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October 16, 2019

Peter Micek  
General Counsel  
Access Now  
P.O. Box 20429  
Greeley Square Station  
4 East 27th Street  
New York, NY 10001-9998

Dear Mr. Peter Micek,

This is Kakao's official response to 2019 Ranking Digital Rights report and following recommendation about our digital policy.

First, the company would like to respond to RDR's report and recommendations about its current status on Kakao's digital policy regarding user's freedom of expression.

In fact, the company has long been adapting numbers of guidelines to guarantee user's freedom of expression, based on our company's philosophy. The company's effort to strengthen the safeguard of user's freedom of justice is widely practiced in general business departments including its planning and management, development and overall administrations.

Above all, the company is strictly managed under the guidance of international human rights standard and business responsibility regulation, not to mention the Korean Internet Safety Organization's regulation as well.

Nonetheless, we regret to recognize that the company's effort hasn't been visible enough to be fully approachable to RDR. As you indicated, the company is fully aware of our shortage in straightforward references in regard of our policy through official websites and accounts. In consideration of this issue, Kakao will demonstrate its further attempt to disclose Kakao's official opinion about freedom of expression through our official channels.

Furthermore, Kakao will exercise on separate distributing channel to share the insights over various methods to secure the digital rights and freedom of expression related to the company's regulations and corporate philosophy.

In overall, Kakao acknowledges the risks in this continuously changing digital environments. Likewise, the company is fully recognized about its social responsibility on such issues. Hence, the company would continue to put user's rights and privacy as our priority and do our best to establish pleasant and habitable user interface.

Sincerely,

A handwritten signature in black ink, appearing to read 'S. Kang', with a long horizontal flourish extending to the right.

Kang Seong

Chief Privacy Officer, Kakao Corp.