

Appendix

This is an update to the notice that we submitted to your office on September 26, 2019 which incorrectly identified the total population of affected individuals. The number of California residents remains unchanged.

On September 5, 2019, DoorDash, Inc. (“DoorDash”) became aware of unusual activity involving a third-party service provider. Upon learning of this, DoorDash immediately launched an investigation and outside security experts were engaged to assess what occurred. DoorDash was subsequently able to determine that an unauthorized third-party accessed some DoorDash user data on May 4, 2019. DoorDash took immediate steps to block further access by the unauthorized third-party and to enhance security across its platform.

DoorDash’s investigation determined that account information for some users, merchants and Dashers¹ who joined its platform on or before April 5, 2018 was accessed, including names email address, phone number, hashed/salted password², and in some cases, the last four digits of the payment card or bank account number associated with their DoorDash Account. For some Dasher’s their driver’s license number was also accessed.

Beginning on September 26, 2019, DoorDash is providing notification via email with a copy sent via United States Postal Service First-Class mail to those Dashers whose names and driver’s license numbers were involved, including to 41,740 California residents, in accordance with Cal. Civ. Code § 1798.82(j)(4). A copy of the notification letter is enclosed. Even though access to the hashed and salted passwords would not allow access to the individual’s account, DoorDash is also notifying all users, Dashers, and merchants whose account information was accessed.

In addition to issuing a press release and posting notice on its website, DoorDash is also providing a telephone number for individuals to call with any questions they may have. DoorDash is offering Dashers whose driver’s license numbers were involved complimentary one-year memberships to ID Experts® MyIDCare™, which include credit monitoring and fraud protection services.

To help prevent something like this from happening in the future, DoorDash has taken a number of additional steps to further secure its users data, which include adding additional protective security layers around the data, improving security protocols that govern access to its systems, and bringing in outside expertise to increase its ability to identify and repel threats.

¹ Dashers are individuals who sign up with DoorDash to deliver food and other items from merchants to DoorDash customers.

² “Hashing and Salting” is a form of rendering the actual password indecipherable to third parties. Access or acquisition of the hashed password does not allow access to the individual’s online account.