



February 13, 2020

Mr. Peter Micek, General Counsel  
Ms. Isedua Oribhabor, Policy Analyst  
Access Now  
P.O. Box 20429  
Greeley Square Station  
New York, NY 10001-9998

Dear Peter and Isedua:

We greatly value the work Access Now does every day around the world to defend and extend the digital rights of all users. Thank you very much for your recent email giving us an opportunity to clarify our position on this important issue.

**Apple has and always will consider freedom of expression a fundamental human right.** Free expression is central to our company and its success, and we have a strong track record of support for this important principle. As we say in our latest publicly filed [proxy statement](#), "Free expression is central to our company and its success, and we hold passionately to the belief that the world is made better when more people enjoy greater freedom in more places." We regularly update our policies and will consider providing additional details on our commitment in the future.

Our products and services help customers globally communicate, learn, express their creativity, and exercise their ingenuity. We believe in the critical importance of open societies in which information flows freely, and are convinced that the best way we can continue to promote openness is to remain engaged even where we may disagree with local laws.

Apple  
One Apple Park Way  
Cupertino, CA 95014

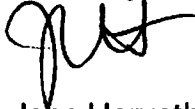
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We're proud of the work we've done to protect user privacy, which we consider critical to free expression. We sell the same iPhone everywhere, we don't store customers' passcodes and we don't have the capacity to unlock passcode-protected devices. In data centers, we deploy strong hardware and software security protections to keep information safe without backdoors into our systems.

Apple is a leader in transparency and publishes a bi-annual Transparency Report that contains detailed disclosure, broken down by country, including statistics on app removal and the basis for removal requests. In the Electronic Frontier Foundation Who's Got Your Back Censorship Edition 2019, Apple outcores nearly all of its peers, scoring top marks in the categories of Legal Requests, Platform Policy Requests, Notice, Appeals Mechanisms and the Santa Clara Principles. Additionally, in its latest rankings, JUST Capital scores Apple as first overall amongst 922 companies surveyed for how a company treats its customers, including communicating honestly and transparently as well as protecting customer privacy through secure information storage and transparent privacy policies.

We look forward to remaining in close contact and sharing additional information with you once it's available.

Sincerely,

A handwritten signature in black ink, appearing to read 'JH', written over the word 'Sincerely'.

Jane Horvath,  
Senior Director, Privacy  
Apple