

October 8, 2018

## **Samsung's Response to Access Now's Sep. 12, 2018 letter**

This letter responds to your September 12, 2018 letter to Samsung Electronics Co., Ltd. ("Samsung") regarding our results in the 2018 Ranking Digital Rights Corporate Accountability Index. Samsung engaged with Ranking Digital Rights throughout the process and we are grateful for the Index's dedication and contribution to the improvement of digital rights in ICT sector.

Samsung values users' right to privacy and provides a detailed [Privacy Policy](#). In accordance with Korean law, we have designated personnel responsible for personal information protection. We disclose the responsible organization and contact information of the person in charge for handling grievances related to the processing of personal information in the Privacy Policy. Users can file a complaint at any time with respect to our handling of personal information. We are already disclosing details about collection and processing of personal information in the Privacy Policy which includes what personal information is collected, what purpose the collected personal information is used for, with whom the information is shared, and for what purposes. As we value transparency, we will continue to inform the users of any updates to our Privacy Policy.

We respond to the law enforcement requests for personal information in compliance with the applicable laws. In order to inform users how we handle such requests, we will disclose in the near future, how many requests we have been receiving from authorities by types of legal process, and types of disclosed contents. We will continue to demonstrate and enhance transparency in protecting users' privacy by continually expanding the scope and level of disclosures.

We will also consider joining the multi-stakeholder initiatives to join forces with industry peers and other stakeholders in protecting users' personal information.

Samsung is committed to respecting digital rights and grateful for the opportunity to communicate with you.