

GOOD DIGITAL CITIZENS

We seek to build and maintain the trust of our customers, associates and communities regarding the use of technology and data, in line with our values of service, excellence, integrity and respect for the individual.

As our customer proposition has evolved beyond stores and clubs to become a more digital and omnichannel offer, our focus on data and technology has become a fundamental part of building trust.

Walmart's digital trust commitments, based on Walmart's core values

Service: our use of technology and data will be in service of people.

Excellence: we strive for excellence in our technology, making it simple, convenient and secure.

Integrity: we will use data responsibly and transparently and always with integrity.

Respect: our data practices and technology will treat people fairly, with dignity and respect.

We implement these commitments through four key focus areas:

Promoting impartiality

Through the guidance of the global Digital Citizenship team, we shape decisions about the use of new technologies, services and data

Privacy protection

We maintain policies and controls regarding the use and exchange of customer and associate information

Data, records and information management

We support the use of data and technology through policies and procedures, associate training, and monitoring and evaluation

Cybersecurity and information security

We protect our information and digital infrastructure from cyber-attacks through compliance with international standards, incident reporting policies, escalation practices and vulnerability testing

