



Microsoft's Response to Access Now's June 1, 2016 Letter

We appreciate Access Now's June 1 letter on Microsoft's scoring on the [Ranking Digital Rights Corporate Accountability Index](#), which recognizes areas of strength in Microsoft's policies and reporting on privacy and freedom of expression protections and also offers suggestions for possible enhancements.

As background, Microsoft's respect for human rights reflects our longstanding commitment to empowering individuals around the world. As articulated in [Microsoft's Global Human Rights Statement](#), we work to ensure that we respect human rights across all aspects of our business, and we seek to apply the power of technology to promote human rights globally. We have a responsibility and commitment to operate our business in a way that respects universal rights such as privacy, freedom of expression and the right to access information. In managing our online services, we've carefully considered how to comply with legal requirements restricting certain content and addressing threats to public safety posed by terrorist content or child pornography.

To help us responsibly address these issues, Microsoft is a founding member and sits on the board of the Global Network Initiative (GNI), a collaborative effort between ICT companies, civil society organizations, socially responsible investors, and academics. GNI provides a set of Principles and Implementation Guidelines regarding practical steps and policies ICT companies can adopt to respect and advance the freedom of expression and privacy rights of their users when faced with governmental demands.

Information about the policies and practices we take to protect our customer's privacy and to foster freedom of expression is available at www.microsoft.com/transparency, www.microsoft.com/privacy and in our [2015 Microsoft Citizenship Report](#).

We value the ongoing opportunities we have to learn from the perspectives of Access Now and its members. In keeping with our commitment to stakeholder engagement, following receipt of Access Now's letter, we initiated a productive call to fully understand their comments and observations. We already have work underway to address some of Access Now's primary recommendations, particularly around further enhancing our human rights grievance and remedy mechanisms. We look forward to ongoing dialogue with Access Now and other members of the human rights community on this and other issues raised in the June 1 letter.