



# Microsoft Salient Human Rights Issues

Report – FY17

At Microsoft, respecting human rights is a critical component of our mission to empower every person and every organization on the planet to achieve more. Focus on human rights helps our employees to make good decisions and ethical choices, and builds trust with our customers and partners.

[The Microsoft Global Human Rights Statement explains how we are committed to respecting and promoting human rights >](#)

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## Introduction

Our salient human rights issues reports are part of our commitment to communicate transparently Microsoft's efforts to respect human rights. This report for Fiscal Year 2017 (FY17) is made available on the [human rights page](#) on the Microsoft Global Corporate Social Responsibility (CSR) Transparency Hub. It is perhaps most useful for rightsholders and stakeholders who are specifically interested in our efforts to implement the [United Nations Guiding Principles on Business and Human Rights](#) (UNGPs), but we invite all readers to use this report in conversation with us about our commitment to respect human rights.

We use the [UN Guiding Principles Reporting Framework](#) to produce our detailed human rights disclosures. The Framework is the result of an extensive, and ongoing, initiative managed by Shift and Mazars with expert contributions from numerous supporters. A defining feature of the Framework is its focus on "salient human rights issues." The Reporting Framework defines those as "the human rights at risk of the most severe negative impact through the company's activities and business relationships." That is the focus of this report.

Visit our [Global CSR Transparency Hub](#) for more information on Microsoft's respect for human rights, our previous salient human rights issues report for FY16, and our other policies and practices to address economic, social, and environmental issues.

The UN Guiding Principles Reporting Framework recommends that companies focus their human rights reporting on their [salient human rights issues](#); "human rights at risk of the most severe negative impact through the company's activities and business relationships."

Saliency focuses on the risk to people, not the business, whilst also recognizing that there is a strong convergence between the risks to human rights with risk to the business.

While a business can touch upon a broad spectrum of human rights, the most salient human rights issues consist of four factors:

"Most severe: based on how grave and how widespread the impact would be and how hard it would be to put right the resulting harm.

Potential: meaning those impacts that have some likelihood of occurring in the future, recognizing that these are often, though not limited to, those impacts that have occurred in the past;

Negative: placing the focus on the avoidance of harm to human rights rather than unrelated initiatives to support or promote human rights;

Impacts on human rights: placing the focus on risk to people, rather than on risk to the business."

## Microsoft Technology & Human Rights Center

In the FY16 report we described an initiative to ensure that Microsoft's approach to rapidly changing human rights trends and issues faced by all businesses, and the ICT sector in particular, remains resilient and at the forefront of our industry.

That initiative, titled Vision 2020, was conducted by independent external advisors at [Article One](#) who organized workshops and bilateral interviews with technical and policy experts across Microsoft to obtain their experience of Microsoft's human rights work, and to uncover opportunities for continual improvement. We sponsored a workshop and meetings with academic, NGO, and practitioner experts in the fields of business, ICT and human rights across North America, Europe and Asia to ensure that Microsoft's approach reflects a broad range of stakeholder expectations. From that initiative, we now have a singular aspiration for the Microsoft Technology and Human Rights Center:

The Microsoft Technology and Human Rights Center was established in 2013 to prioritize and coordinate our human rights due diligence, to identify emerging risks and opportunities related to human rights, and to promote harmonized approaches to human rights across the company.

The Center also fosters dialogue to advance understanding of the human rights impacts of ICT. Through the Center, Microsoft engages with a broad range of human rights groups, academics, and industry groups globally to share Microsoft's experiences and lessons learned.

*Microsoft aspires to leadership in business and human rights and to serve as a catalyst for action by others – in the technology sector and beyond.*

To pursue that aspiration we have adopted a four-part strategy.



**Class-leading due diligence** – We aim to conduct best-in-class human rights impact assessments on salient Microsoft action and emerging trends in business and human rights.



**Rights-aware decision making** – We are deploying an integrated approach to human rights decision making across key aspects of Microsoft.



**Proactive engagement** – We use actions and public statements to demonstrate that Microsoft is an important voice and advocate for the promotion of human rights.



**Transparent leadership** – We are advancing transparency in our work to respect and promote human rights through increased disclosure and engagement.

We will use those categories to frame the Center's FY17 activities in this and future salient issues reports.



## Class-leading due diligence

- Updated Global Human Rights Statement and new saliency mapping

Recognizing the evolving stakeholder expectations and building upon our human rights experience we updated our [Global Human Rights Statement](#) in FY17. The updated Statement includes:

- Explicit recognition that technology is increasingly an essential gateway to the enjoyment of human rights;
- Special consideration to vulnerable groups such as children, women and people with disabilities; and,
- Championing the rule of law informed by consideration of international norms.

The updated Statement is now available in 12 of the most widely used languages.

We also conducted a corporate-wide saliency mapping exercise to re-apply the Shift saliency criteria to validate our understanding of the human rights issues most salient to current Microsoft business activities. The mapping exercise confirmed that our salient issues continue to be accessibility, freedom of expression & privacy, online safety, and privacy & data security.

- HRIA on Artificial Intelligence and review of previous HRIAs

We began a major, forward looking Human Rights Impact Assessment (HRIA) at the start of FY17 into Microsoft's growing portfolio and expertise in artificial intelligence (AI).

The HRIA broadly considers AI technology in order to:

- Identify potential risks related to the research and development (R&D) and sales of AI products and services;
- Contribute to Microsoft's continuing efforts to meet its responsibility to respect human rights through its products, services and business activities and relationships;
- Inform the public debate about benefits and risks of AI and effective policy recommendations;
- Position the responsible use of AI as a technology in the service of human rights.

The HRIA will conclude in FY18, benefiting from the lessons learned from our FY17 exercise of reviewing our previous assessments. In that review we compared our historical due diligence approach against evolving best practices, global standards, and stakeholder expectations. Based on that exercise, our forthcoming assessments will increase engagement with stakeholders and rightsholders, and increase direct engagement with business unit leads throughout the assessment to enhance the value of HRIA recommendations.



## Rights-aware decision making

- World Economic Forum

Microsoft's membership of the World Economic Forum continues to serve as a venue for cross-company and cross-industry human rights collaboration to help identify and develop our human rights priorities, and Microsoft continues to serve as a member of the [Global Future Council on the Future of Human Rights](#) where we support the Council's work on the Fourth Industrial Revolution.

Microsoft's Executive and Senior Leadership hosted meetings at the 2017 Annual Meeting in Davos on the human rights topics of:

- **Human rights online** – Discussing the unprecedented challenges being faced by internet companies as their platforms misused, and their algorithms and filters manipulated by a wide range of third parties. These actions have resulted in a rapid escalation of extremist content, fake news and intolerant discourse across the web with real-world consequences. This was the fourth human rights roundtable led by Microsoft's President and Chief Legal Officer at Davos, and the assembled roundtable discussed off-the-record the topics of how companies can develop stronger internal models to limit the dissemination of false information and extremist content on the Internet while recognizing the fundamental importance of free speech; and how the individual and collective voices of business, civil society and governments join forces to promote greater tolerance and expand inclusion, particularly in countries which are experiencing a rise in discriminatory rhetoric, hate speech and hate crimes.
- **Human trafficking** – Exploring the World Economic Forum's [Shared Responsibility](#) framework in how companies can work in partnership across industries and in coordination with civil society and governments to move beyond treating just the symptoms of human trafficking to also help cure the syndrome.
- **Women's empowerment** – Recognizing that technology is essential for ensuring the inclusion of women's talents, skills and energies throughout society, the meeting discussed how inclusion requires intentional actions and policies for accessible, appropriate and safe technology through which women can equally participate in the labor market, use accessible and affordable e-learning, and defend their rights through online activism.

We also co-hosted Davos' third LGBT rights meeting alongside Accenture, Human Rights Watch and OHCHR, and a meeting with the Business and Human Rights Resource Center and International Service for Human Rights on the role of business on civic freedoms and human rights defenders.



## Proactive engagement

- Office of the United Nations High Commissioner for Human Rights (OHCHR)

The UN's Human Rights Office and Microsoft announced a [landmark 5-year partnership](#). The partnership includes:

- The development and use of advanced technology designed to better predict, analyze and respond to critical human rights situations, which currently appear not only to be proliferating in many parts of the world — including areas previously viewed as stable — but also growing in complexity. This technology will be called *Rights View*, and will operate as an information “dashboard” allowing UN human rights staff to aggregate large quantities of internal and external data on specific countries and types of rights violations in real time. *Rights View* will help facilitate analysis, ensure early warning of emerging critical issues and provide data to guide responses, powered by cloud computing and big data analysis;
  - A joint work-plan to help promote broader adoption and implementation of the UNGPs throughout the private sector, and support for human rights advocacy and outreach campaigns through concrete support for the work of the UN Human Rights Office in key areas like freedom of expression, data protection and privacy, and inclusion. This includes direct support for the development and promotion of corporate principles for tackling LGBTI discrimination in the workplace in line with international human rights standards; and,
  - A \$5 million grant from Microsoft to the UN's Human Rights Office.
- Global Internet Forum to Counter Terrorism

Facebook, Microsoft, Twitter and YouTube formed the Forum to help us to continue making our hosted consumer services hostile to terrorists and violent extremists. The Forum will initially focus on technological solutions, research and knowledge sharing, and will work with the [United Nations Counter-Terrorism Committee Executive Directorate](#) (UNCTED) and the [ICT4Peace Foundation](#).

- Haas School of Business, University of California Berkeley

We launched a [new partnership](#) with the [Human Rights & Business Initiative](#) at UC Berkeley's Haas School of Business [Center for Responsible Business](#). Through annual technology, business and human rights conferences, student consulting projects, and other collaborative efforts, Haas and Microsoft are aiming to integrate key human rights issues such as privacy, inclusion, freedom of expression, education and employment directly into business education. Our first joint conference was on the topic of [Big Data and Artificial Intelligence: The Human Rights Dimension for Business](#).





### ■ Human Rights Reporting

Meeting the responsibility to respect human rights requires investment of time and resources. As human rights risks and Microsoft's activities and operating contexts continue to evolve, so do our policies and practices in response to new challenges, and so too must our reporting.

At their core, our human rights disclosures aim to explain and demonstrate how Microsoft is progressing in implementing its human rights commitments. Objective disclosure allows us to have deeper conversations both internally and externally. Our disclosures are based on systematic review of how we have performed against our aspirations. How have we implemented the UNGPs, in what concrete ways have we championed and demonstrated respect for human rights, what opportunities have we identified for continual improvement?

Human rights reporting should enable employees, suppliers, governments, investors, civil society, customers and end users to engage us in productive dialogue on our performance.

Previously, Microsoft released a singular, yearly Citizenship Report in line with our Annual Financial Report. Since FY16, Microsoft has used a [mobile first, cloud first approach to CSR reporting](#). This allows us to address particular CSR issues with dedicated online reporting pages that include links to topically relevant resources and news updates. This approach helps us keep our CSR story fresh, relevant and current, which in turn creates a better opportunity to provide specific audiences with the information they need. This work is led by our central CSR team.

To maximize the opportunity presented by Microsoft's improved CSR reporting strategy and channels, we are continuing to use the UN Guiding Principles Reporting Framework to provide stakeholders and rightsholders with a single source of information on our corporate responsibility to respect human rights with a cohesive narrative.

### ■ Digital Trust Reports

Statistical reporting comprises an important component of our transparency. On a biannual basis, we support our colleagues in publishing Microsoft's [Content Removal Requests Report](#), [Law Enforcement Requests Report](#) and the [U.S. National Security Orders Report](#). Each report provides detailed Q&A on topics including what precisely is covered in each report, the processes we administer when adjudicating how to respond to the related requests for content moderation and user data, and, importantly, the rights of rightsholders in relation to the three reports.



## Accessibility

The [UN Convention on the Rights of Persons with Disabilities](#) has a decisive focus on the sustainable development rights of people with disabilities, including the critical nature of information communication technology. Employment, education and health are some of the many facets of life which either benefit from or fundamentally require technology.

We have a responsibility to ensure that people with disabilities are individuals with rights, who are capable of claiming those rights and making decisions for their lives in order to be active members of society. We meet that responsibility through our passion to promote access to technologies, including the Internet, through inclusive design and development of our products and services and continuing to build our diverse workforce and inclusive culture.

### Microsoft's Approach

We reported on our newly centralized accessibility team in our FY16 report. This team is led by Microsoft's Chief Accessibility Officer, and it is responsible for establishing and leading the implementation of our accessibility policies and practices across all aspects of the business, including engineering, human resources and marketing.

Microsoft's many engineering teams are a critical piece of this cross-company effort. Technical leaders working within key engineering groups across the company work alongside accessibility champions in a cross-company advisory team led by our Chief Accessibility Officer to deliver the goals of inclusion, transparency and accountability. This group meets regularly and helps to audit the status of projects and prioritize items for future roadmaps, and it has accountability for the work on accessibility in their respective groups across Microsoft.

Our efforts to create and deliver technology that is accessible and functional for everyone continues to follow our three guiding principles:

- **Transparency:** We are open with our plans to ensure our products are accessible.
- **Accountability:** We will, going forward, prioritize inclusive design and accessibility in the development of all products and services upstream in the process.
- **Inclusivity:** We want everyone to be empowered—not only through our products, services, and technology, but within our culture at Microsoft.

It is the responsibility of each product group to deliver on our corporate commitment by developing accessible products.

In terms of working with governments and civil society organizations to deliver technology benefits to people with disabilities, Microsoft is a signatory to the [Global Initiative for Inclusive Information and Communications Technology](#) (G3ict) Charter which encourages governments to increase digital inclusion for citizens by incorporating accessibility criteria into their procurement policies. NGOs and

customers are an essential source for user feedback and we share our roadmaps with them. Additionally, we engage with policymakers to discuss how technology can help solve societal challenges to provide input into policymaking processes.

## Policies

Our commitment to accessibility is publicly shared at [Microsoft.com/accessibility](https://microsoft.com/accessibility).

The Microsoft Accessibility Standard (MAS) guides product development and testing for all business operations across Microsoft.

Amongst other things, the MAS was designed to support leading global accessibility standards, including:

- The [European Standard on accessibility requirements for Information and Communication Technologies \(ICT\) products and services](#) (EN 301 549);
- [Section 508 of the Rehabilitation Act](#) (29 U.S.C. 794d), and;
- The [Web Content Accessibility Guidelines](#) (WCAG) 2.0, ISO/IEC 40500 standard.

Supporting these international standards has a dual effect of creating Microsoft products at the forefront of respecting users' needs and promoting the availability of accessible technology.

New and existing policies are discussed and vetted before implementation. Policies and standards are then shared internally, training and implementation resources are made available to staff, and review groups are formed to ensure even and correct application.

We monitor the general risk landscape for trends and shifts, and adopt and evolve our policies accordingly. As regulations, industry standards and market requirements evolve, we update our MAS accordingly. Proactive communication with NGOs, customers, policymakers and academics helps us to validate our understanding regarding the potential impact of such changes.

There were no significant changes to the Microsoft Accessibility Standard in FY17. The centralized Accessibility continues to

monitor the need for any changes through on-going dialogue with relevant business functions, and by monitoring the external accessibility standard ecosystem, as well as providing expert input into the development of external accessibility standards when requested.

## Actions

It is essential for Microsoft to provide direct support to rights holders to help them resolve any queries they have related to Windows and Office, as well as with third-party assistive technologies. This support is provided to consumers through the Consumer Disability Answers Desk (DAD) and to enterprise customers through the Enterprise Disability Answer Desk (eDAD).

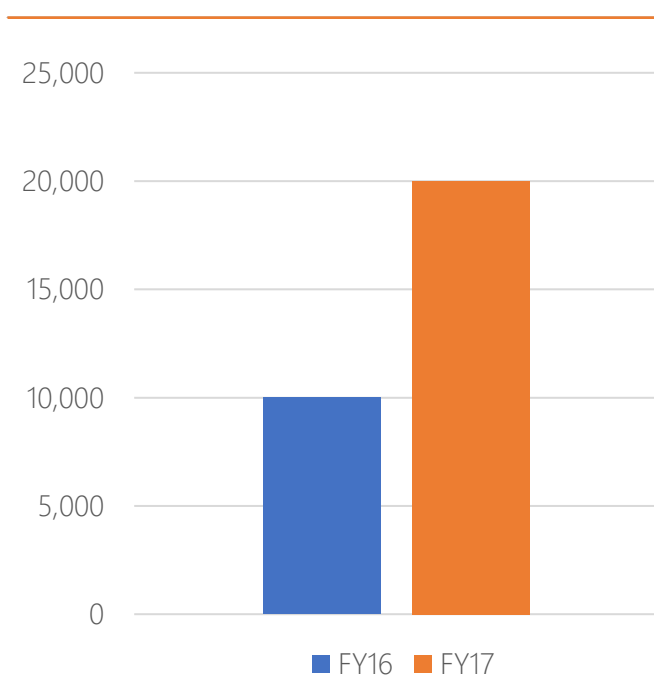
Our free technical support works to resolve the queries in real time or with engineering teams to identify potential future fixes. The support team is trained in using many popular assistive technologies and can help in English, Spanish, and French through phone or online chat, and

American Sign Language (ASL) via videophone in the U.S. with agents who have a hearing disability and are fluent in ASL.

The DAD received an average 20,000 contacts per month across FY17, which is double the average number of contacts per month in FY16. The increase coincided with the end of the free upgrade to Windows 10 and the [launch of a dedicated way for customer who use assistive technology to still receive upgrade for free](#), which drove significant volumes for support for the first 6 months of FY17.

In addition to the Desk, the dedicated [Accessibility Feedback About Microsoft Products and Services](#) survey encourages users to provide accessibility suggestions and feedback using an online form. A separate [Microsoft's Accessibility Feedback](#) forum allows users to directly share ideas about what products, features, and tools will

benefit our customers. Concerns can also be shared by rights holders through social media inquiries, blog responses, and email. The effectiveness of outcomes is measured through customer satisfaction surveys following interactions with DAD, as well as other metrics, including the rate and speed of issue resolution.



Average number of monthly customer contacts with the DAD

#### How to contact a Disability Answer Desk

[DAD: Click here to connect with the Consumer Disability Answers Desk >](#)

[eDAD: Click here to connect with the Enterprise Disability Answers Desk >](#)

By combining the enhanced governance of accessibility at Microsoft with the future fixes being identified through the Disability Answers Desks, we have been able to add many improvements to the accessibility features in our products in FY17. For example, the Windows 10 Creators Update, which started to roll out in April 2017, provided many improvements to Narrator, which allows users to hear text read aloud.

The improvements include:

- Support for braille input and output in more than 40 languages and multiple braille variants;
- An improved way to launch Narrator by clicking CTRL + WIN + ENTER; and,



- 10 new voices in text to speech, and Narrator support for multilingual reading allowing Narrator to seamlessly switch between languages.

In early 2017, subscribers to Office 365 also began to receive new capabilities including:

- Built-in controls for creating accessible content, including more accessible templates, and making it easier to add alternative text descriptions, and adding the accessibility checker to more Office 365 applications;
- Built-in controls for personalized reading, including settings to read text aloud with simultaneous highlighting, increase text spacing and breaking words into syllables, following the success of Learning Tools for OneNote; and,
- Support for creating professional, polished content with assistive technologies, including services such as Designer in PowerPoint, Researcher and Editor in Word to reduce the time spent on tasks such as formatting, citing and proofing.

We published a [blog-post in FY17](#) to further explain these and other improvements being added to Windows and Office, and to share links to learning resources and videos.

We respect the right of people with disabilities to work on an equal basis with others in a workplace which is inclusive and accessible. Promoting employment opportunities and career advancement for people with disabilities, as well as assistance in finding, obtaining, maintaining and returning to employment, both within Microsoft and in other employers, is also an aspect of our strategy to respect the rights of people with disabilities. To turn principles into practice, we created a [Microsoft Inclusive Hiring](#) site in FY16 to provide potential candidates with one place to find information on job opportunities, including through our [Autism Hiring Program](#).

The Autism Hiring Program has opportunities in software engineering, data science, customer service and operations and elsewhere in the business, and it continued to grow in FY17. The jobs selected for potential hires with autism are full-time and offer a competitive salary, just like any other entry-level job listed on the Microsoft Careers website. The interview process, however, is unique. Candidates participate in a multi-week interview “academy” which is a combination of workshops and interviews to help put job candidates at ease. The program has seen great success in in FY16 and FY17 in hiring software engineers, data scientists and other roles in Microsoft, working on products and services like Azure, Cortana, HoloLens, Microsoft IT, Office, Windows, Windows Store and Xbox.

In the FY16 report we reported on our 2016 Ability Career Fair which was an opportunity for candidates with disabilities to meet recruiters and hiring managers from Microsoft and 25 other companies. We built on the success of that fair by sponsoring the second annual [Autism @ Work Summit](#) this month in Palo Alto, California along with EY, HPE and SAP in April 2017. The Autism @ Work Summit has become the leading forum for sharing best practices for developing inclusive hiring initiatives.

Also in April, Microsoft hosted the first Autism @ Work virtual career fair for candidates with autism. Several organizations provided virtual job booths staffed by online recruiters, including, AT&T, EY, Ford, HPE Dandelion, JP Morgan Chase, Microsoft, NCR and SAP to answer candidates' questions, discuss open positions and accept applications, in order to help more candidates break through traditional barriers to gaining employment.

Finally, in the area of smart cities, recent research and input from a survey of international experts shows that cities are embracing technology to create urban experiences, but most of today's smart cities are not fully accessible. In collaboration with G3ict and World Enabled, Microsoft launched the [Smart Cities for All Toolkit](#). The toolkit, a component of the [Smart Cities for All](#) initiative, aims to empower city leaders with resources that will lead to communities that are more inclusive. Toolkit resources include guides for implementing ICT accessibility standards and procurement policies, ideas for how to make the case for a stronger commitment to digital inclusion, and a framework for a database of accessibility solutions. Microsoft has supported the translation of the toolkit in Latin American Spanish and Brazilian Portuguese, and announced the development of Arabic, Hindi, and Marathi.







## Freedom of expression and privacy

Recognizing that freedom of expression and privacy are essential for the enjoyment of other human rights and are fundamental pillars for democratic society, Microsoft respects the freedom to seek, receive and impart information and ideas of all kinds, and the right to the protection of the law against arbitrary or unlawful interference with privacy.

### Microsoft's Approach

To meet our commitments to freedom of expression and privacy rights of our users, Microsoft supports rule of law that meets international norms and standards, including internationally recognized human rights laws and standards. Accordingly, we advocate the following principles.

- Rule of law. In regulating online content, conducting surveillance or accessing data, governments should fully commit to the rule of law. This means ensuring that laws and regulations, including their enactment and enforcement, are transparent and respect international human rights laws and norms. Rule of law requires that government orders and decisions be subject to independent judicial approval and review, with meaningful and trusted opportunity for companies and individuals to appeal judicial approvals or decisions. Laws and regulations should not restrict companies from informing the public about demands from governmental authorities for content removal or access to data.
- Government restrictions to online content must be governed by clear rules that are necessary and proportionate, protective of people's rights to share even unpopular ideas, enforced in a transparent manner and without discrimination. Legal orders for the removal of illegal content be specific, narrowly tailored, and sufficiently detailed to enable companies to identify precisely which content must be taken down.
- Government orders for access to user data must name the specific user account or identifier, and whenever possible be directed at the person or entity most directly involved in providing the service or the customer itself.
- Except in limited cases, individuals and organizations have a right to know when governments access their digital information. Governments must provide case-specific facts to seek judicial or other independent approval of restrictions on the service provider's ability to notify its customers of the request, and the restrictions must be limited in duration and scope to the narrowly defined objectives of the specific investigation.
- Although the global internet is borderless, governments should respect international borders and the sovereignty of other nations, and agree upon a framework for requesting data stored outside its borders while protecting privacy and human rights.
- Service providers must be permitted to challenge government orders.

The Microsoft Human Rights team leads and works across the company to develop and implement policies and practices to meet Microsoft's commitment to freedom of expression,

privacy and other human rights, and to engage external stakeholders on the advancement of and policy advocacy for those rights.

## Policies

- **Freedom of Expression** – Microsoft has internal processes and procedures to document and address government requests for content removal or user data, which enables us to meet our commitments to respect the freedom of expression and privacy rights of our users.

When Microsoft receives a government request to remove content, we carefully review and assess the demand to understand the reason for the request, the authority of the requesting party, the applicable internal policies or terms of use for the affected product or service, and our commitments to our customers and users including with regard to freedom of expression. Based on these reviews, we determine whether and to what extent we should remove the content in question.

- **Privacy** – Microsoft adheres to the same principles for all requests from government agencies for user data, requiring governmental entities to follow the applicable laws, rules and procedures for requesting customer data. We do not provide any government with direct and unfettered access to our customers' data, and we do not provide any government with our encryption keys or the ability to break our encryption.

If a government wants customer data, it needs to follow applicable legal process – meaning, it must serve us with a warrant or court order for content or a subpoena for subscriber information or other non-content data. We require that any requests be targeted at specific accounts and identifiers. Microsoft's compliance team reviews government demands for user data to ensure the requests are valid, rejects those that are not valid, and only provides the data specified in the legal order.

We make clear the relevance and significance of these issues and policies in several ways. We make public commitments to respect the freedom of expression and privacy rights of our users via the Microsoft Global Human Rights Statement. We engage with stakeholders including:

- The [Global Network Initiative](#) (GNI), which is a multi-stakeholder organization of technology companies, civil society, academic institutions and investors with a collaborative approach to protect and advance freedom of expression and privacy in the information and communication technology (ICT) sector;
- Governments around the world; and
- International organizations.

## Actions

We undertake legal action in response to government demands that impact these rights. One example of our efforts to support our users' privacy rights was the search warrant case we filed against the US Government. We also [advocate](#) for legislative reform to modernize outdated laws.

We communicate to our employees that the respect of the freedom of expression and privacy rights of our users is the responsibility of every employee, and we have internal teams that are focused on supporting employees across the company to meet that responsibility.

As a member of GNI, Microsoft participates in the [GNI Independent Assessment Process](#). In FY16, Microsoft participated in the second independent assessment by GNI, providing to the independent assessor information on cases or issues across the globe involving government requests or orders for content removal or user data. In 2016, GNI [published](#) the results of its second independent assessment of GNI member companies, and again determined that Microsoft complies with the [GNI Principles](#) on freedom of expression and privacy.

We were particularly pleased to see that the GNI 2015/2016 independent assessment noted that our "commitment to protecting freedom of expression and privacy genuinely seems to have become a 'lens' through which business decisions are evaluated at various levels of the company."

Our engagement with stakeholders help us identify or highlight emerging issues in freedom of expression and privacy. Examples of current issues include terrorist and extremist content online, and cross-border data requests from governments. We carefully consider impacts to freedom of expression and privacy in how we set and enforce our terms of use and respond to government requests.

Regarding terrorist content, a few governments have been referring to Microsoft online content on Microsoft's cloud services that allegedly violate the terms of use of the services. Some stakeholders express concern that governments are using such referrals to avoid their duty to follow legal processes. Microsoft's decisions and actions in the enforcement of our terms of use for our services do not change based on whether the referral is made by a government or any other non-government entity or person.

Regarding cross-border requests for user data by governments, the lack of modernized laws and international frameworks for accessing digital evidence and the increase in unilateral actions by law enforcement agencies to seize information stored outside their border threatens to erode user trust and is creating difficult legal situations for companies that provide cloud services. We believe that governments should respect the sovereignty of other nations, and the existing mutual legal assistance process should be modernized and streamlined to ensure that it can continue to serve its purpose in a modern world.

In FY17 we continued our review of law enforcement requests for access to data, which is further reported on in our [Digital Trust Reports](#). Working with law enforcement agencies worldwide to ensure

that requests to access data are provided by law, legitimate and necessary, reflects our continuing efforts to respect the fundamental rights to privacy and freedom of expression. We communicate to our employees that the respect of the freedom of expression and privacy rights of our users is the responsibility of every employee, and we have internal teams that are focused on supporting employees across the company to meet that responsibility.

We produce several disclosures twice per year to help stakeholders evaluate how we are meeting our commitments to freedom of expression and privacy. Individual reports are available for:

- [Content Removal Requests](#);
- [Law Enforcement Requests](#); and,
- [US National Security Orders](#).

These efforts are further evidenced in the [lawsuit](#) which Microsoft submitted in the Federal Court against the United States Government in April 2016 for our customers' right to know when the government accesses their emails or records when the US Government accesses their emails or records.

Throughout FY16, Microsoft maintained a case in the US Federal Court which challenges a US Government warrant for customer data stored outside the U.S. This case was in the United States Court of Appeals at the end of FY16, and in the first month of FY17 the Court of Appeals [ruled in favor](#) of Microsoft. In the final month of FY17 the US Government filed an appeal on that decision with the US Supreme Court.

Both cases reflect our commitment to privacy and freedom of expression in the digital age, across our cloud footprint that includes over 100 datacenters and more than 200 cloud services. We're investing over \$1 billion annually in security and using our global insights to identify threats and protect data.

We also [advocate](#) for legislative reform to modernize outdated laws in order to enable legitimate access to data to simultaneously protect public safety and privacy, freedom and expression and other human rights.





## Online safety

The ever-growing number of internet users worldwide is having a transformative effect on human rights. Economic, social and cultural rights are being empowered through the delivery of education, employment and social opportunities online. Civil and political rights can be expanded, particularly among disadvantaged communities. At Microsoft, we recognize that safe, responsible and appropriate use of the internet, online services and devices is the foundation to ensuring that everyone can attain these benefits.

Microsoft's online products include, but are not limited to, Bing, Office 365 and OneDrive, Outlook.com, Skype, and Xbox Live, and we manufacture devices that enable web access, including Xbox and the Surface range of tablets.

### Microsoft's Approach

Online safety is an area in which we must exercise leverage to help ensure respect for human rights. To promote the safe use of Microsoft devices and online services, we use a complementary approach of offering tools and resources for users to protect themselves, and we instigate prohibitions against unsafe behaviors. In terms of tools and resources, we offer a range of [safety features and functionality](#), including [family safety settings](#). These tools enable users to empower their own online safety.

We also have strong prohibitions against abusive behavior in our online communities included as a Code of Conduct within our [Microsoft Services Agreement](#). These Code's provisions are enforced by complaint-response teams on all our hosted consumer services, including OneDrive, Skype and Xbox Live.

Microsoft's Chief Online Safety Officer is responsible for all aspects of our online safety strategy, including cross-company policy creation and implementation, influence over consumer safety features and functionality and communications to and engagement with a variety of external audiences.

When it comes to protecting individuals and families online, we employ a four-fold strategy:





### Awareness-Raising

Inform the public about existing and emerging risks. Share resources and ways in

which individuals and families can protect themselves online.



### Partnerships

Work with others in the technology industry, civil society, academia and

government, as no one organization or entity can tackle these significant, novel and nuanced issues alone.

## Policies

The Microsoft Services Agreement covers the use of specific Microsoft [consumer products, websites and services](#). Individuals accept the terms of the agreement by creating a Microsoft account or Skype account, using Microsoft services, or by continuing to use the services after being notified of a change to these terms.

The Microsoft Services Agreement became effective in September 2016, replacing the previously separate terms that were referred to by different names, such as “Xbox Live Terms of Use” or “Skype Terms of Use.”

The Code of Conduct within the Agreement requires that users:

- i. Don't do anything illegal.
- ii. Don't engage in any activity that exploits, harms, or threatens to harm children.
- iii. Don't send spam. Spam is unwanted or unsolicited bulk email, postings, contact requests, SMS (text messages), or instant messages.
- iv. Don't publicly display or use the Services to share inappropriate Content or material (involving, for example, nudity, bestiality, pornography, graphic violence, or criminal activity).
- v. Don't engage in activity that is false or misleading (e.g., asking for money under false pretenses, impersonating someone else, manipulating the Services to increase play count, or affect rankings, ratings, or comments).
- vi. Don't circumvent any restrictions on access to or availability of the Services.
- vii. Don't engage in activity that is harmful to you, the Services, or others (e.g., transmitting viruses, stalking, posting terrorist content, communicating hate speech, or advocating violence against others).
- viii. Don't infringe upon the rights of others (e.g., unauthorized sharing of copyrighted music or other copyrighted material, resale or other distribution of Bing maps, or photographs).
- ix. Don't engage in activity that violates the privacy of others.
- x. Don't help others break these rules.

One of the ways in which the Microsoft Services Agreement is enforced is through teams of professionals trained in various forms of content moderation. The teams receive and process



customer and government complaints daily, and they take actions against the complained-of content or conduct, as well as the accounts of individual offenders. Those actions include stopping Microsoft services to users who do not abide by the Code of Conduct, and accordingly their Microsoft or Skype account may be closed. We may also block delivery of a communication, for example an email or instant message, to or from a Microsoft service in order to enforce the provisions of the Agreement, or we may remove or refuse to provide access to content.

In our Salient Human Rights Issues Report for FY16 we announced two key online safety policies which aim to further respect human rights:

- **Non-consensual pornography approach** – Sharing sexually explicit material of one or more people without their consent is a violation of privacy, dignity, and security, and is criminalized in several jurisdictions. The Microsoft Services Agreement prohibits this activity. Following a notification from a victim, Microsoft globally removes links to photos and videos from search results in Bing, and globally removes access to the content itself when shared on OneDrive or Xbox Live. We are now releasing the number of requests received, and the number and percent of approved requests in our online bi-annual [Content Removal Request Reports](#).
- **Terrorist content approach** – While the internet is the most significant medium for freedom of opinion and expression; to seek, receive and impart information and ideas, it is also being misused to promote and endorse terrorists, their acts and organizations. The Microsoft Services Agreement was amended to explicitly prohibit the posting of terrorist content on our hosted consumer services. We consider terrorist content to be material posted by or in support of a terrorist or terrorist organization that depicts graphic violence, encourages violent action, endorses a terrorist organization or its acts, or encourages people to join such groups. Additionally, we remove links to terrorist-related content from Bing when such takedown is required of search providers under local law. We rely on the [Consolidated United Nations Security Council Sanctions List](#) to identify terrorists and terrorist organizations.

## Actions

The online safety risk landscape shifts rapidly. For example, the topic of non-consensual pornography only reached broad-scale public awareness in recent years, and terrorist content has also recently grown in significance. Maintaining pace with these changes can best be achieved through the noted stakeholder engagement and by learning from and partnering with others in the tech industry.

With respect to monitoring our recent efforts and ensuring we are effectively respecting human rights holders, we track and analyze internally the number of content and abuse reports that we receive on a frequent, periodic basis. We look to improve reporting tools and monitor the general risk landscape for trends and shifts, and adopt and evolve our policies accordingly.

In support of our terrorist content approach, we formed in December with Facebook, Twitter and YouTube an industry coalition to establish a database of “hashes” of the most violent terrorism imagery. The coalition shares, or “digital fingerprints” of egregious terrorism imagery that, as individual



companies, we have removed from our hosted consumer services. This allows other members companies to identify and remove duplicates of that same content that may be on their respective consumer services.

We also [announced a new partnership](#) in FY17 with the [Institute for Strategic Dialogue](#) (ISD). Microsoft is providing ISD with in-kind funding to serve ads on Bing which appear in response to a defined list of terrorism- and extremism-related search terms, at first in the UK in English, and will test the efficacy of different types of messaging and video content selected to deter people from radicalization. Microsoft also provided an operating grant to the institute to recruit and train other NGOs to participate in the program. ISD will share learnings from this pilot so that other NGOs can also deliver counter and alternative messages via search-engine advertising.

Later in the year we again joined with Facebook, Twitter and YouTube to form the Global Internet Forum to Counter Terrorism. By building on the [EU Internet Forum](#), the Shared Industry Hash Database, discussions with a number of governments, and the conclusions of the recent [G7](#) and [European Council](#) meetings, the Forum formalizes the existing collaboration among our companies and fosters new collaboration with smaller tech companies, civil society organizations, academics, governments, and intergovernmental bodies including EU institutions and the UN. The Forum is initially focused on creating new technological solutions, research and knowledge sharing, and will work with United Nations Counter-Terrorism Committee Executive Directorate (UN CTED) and the ICT4Peace Foundation to drive these efforts.

To help illustrate the issue of online safety and to create an evidence base to guide the online safety work of Microsoft and others, we commissioned unique research on the challenge people around the world face to embrace “digital civility” and to treat each other with respect and dignity online. The research and analysis was released on Safer Internet Day 2017 in the form of a [Digital Civility Index](#). The Index is based on a survey which was conducted at the end of FY16 in 14 countries, gauging the attitudes and perceptions of teens (ages 13-17) and adults (ages 18-74) about the state of digital civility today. Respondents recorded their lifetime exposure to 17 online risks across four categories: behavioral, reputational, sexual and personal/intrusive.

Highlights from the digital civility research include:

- 2/3 respondents said they had fallen victim to at least one risk.
- 50% reported being “extremely or very” worried about life online generally.
- 62% said they did not know or were unsure where to get help when they encountered an online risk.

[Detailed results are available online.](#)

Turning to online safety measures specifically aimed at children and youth, we announced the formation of our first [Council for Digital Good](#) in April, which began as a one-year pilot program for young people in the US aged 13 to 17. Our goal for the Council is to help young people fully appreciate and understand the risks and potential harms associated with life online. The Council is

made up of [15 teens from 12 US states](#) who are working with Microsoft to advance digital civility and safer online interactions. We received hundreds of applications, including detailed essays and videos about applicants' online lives, their perspectives on Microsoft, and their expectations for the Council. Applicants told us about their desires to fight back against online bullying; to stamp out hate and bias across the web; to make technology available to as many people as possible; and to encourage peers and communities to treat each other with human rights values of respect and dignity, both online and off.

Turning to hate speech, online safety is an area in which we must employ leverage to help ensure respect for human rights. It is also an area where achieving appropriate balance and fairness can be an ongoing challenge. For example, while freedom of expression is essential in the "marketplace of ideas," and the internet is perhaps the most powerful venue for that marketplace, some forms of expression lack any redeeming social, scientific or artistic value, such as hate speech. There is no universal definition of hate speech, and opinions on what constitutes hate speech and free speech can differ.

In early FY17 we announced a [new dedicated web form](#) to report hate speech on our hosted consumer services. Microsoft is clear that it does not permit hate speech, for example content advocating violence or hatred based on age, disability, gender, national or ethnic origin, race, religion, sexual orientation or gender identity. When hate speech is reported to us, we evaluate each complaint, consider context and other factors, and determine appropriate action with respect to the content and the user's account.

We take seriously our responsibilities in removing hate speech and addressing other violations of our terms of use, but we're not perfect. We already provide customers, within various consumer products and services, the means to ask us to review a content removal decision they feel was made in error. And, just as we made it simpler for users to report hate speech, we also added a new multi-service [reconsideration form](#) to request reinstatement of content that customers feel was disabled in error. We review submissions via this new form, and if appropriate, reinstate the content.

Stakeholder engagement greatly influences all aspects of our online safety work. We rely on experts' data and insights, their deep institutional knowledge and broad understanding of the landscape to help inform our positions and approaches. Consulting and learning from outside experts helps us to manage our policy-setting efforts with an eye toward safeguarding our customers and the integrity of services, and striving for overall balance and fairness.

New internal standards and procedures are discussed and vetted broadly within Microsoft prior to being implemented. Standards and procedures are internal; training and implementation resources are made widely available, and review groups are formed to ensure even application and implementation.







## Privacy and data security

The right to privacy is well established in international human rights law, and that right is embedded in many constitutions and legal systems worldwide. As online technologies bring public lives and private lives closer together, it is essential that people can trust how and where their sensitive information is being collected, stored and used. At Microsoft, we seek to earn that trust by respecting privacy as a fundamental human right.

We respect that right by processing data in accordance with customer expectations and providing meaningful controls over how and why personal data is collected and used in our products, services and business processes. In doing so, we strive to empower individuals to have autonomy over the collection and use of their data.

### Microsoft's Approach

Inside the company, Microsoft operates a comprehensive privacy program:

- **Chief Privacy Officer (CPO)** works within the Microsoft's Corporate, External and Legal Affairs (CELA) division leads the program. The CPO has global responsibility for Microsoft's privacy management program, including creating and implementing privacy policy, influencing the creation of privacy technologies and guiding engagement with external stakeholders.
- **Privacy-accountable Corporate Vice Presidents (CVPs)** work within Microsoft's business groups. The CVPs interact directly with the CPO, and they bolster the privacy program by overseeing one or more privacy program owners.
- **Privacy program owners** lead teams of privacy managers embedded within individual products, teams, and groups across the company. These privacy managers are at the heart of Microsoft's day-to-day privacy work. They conduct a privacy reviews of significant new personal data collection and use against a defined set of rules, set out in the Microsoft Privacy Standard (MPS). The CPO administers the Privacy Management Council (PMC) which is comprised of privacy program owners.

Monitoring, verification and risk assessment of privacy compliance is conducted by three groups at Microsoft:

- **Digital Trust Privacy Compliance (DTPC)** team produces an annual report of privacy governance and compliance, in collaboration with the CPO, to the Regulatory and Public Policy committee of the Microsoft Board of Directors.
- **Internal Audit and Enterprise Risk Management (ERM)** also provides regular reporting into the Audit Committee of the Microsoft Board of Directors.

We engage with a broad array of individuals and groups so that we can identify stakeholder needs, and keep pace with changes. These can include governments, regulators, data protection authorities, advocacy groups, academics, and think tanks. We also participate extensively within industry professional associations, including the [International Association of Privacy Professionals](#) (IAPP), and regularly engage with industry partners and peers in this topic. There is a regular cadence to these engagements, which is essential for being able to monitor changes in the legal landscape or regulatory and societal concerns.

## Policies

Microsoft follows [six principles](#) for ensuring personal privacy. These principles are used to guide our product design and development to earn the trust of everyone who uses Microsoft's products and services:

- Control: We will put you in control of your privacy with easy-to-use tools and clear choices.
- Transparency: We will be transparent about data collection and use so you can make informed decisions.
- Security: We will protect the data you entrust to us through strong security and encryption.
- Strong legal protections: We will respect your local privacy laws and fight for legal protection of your privacy as a fundamental human right.
- No content-based targeting: We will not use your email, chat, files or other personal content to target ads to you.
- Benefits to you: When we do collect data, we will use it to benefit you and to make your experiences better.

To meet these principles, Microsoft has developed the Microsoft Privacy Standard (MPS). The most important aspects of the MPS establish that our engineering and other business teams must:

- Follow local privacy laws when collecting or processing personal data.
- Provide a clear and accurate privacy notices when collecting or processing of personal data.
- Provide privacy choices to users and honor those choices.
- Maintain the integrity of personal data meaning it can only be used for purposes relevant to Microsoft, known to the individual or within customer expectations.
- Delete personal data that is no longer relevant to the business purpose or inadvertently collected.
- Protect personal data in its collection or processing and ensure that personal information transferred to third parties is adequately protected.

We offer two distinct web-platforms to communicate with consumers or business and enterprise customers, and to provide each group with direct access to privacy tools.

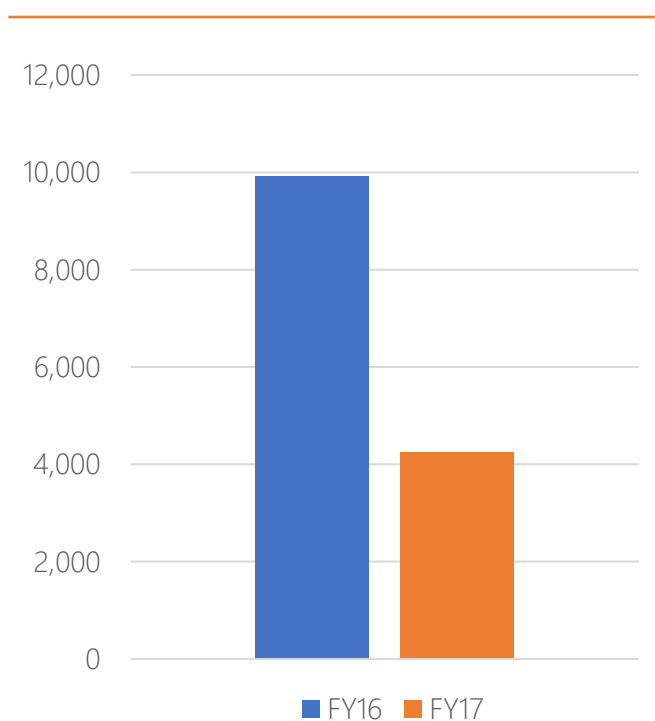
For consumers, our [Privacy at Microsoft](#) website explains our commitment to privacy in plain language. It also provides [one single location](#) for consumers to understand how we respect privacy in our consumer products and services and explains the types of information Microsoft collects from online browsing and internet searches, geo-location, fitness & health, data used to target ads, sign-in & payment data, information from device sensors, Windows 10 and other online services. The site also contains our layered [privacy statement](#) with additional information relevant to particular Microsoft products, and a single location where users can manage their personalization settings, app & services permissions, and marketing & advertising preferences.

To assist our business and enterprise customers, we provide the [Microsoft Trust Center](#), which communicates how we implement and support security, privacy, compliance, transparency in all our cloud products and services. The Trust Center is an important part of the [Microsoft Trusted Cloud](#) initiative, which explains our guidelines, requirements, and processes for delivering rigorous levels of engineering, legal, and compliance support for our cloud services.

#### Actions

The How to Access & Control Your Personal Data section of our Privacy Statement provides users with a direct reporting mechanism through which they can request data access and deletion, and make choices about Microsoft's collection and use of their data. Trained professionals oversee and process user submissions daily, and they have an escalation channel to the Chief Privacy Officer's team.

Customers can also use the Microsoft Privacy Support Form to raise questions or feedback around Microsoft's privacy practices. Customer inquiries raised through the Privacy Support Form are incredibly valuable in helping to improve our customer experiences and to ensure we are living up to our Privacy Principles.



Privacy support customer inquiries

When a customer submits a question to privacy support, that case is routed centrally through the office of the Chief Privacy Officer. Inquiries span almost all of Microsoft's products or services and the privacy team can follow up with the product groups when necessary to help resolve the issue. Changes are made to our products to respond to customers' requests. These actions directly support our first and second privacy principles on control and transparency.

Microsoft privacy support responded to 9,921 customer inquiries in FY16, and to 4,244 customer inquiries in FY17, and

In January 2017, we launched a new [privacy dashboard](#) to give direct control to rightsholders on certain privacy controls. The dashboard allows users to more easily manage their privacy settings for the Microsoft products and services they use, and allows them to view and clear the data that Microsoft saves to the cloud.

The European Union's forthcoming General Data Protection Regulation (GDPR) goes into effect on May 25<sup>th</sup>, 2018. The GDPR applies to companies and individuals in the EU, as well as organizations outside of the EU if they collect or process personal data of EU residents. The Regulation has nearly 160 requirements covering how companies collect, store and use personal information, and it requires notification for personal data breaches within 72-hours. The GDPR builds on article 8 of the European Convention on Human Rights, which establishes that everyone has the right to protection of private and family life, in home and in correspondence.

Microsoft's Trusted Cloud Principles were introduced almost a decade ago to guide our approach to cloud technology, including in the areas of security, privacy, compliance and transparency. Our Trusted Cloud Principles align closely with the intentions of the GDPR, and so we are on an expedited journey to GDPR compliance.

In February 2017, we announced that Office 365, Dynamics 365, Azure, including Azure data services, Enterprise Mobility + Security, and Windows 10 [products and services will comply](#) with the GDPR by the time it becomes effective in 2018. We have provided contractual commitments to customers to verify that we will be compliant.

Since the Microsoft Cloud is a data processor which processes data on behalf of data controllers, i.e. organizations which collect data from EU residents, we also help data controllers to validate that they are compliant with the GDPR when they use the Microsoft Cloud. We provide that help through a range of compliance controls audited by third parties. These control compliance controls include:

- **Technology** – Allowing customers to leverage our broad portfolio of enterprise cloud services to meet their GDPR obligations including in deletion, rectification, transfer of, access to and objection to processing of personal data.
- **Contractual commitments** – Beginning in FY17 our customer licensing agreements for Microsoft cloud services include commitments to be GDPR compliant when enforcement begins. Timely security support and notifications in accordance with the new GDPR requirements will also be offered.
- **Sharing our experience** – We will share Microsoft's GDPR compliance journey, so customers can adapt what we have learned to help their organization move forward.

Article 6.1 of the GDPR defines the six lawful grounds for data processing by a data controller or processor:

- Consent of the data subject
- Processing is necessary for the performance of a contract
- Processing is necessary for compliance with a legal obligation
- Processing is necessary to protect the vital interests of a data subject or another person
- Processing is necessary for the performance of a task carried out in the public interest
- "processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child."

The sixth lawful ground for data processing is a challenge. Determining legitimate interest requires assessing and balancing the risks and benefits of data processing for organizations, individuals and society, with a view to mitigate impacts on the privacy of rightsholders. We are presently working to overcome this challenge by, for example, documenting controls to enable Microsoft and its customers to consistently balance sometimes conflicting rights. This challenge, and many others, exemplify that May 2019 will not be the end of our work to comply with the GDPR, but a significant milestone in our ongoing and evolving commitment to respect privacy.

In terms of artificial intelligence, as noted in our FY16 report, Microsoft's CEO has released [10 Artificial Intelligence Principles](#). We plan to support the development of principled and values-driven artificial intelligence which is respectful of privacy by creating Data Ethics Principles, and these will be released in FY18.





## Sustainable Development Goals

The [Sustainable Development Goals](#) (SDGs) are an ambitious global agenda for the development of all countries. The SDGs were formed through consultations and negotiations led by the UN and have been agreed to by all governments to create a 15-year global roadmap to create sustainable societies, economies and ecosystems by eliminating poverty, promoting prosperity and protecting the environment. If successful, the SDGs will build a life of dignity and opportunity for all, while safeguarding the ability of future generations to achieve the same.

The success of the SDGs requires action and collaboration by all actors, and the SDGs explicitly call on all businesses to contribute creativity and innovation to solve sustainability challenges.

Microsoft has published an [SDG White Paper](#) to identify ways in which Microsoft contributes to the global effort to achieve the SDGs. We also have a dedicated [Empowering Countries](#) web-portal to explain how Microsoft will help the international community work toward the SDGs, by harnessing the power of digital technologies and our philanthropic initiatives to empower citizens, businesses, and organizations to achieve more.

The Danish Institute for Human Rights has published a [Human Rights Guide to the SDGs](#). The Guide connects human rights instruments, and individual articles within those instruments, to all goals and targets. The Guide is offered to assist businesses to take a human rights-based approach to the realization of the SDGs. We are using the guide to inform this section of the Microsoft Salient Human Rights Issues Report to provide an illustrative, but not exhaustive, list of how our efforts to respect the human rights salient to the Microsoft business are contributing to the SDGs.



While Microsoft's efforts are helping advance progress towards meeting the broad range of issues covered by all 17 SDGs, we have prioritized 8 SDGs to ensure we leverage our assets for the greatest impact. The SDGs we are focusing on due to their particular alignment with Microsoft's business and philanthropic strategies are:

SDG 3 – Good Health and Well-being

SDG 4 – Quality Education

SDG 5 – Gender Equality

SDG 8 – Decent Work and Economic Growth

SDG 9 – Industry, Innovation and Infrastructure

SDG 11 – Sustainable Cities and Communities

SDG 13 – Climate Action

SDG 16 – Peace, Justice, and Strong Institutions

Salient human rights issue	Key human rights instruments and articles	Key SDGs	Key SDG targets
Accessibility	Universal Declaration of Human Rights – Article 2	SDG 10 – Reduce inequalities	10.2 - By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.
	Convention on the Rights of People with Disabilities – Article 9	SDG 12 – Responsible consumption and production	12.8 - By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.
Freedom of expression & privacy	Universal Declaration of Human Rights – Article 19	SDG 16 – Peace, justice and strong institutions	16.10 - Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements.
	International Covenant on Civil and Political Rights – Article 19	SDG 16 – Peace, justice and strong institutions	16.10 - Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements.
Online safety	Universal Declaration of Human Rights – Article 2	SDG 10 – Reduce inequalities	10.2 - By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.
	Convention on the Rights of the Child – Article 19	SDG 16 – Peace, justice and strong institutions	16.2 – End abuse, exploitations, trafficking and all forms of violence against and torture of children.
Privacy & data security	Universal Declaration of Human Rights – Article 12	SDG 16 – Peace, justice and strong institutions	16.10 - Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements.
	International Covenant on Civil and Political Rights – Article 17	SDG 16 – Peace, justice and strong institutions	16.10 - Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements.

