

From: Orange International  
Date: 27 November 2019

Dear Mrs X,

With reference to the study conducted by ImpACT International for Human Rights Policies and Access Now published in November 2019 with a title of “Jordanian ISPs violate customers' privacy”, Orange as a telecom licensee operating in the Jordanian market, gives a primary attention to customers' information privacy and applies prudent industry measures to ensure that customers' information are properly protected.

Although the Personal Data Protection Law is still under review and approval by the Jordanian Government, the requirements for customer information privacy are addressed in many applicable laws and regulations, as well as the telecom license agreement and subscription contracts with customers. Orange reiterates its full compliance with all legal and contractual requirements for customers' information privacy.