.'s service commitments and system requirements based the applicable trust services criteria

Our examination also included performing such other procedures as we considered necessary in the circumstances.

Inherent Limitations

There are inherent limitations in the effectiveness of any system of internal control, including the possibility of human error and the circumvention of controls.

Because of their nature, controls may not always operate effectively to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Also, the projection to the future of any conclusions about the effectiveness of controls is subject to the risk that controls may become inadequate because of changes in conditions or that the degree of compliance with the policies or procedures may deteriorate.

Opinion

In our opinion, management's assertion that the controls within Addepar, Inc.'s Investment Management Platform System were effective throughout the period June 1, 2020 to December 31, 2020, to provide reasonable assurance that Addepar, Inc.'s service commitments and system requirements were achieved based on the applicable trust services criteria is fairly stated, in all material respects.

Moss Adams LLP

San Francisco, California
May 17, 2021

II. Addepar, Inc.'s Assertion

We are responsible for designing, implementing, operating, and maintaining effective controls within Addepar, Inc.'s Investment Management Platform System (system) throughout the period June 1, 2020 to December 31, 2020 to provide reasonable assurance that Addepar, Inc.'s service commitments and system requirements relevant to Security, Confidentiality, and Privacy were achieved. Our description of the boundaries of the system is presented in Section III entitled "Addepar, Inc.'s Description of the Boundaries of Its Investment Management Platform System" and identifies the aspects of the system covered by our assertion.

We have performed an evaluation of the effectiveness of the controls within the system throughout the period June 1, 2020 to December 31, 2020, to provide reasonable assurance that Addepar, Inc.'s service commitments and system requirements were achieved based on the trust services criteria relevant to Security, Confidentiality, and Privacy (applicable trust services criteria) set forth in TSP Section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy (*AICPA*, Trust Services Criteria)*. Addepar, Inc.'s objectives for the system in applying the applicable trust services criteria are embodied in its service commitments and system requirements relevant to the applicable trust services criteria. The principal service commitments and system requirements related to the applicable trust services criteria are presented in Section III entitled "Addepar, Inc.'s Description of the Boundaries of Its Investment Management Platform System".

Addepar, Inc. uses subservice organization Amazon Web Services for data center and network infrastructure services. The description does not disclose the actual controls at the subservice organization.

The description indicates that complementary user entity controls that are suitably designed and operating effectively are necessary, along with controls at Addepar, Inc., to achieve Addepar, Inc.'s service commitments and system requirements based on the applicable trust services criteria. The description presents Addepar, Inc.'s complementary user entity controls assumed in the design of Addepar, Inc.'s controls.

There are inherent limitations in any system of internal control, including the possibility of human error and the circumvention of controls. Because of these inherent limitations, a service organization may achieve reasonable, but not absolute, assurance that its service commitments and system requirements are achieved.

We assert that the controls within the system were effective throughout the period June 1, 2020 to December 31, 2020, to provide reasonable assurance that Addepar, Inc.'s service commitments and system requirements were achieved based on the applicable trust services criteria.

III. Addepar, Inc.'s Description of the Boundaries of Its Investment Management Platform System

A. System Overview

1. Services Provided

OVERVIEW OF THE OPERATIONS

COMPANY BACKGROUND

Addepar is a privately held company, founded in 2009, with more than 375 employees and three significant offices in the United States: Mountain View, California; New York, New York; and Salt Lake City, Utah. Addepar's wealth management platform provides data aggregation, analytics, and performance reporting to enable investors and financial advisors to manage and report financial portfolios. Addepar serves hundreds of leading financial advisors, family offices, and large financial institutions that collectively manage over $2 trillion in assets.

Addepar's Investment Management Platform assimilates online data from multiple custodial banks into a single format. With Addepar, investment-management professionals at any level— from registered investment advisors to advisors at major private banks—have the power to see precisely where their portfolio stands at any given moment. The platform has the flexibility to cope with the ever-changing landscape of financial data, while remaining intuitive to users across the spectrum of investment management.

SERVICES PROVIDED BY A SUBSERVICE ORGANIZATION

Addepar's services are hosted in Amazon Web Services' cloud infrastructure where all Addepar data is access-controlled and encrypted. Amazon provides the data center and networking infrastructure, which Addepar requires, including Amazon's virtual Elastic Compute Cloud (EC2) servers and Amazon's Simple Storage Service (S3) storage capabilities. Other leveraged services include those supporting operational availability, scalability, redundancy, and monitoring.

Addepar management has processes to review Amazon's System and Organization Control (SOC) report for security and environmental controls as they impact the Addepar environment.

CORE COMPONENTS

Addepar offers a complete web-based hosted Software-as-a-Service with all clients leveraging the same instance of the software. Through the Addepar platform, companies can leverage Addepar's software for multi-custodian and multi-asset data aggregation, portfolio analysis, and end-client reporting. Addepar's open Rest APIs are used to connect to companies' broader technology stack.

Addepar has two main technical components: ADP (Addepar Data Platform) and AMP (Addepar Management Platform). These components provide the following functions:

- **Addepar Data Platform (ADP):** Accepts external data, such as custodian data, third-party market data, and proprietary data sets to conduct ETL data transformation and data verification checks. ADP utilizes a multi-tier, service-oriented architecture to extract, transform, and load many data sources into a standard format that can then be input into the user-facing portion of the application known as the Addepar Management Platform (AMP).

- **Addepar Management Platform (AMP):** Provides the user interface, manages data on the Addepar platform, and facilitates reporting and analysis. AMP uses a multi-tier architecture, including load balancers and front-end web servers. On the back end, Addepar has developed a multi-tier, service-oriented architecture, including services for data processing, on-demand calculations, and API servers for external integrations.

REPORTING

Addepar offers portfolio analysis, risk reporting, data verification, and scalable, customized end-client reporting with capabilities to support multi-currency, across asset classes (marketable securities, alternatives, real assets), and complex ownership and householding structures. This functionality provides advisors and end-clients access to customizable, comprehensive, and scalable client reporting and portal/mobile access. The Addepar platform provides drag-and-drop functionality throughout the native report writer to change charts, fonts, branding, color schema, and asset tables. While the Addepar team will support the users, the platform provides numerous self-service options. The analysis dashboard and reporting function require little user training.

All actions on the platform are logged. Data is on-demand, and a complex multi-page report can be created in a matter of seconds. The user has the flexibility to leverage Addepar's Rest API to send reports downstream to the white-labeled, end-client portal to be rendered to PDF and accessed in Addepar's native mobile application.

PANDEMIC RESPONSE

The COVID-19 pandemic forced many companies, including Addepar, to adopt flexibility and support for remote work. Addepar's infrastructure design allowed the personnel to work remotely to easily monitor the application systems and related functions that support users' IT activities, such as network, production, security, change management, hardware, and environmental control activities.

2. People

The key teams that support the Addepar Investment Management Platform include:

- **Engineering**:
  - Software Engineering: This team develops the platform and implements new features. Development and testing efforts are performed using discrete environments with anonymized data.
  - Quality Assurance (QA): The QA team performs comprehensive automated and manual testing of product features and changes to the Addepar codebase, including functional, regression, performance, and stress testing.

- ○ QA DevOps (DevOps): The QA DevOps team is responsible for deploying and maintaining the Addepar production, staging, development, and testing environments.
  - ○ Site Reliability Engineering (SRE): SRE is responsible for provisioning and managing all infrastructure with a service level agreement (SLA) and numerous tools to permit infrastructure and service management by various Engineering teams.
- **Information Security (InfoSec):** The Information Security team works across the organization to ensure the confidentiality and integrity of clients' assets. It is responsible for automated and manual security testing, including vulnerability scans, penetration testing, source code reviews, and design reviews. The team provides secure development training for engineers and annual security training for all employees.
- **Services:** The Services team guides clients through the platform deployment process, from contract signing to software customization. They assist with data migration and verification and facilitate software training. Services also include the Support team, which addresses active clients' requests and routes them to the appropriate representative.

3. Infrastructure

Addepar uses the Amazon Web Services (AWS) IaaS cloud infrastructure to host Addepar systems. Amazon provides the data center facilities, servers, and network used for Addepar development, staging, and production. Addepar controls the cloud network configuration. Physical and environmental controls for these facilities are described in the Amazon SOC report and reviewed annually by Addepar's Information Security team. Within AWS, Addepar uses the following services:

- EC2 | Amazon Elastic Compute Cloud
- EKS | Amazon Elastic Kubernetes Service
- RDS | Amazon Relational Database Service
- VPC | Amazon Virtual Private Cloud
- ELB | Amazon Elastic Load Balancing
- ALB | Amazon Application Load Balancing
- IAM | Amazon Identity and Access Management
- KMS | Amazon Key Management Service

Addepar provisions servers using hardened configurations built by Addepar's Site Reliability team.

Addepar logically separates its production, testing, development, and corporate environments onto dedicated AWS servers. Addepar's production environment is highly secured, and access to it is strictly limited. Other environments are separated from production, with unique access models built around the principle of least privilege; no employee has access to any system or data for which they do not have an approved business need. Client data is completely segmented in a secure way per entity/Addepar client on the same scalable database infrastructure.

4. Software

The Addepar platform is comprised of cloud-hosted server clusters and databases, with a client-facing web portal. Administration tools are used by internal personnel to administer this infrastructure.

Code changes for Addepar are checked into a source code control system in a private repository. Addepar's automated build system is responsible for pulling source from the source code control system, compiling and building the project, and uploading the build package to Addepar's test and staging environments. Changes are subjected to rigorous security and functionality testing before being advanced to the production environment. Authentication and authorization security checks are enforced throughout the deployment process.

Addepar's software development process delivers updates at one-month intervals. Clients receive a push notification of new releases within the platform. Addepar software rollouts do not require any local software updates on the end-client part and are performed outside of clients' normal usage hours. There is a regular release schedule.

Any patches or updates deemed critical follow an emergency release management process, wherein an update may be made outside of the biweekly release cycle. When this occurs, all clients are notified as soon as possible, depending on the update's scope and importance.

5. Data

Addepar manages data on its AWS-hosted environment as follows:

- *Addepar Database* – Addepar's central production database uses a MySQL Database Management System (DBMS) to store accounts information and application settings. This database resides in the United States. Access to this system is restricted. All fields within the SQL database known to contain Personally Identifiable Information (PII) or other data deemed sensitive, are encrypted using 256-bit AES encryption.

- *AMP Servers* – The Addepar Management Platform (AMP) Server infrastructure is a cloud hosted service with direct access to the AMP database that encapsulates various layers of business logic and exposes Application Programming Interfaces (APIs) via a representational state transfer (REST) API Interface. A load-balancer with a battery of servers is used for redundancy. Amazon S3 backed storage with Server-Side Encryption is used for Addepar's document management feature. All data stored in AWS is encrypted at rest using AWS full-disk encryption.

- *Data Ingestion Servers* – A subset of servers is used to process custodian feeds and perform data aggregation. The Addepar Data Solutions team performs data verification when necessary, and then data provided by financial custodians is parsed and normalized into a standard format readable by AMP Servers.

- *Addepar Web Site* – Addepar's corporate web site and support portal is hosted on AWS. It contains an overview of the Company and products, in addition to software packages and a knowledge base site for registered clients.

- *Customer Web Portal* – Part of Addepar's product is a web-based portal, designed to allow Addepar clients, as well as their clients, to access and understand their data.

- *Custodian SFTP* – A Secure File Transfer Protocol (SFTP) service is used by custodians, prime brokers, and fund administrators to upload financial feeds. Addepar requires that all transmitted files are stored in an encrypted format, so that in the event of a system compromise no sensitive data is revealed. Access to this external service is restricted to authorized parties.

COLLECTIONS OF PERSONAL INFORMATION

Addepar collects personal information that our users provide to us in various ways through the Addepar website and platform Services. These include the following:

- Login Credentials. Login credentials are required to access Addepar services.
- Communications. If you contact Addepar by email, using the inquiry contact form on the Addepar website or by postal mail or other means, personal information is collected and associated with the communication.

Addepar collects personal information uploaded to the Addepar platform by Addepar users who are paid subscribers of the Services for processing on their behalf. This is "Customer Data." This information may include information about a client's customers, such as name, email address, and financial account data, to perform wealth management services for those customers via the Services. Addepar users may electronically submit customer data to the services or instruct third parties (including custodians) to do so. Addepar may access customer data except as prohibited by the license agreement between Addepar and the user or as otherwise prohibited by law.

AUTOMATED INFORMATION COLLECTION

When a client uses Addepar's services, some information is collected automatically. This includes automatically collecting the client's browser Internet Protocol (IP) address, the browser type, the nature and identification of the device being used to access the Addepar service, the website that visited immediately before accessing any web-based Services, and the actions and content taken on Addepar's Services.

Addepar may collect this information automatically using technologies such as standard server logs, cookies, and web beacons. A "cookie" is a text file that websites send to a visitor's computer or other Internet-connected devices to uniquely identify the visitor's browser or to store information or settings in the browser. A "web beacon," also known as an Internet tag, pixel tag, or clear GIF, links web pages to web servers and their cookies and may be used to transmit information collected through cookies back to a web server. Addepar uses automatically collected information to administer, operate, and improve services and to improve marketing effectiveness.

6. Processes and Procedures

Addepar policies that apply to all Company personnel are published internally. Engineering procedures are also posted. Access to the entire knowledge base is restricted to logged-in employees using their corporate credentials via Single Sign-On (SSO). During the onboarding at Addepar, all personnel must review and acknowledge the Addepar Business Conduct and Ethics Policy, Employee Handbook, and Security Training materials.

INFORMATION SECURITY

Information Security Policies and their supporting processes are developed to manage cybersecurity risk to systems, people, assets, data, and capabilities. Addepar's policies and controls focus on five activities:

- **Identify:** Develop organizational activities to support cybersecurity identification and risk mitigation efforts.

- **Protect:** Develop and implement adequate safeguards to ensure the delivery of critical services. This includes supporting the ability to limit or contain the impact of a potential cybersecurity event.

- **Detect:** Develop and implement adequate activities to identify the occurrence of a cybersecurity event.

- **Respond:** Develop and implement appropriate activities to take action regarding a detected cybersecurity incident.

- **Recover:** Develop and implement appropriate activities to maintain plans for resilience and to restore any capabilities or services that were impaired due to a cybersecurity incident.

B. Principal Service Commitments and System Requirements

Addepar's principal service commitments are based on the services described in this document. The service commitment is to provide and secure Addepar's cloud-based enterprise software supporting an investment management platform for investment management professionals.

Addepar's service commitments are documented in its contracts with users. Among other items, they include protecting user data by maintaining a security program designed to maintain data security and integrity and prevent unauthorized access.

These commitments are reflected in Addepar's internal policies and processes and affect how Addepar's system is designed, developed, and operated.

C. Complementary User Entity Controls

Addepar, Inc.'s Investment Management Platform System was designed under the assumption that certain controls would be implemented by the user entities for whom it provides its Investment Management Platform System. In these situations, the application of specific controls at these customer organizations is necessary to achieve certain control objectives included in this report.

This section describes additional controls that should be in operation at the customer organizations to complement the controls at Addepar, Inc. User auditors should consider whether the following controls have been placed in operation by the customers.

Each customer must evaluate its own internal control structure to determine if the identified customer controls are in place. Users are responsible for:

Complementary User Entity Controls	
1	Enforcing a strong password policy. Each Addepar platform account is required to have a password of at least eight characters. The password must contain at least three of the four following character classes: • Lower case characters • Upper case characters • Numbers • Punctuation and special characters During the first login, users are forced to change their temporary password. Optionally, clients can enforce password aging.
2	Determining which users should be granted access to the system and for verifying permissions, as well as the timely removal of users who no longer require access to the system.
3	Ensuring that any reports or data output from the system are maintained in accordance with their internal or client requirements and applicable law.
4	Ensuring that financial feeds are accurate, complete and uploaded in a timely manner, and ensuring timely notification to custodians and data providers to cease sending financial data that are no longer needed for the Addepar service.
5	Immediately notifying Addepar of any actual or suspected information security breaches, including compromised user accounts.
6	Ensuring that changes to authorized personnel are communicated to Addepar in a timely manner.
7	Ensuring the secure transmittal of data to Addepar.