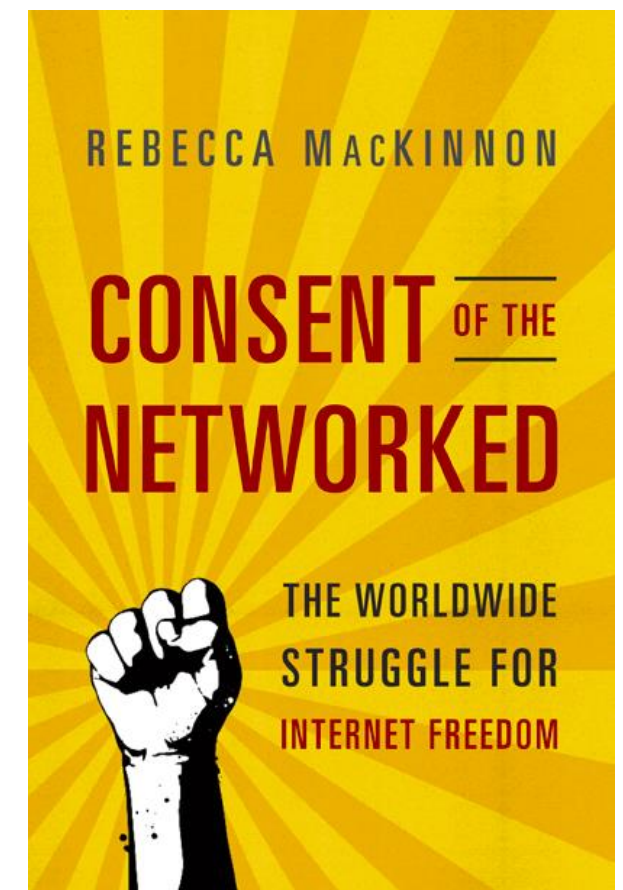


Benchmarking ICT companies on digital rights



Background

- Founder: Rebecca MacKinnon, author of “Consent of the Networked”
 - How can we structure technology in a way that promotes the rights and liberties of all internet users?
 - Rising power of Internet and telecommunications companies
 - How can we, as users/netizens, hold tech companies accountable?
- The UN Guiding Principles on Business and Human Rights
- Global Network Initiative
- Rankings work as a mechanism to encourage company improvement





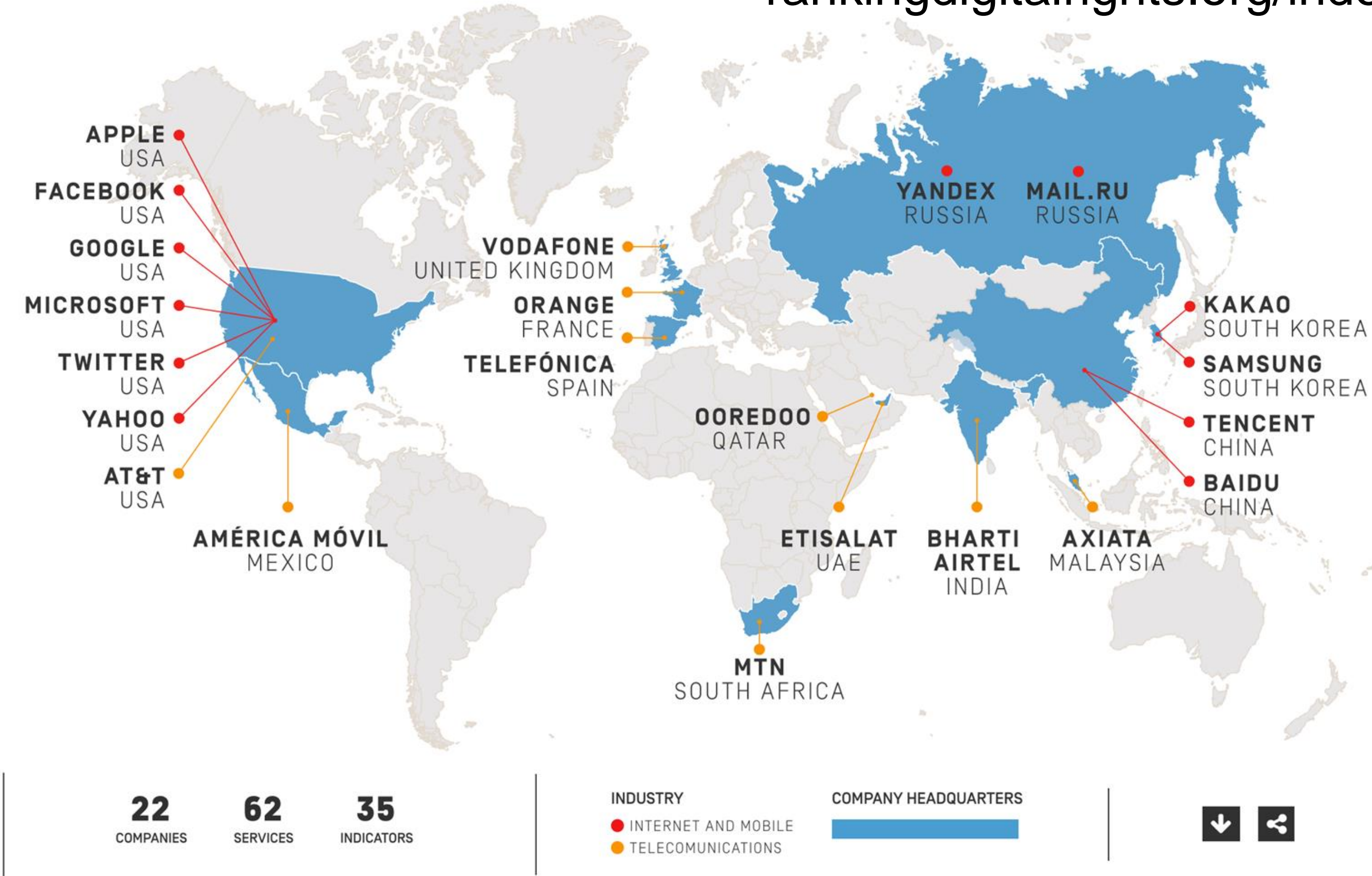
Corporate Accountability Index

- 22 internet, mobile and telecommunications companies
- 35 Indicators
 - Governance
 - Freedom of Expression
 - Privacy



Process

- We look at publicly available documents and policies
- Work with a team of international researchers from or based in over 19 countries around the globe
- 7 Steps to the research process, including company feedback step
 - Data Collection
 - Secondary Review
 - Review and Reconciliation
 - First Horizontal Review
 - Company Feedback
 - Secondary Horizontal Review
 - Final Scoring

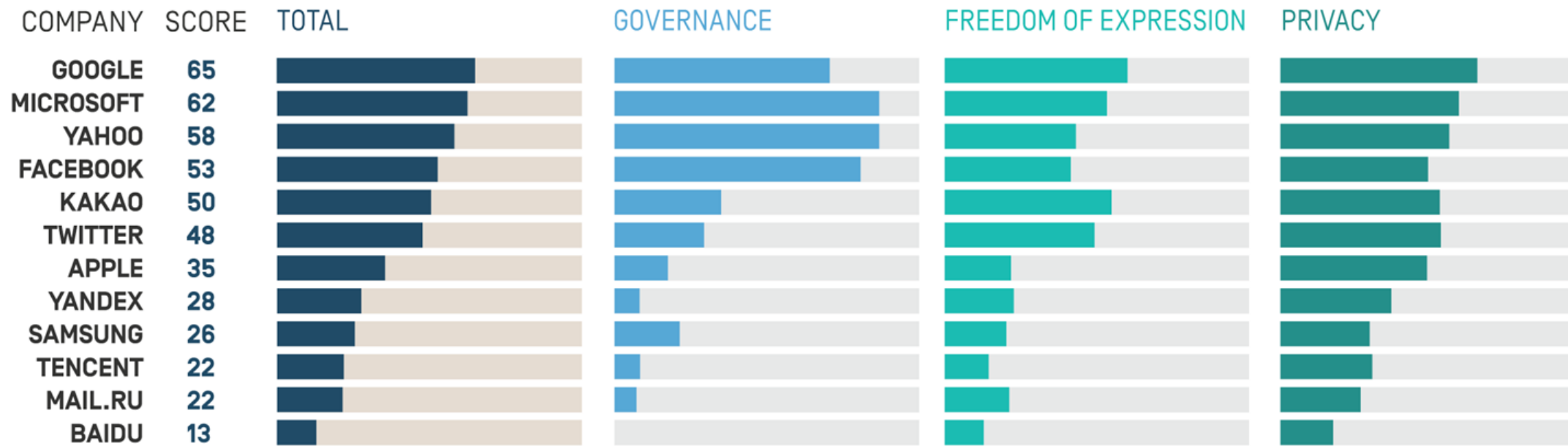




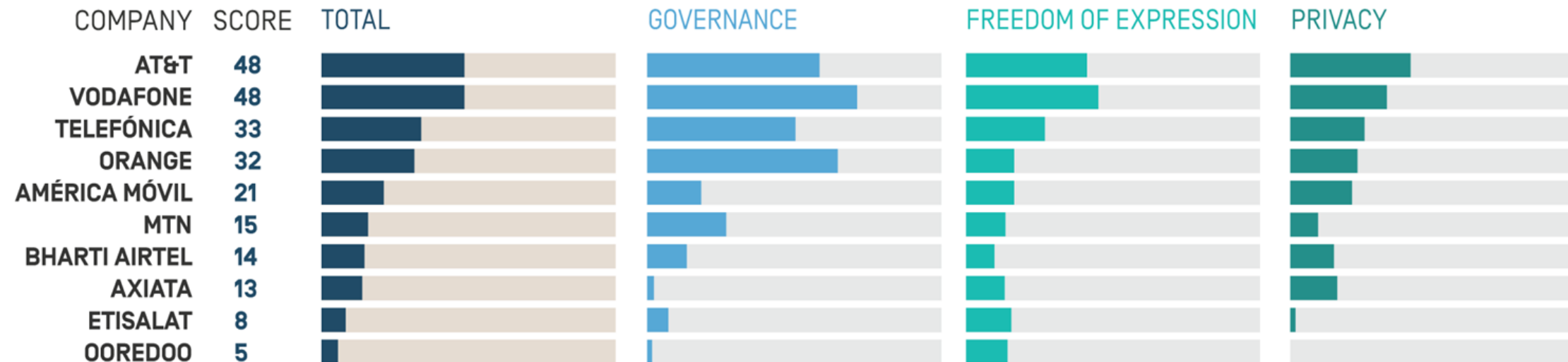
2017 CORPORATE ACCOUNTABILITY INDEX

● INTERNET AND MOBILE

rankingdigitalrights.org/index2017



● TELECOMMUNICATIONS





Key Findings

1. Company disclosure is inadequate across the board.
2. Mobile ecosystems have the least amount of disclosure.
3. Freedom of Information is getting short-changed
4. Handling of user information is opaque
5. Security commitments lack evidence



Recommendations for Companies

- Carry out risk assessments for freedom of expression and privacy
- Communicate clearly about what happens to users' information.
- Establish effective grievance and remedy mechanisms.
- Provide evidence of strong security practices.

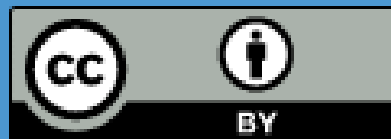
Recommendations for Governments

- Laws and regulations must at least enable, if not require, companies to respect users' rights.
- Be transparent and accountable about requests made to companies to restrict speech or share user information.



What's next?

- 2018 Index launching April 25
- Same 22 companies, no methodology change
- You can use our methodology (Creative Commons licensed) in your own research: <https://rankingdigitalrights.org/2018-indicators/>





Adapting the RDR Methodology: A case study from India

- Initiate and promote dialogue around corporate disclosure in key areas critical to enabling users digital rights
- Defining and sharing best practices
- Understanding strengths and weaknesses in corporate policies across sectors



Applying the Methodology to Indian Companies*

- Tata Communications Ltd.: Telecommunications
- Rediff.com India Ltd: Internet Software Services and Media
- Reliance Communications Ltd: Telecommunications
- Shaadi.com: Internet Marriage Arrangement
- Vodafone India Limited: Telecommunications
- Hike Messenger: Internet Instant Messaging
- Aircel: Telecommunications
- Reliance Jio: Telecommunications



Key Learnings: General

- Most companies' policies are only tailored towards minimum compliance with national regulations
- Companies do not always seek meaningful consent from their users before subjecting them to their policies
- Indian regulations hinder transparency and prevent companies from being accountable to their users



Key Learnings: Commitments

- Some companies have implemented internal policies for training on and to monitor compliance with online freedoms
- Companies are making greater efforts towards better regulation through industry groups, particularly for privacy and data protection
- All companies disclose some forum for grievance redressal, however, non of these specifically address freedom of speech and privacy issues



Key Learnings: Freedom of Expression

- Most companies do not disclose processes or safeguards in case of content restriction requests by private third parties or by the government
- Companies do not disclose internal processes on content restriction or termination of services taken independently of third party requests



Key Learnings: Privacy

- Company practices on data protection vary widely - most companies show some commitment towards users' privacy, but also fall short.
- Companies's processes for sharing of user information upon request by private third parties or governments are not transparent
- Some companies disclose specific measures taken to secure information collected through the use of their services, including the use of encryption



Next Steps

- Continue to seek to enhance dialogue
- Apply ranking to new companies and potentially companies with subsidiaries outside of India
- Apply portions of ranking across sectors