



Kakao Corporation
242, Cheomdan-ro,
Jeju, South Korea (63309)
www.kakaocorp.com

October 2, 2018

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,

As you have requested, the below is our responses to your recommendations pursuant to Kakao's 2018 Ranking Digital Rights Corporate Accountability Index results. First of all, I would like to talk about our company's policies and practices with regard to maximizing transparency of the collected users' data, content management and data security.

Kakao will disclose the types of personal information we collect from users, how the information is used, whom it is provided to, and when the information is discarded. We collect, use and provide users' personal data based on the Kakao's Privacy Policy, and assure users' rights to protect their own privacy. The details of Kakao's Privacy Policy can be found in our company website

(<http://privacy.kakaocorp.com/transparency/lifeCycle>). We affirm that we are doing our best to protect privacy of our users.

In addition, Kakao is currently restructuring its privacy policy website in order to protect users' privacy and personal information more effectively. The website is expected to be opened to public in mid-October, 2018. Kakao Privacy Policy website is a platform that synthesizes its privacy protection efforts.

The primary goal of this site renewal is to form a user-friendly space that systematically informs everything related to Kakao's privacy protection policies. Kakao's control function that is provided in our current Kakao Account settings(<https://accounts.kakao.com>) will be interlocked with our Privacy Policy website. This will allow users to check their account details from Kakao's Privacy Policy webpage. Both sites embed our privacy philosophy of respecting users' rights to make decisions.

Furthermore, the 'Download Kakao's Transparency Report' service will be added to our renewed Privacy Policy site. Users can download the Transparency Report files by using this service.

We aim to reform Kakao's Privacy Policy website as an user-friendly information sharing site. Kakao will sincerely consider the essence of privacy protection in all aspects.

Kakao places the highest priority on protecting users' rights and privacy from the very beginning of service planning stage. Moreover, as a

service provider, we take full responsibility and step forward to form a healthy digital environment.

Kakao conducts a Privacy Impact Assessment in the service planning and development stages, and identifies whether the service conforms to related laws. We then analyze the privacy impact the service has, and eliminate all possible risks in advance. Experts on privacy contribute in all stages to assist in the overall privacy risk management by consulting with the service managers and suggesting areas for improvements.

In order to develop and provide safe services, we implement various preventive inspection procedures including vulnerability scans, secure coding and code reviews. Vulnerability scans are conducted regularly from before the service is launched up until the service is terminated. It is being conducted based on our checklists and risk modelling programs.

Furthermore, we promote secure coding through a code review process at the service development stage, so as to overcome any technological vulnerability. We address new vulnerabilities in advance by applying new trends and technology in our services.

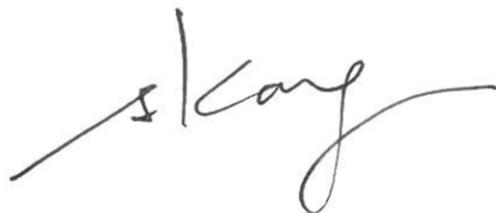
Kakao monitors any abnormalities or hacking threats 24 hours a day, 365 days a year through its Security Control Center. We also prepare for any unexpected threats through dual monitoring system, which is operated with third party experts. When the issue of Personal Information Leaks arises, we notify the concerned user via email or other means in accordance with applicable laws. Kakao has an internal procedure in place to report personal information leaks to relevant

authorities in accordance with respective laws. By discussing the scale and details of the incident with them, Kakao is committed to finding the best solution to minimize any loss occurred to users.

Kakao actively participates in discussions on sensitive social issues like privacy protection. We believe that seeking effective ways to promote safety in IT service ecosystem is the main role of corporation.

We are currently doing our best to keep pace with the ever-changing environment, and are fully aware of the fact that there are still some problems left to be solved. We will continue to pay our best efforts to create a better user environment by keeping users' rights at the forefront.

Sincerely,

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

Kang Seong

Chief Privacy Officer, Kakao Corp.