

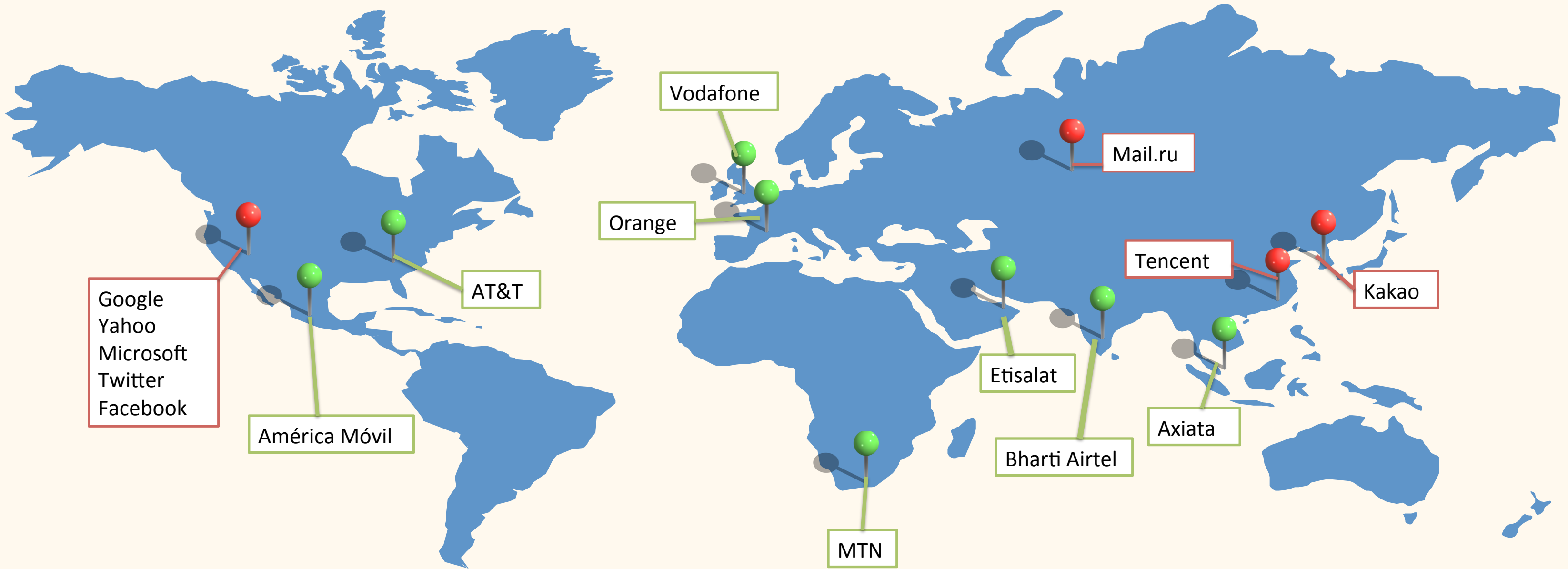
# 2015 Corporate Accountability Index

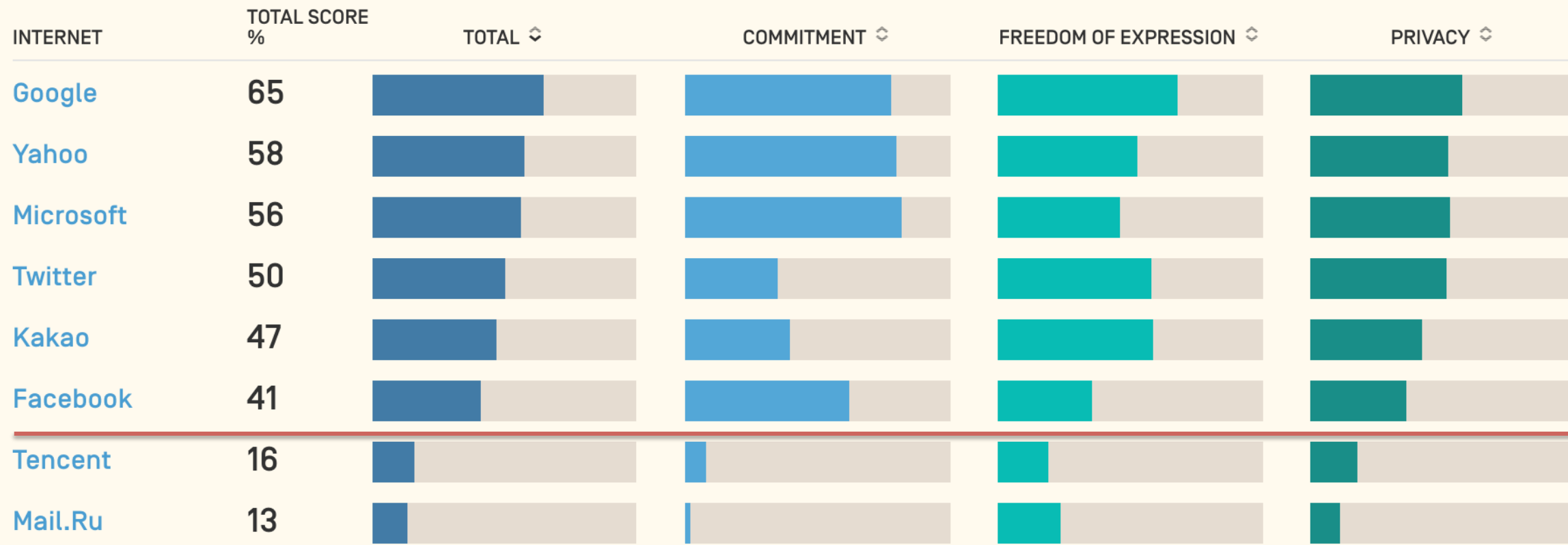
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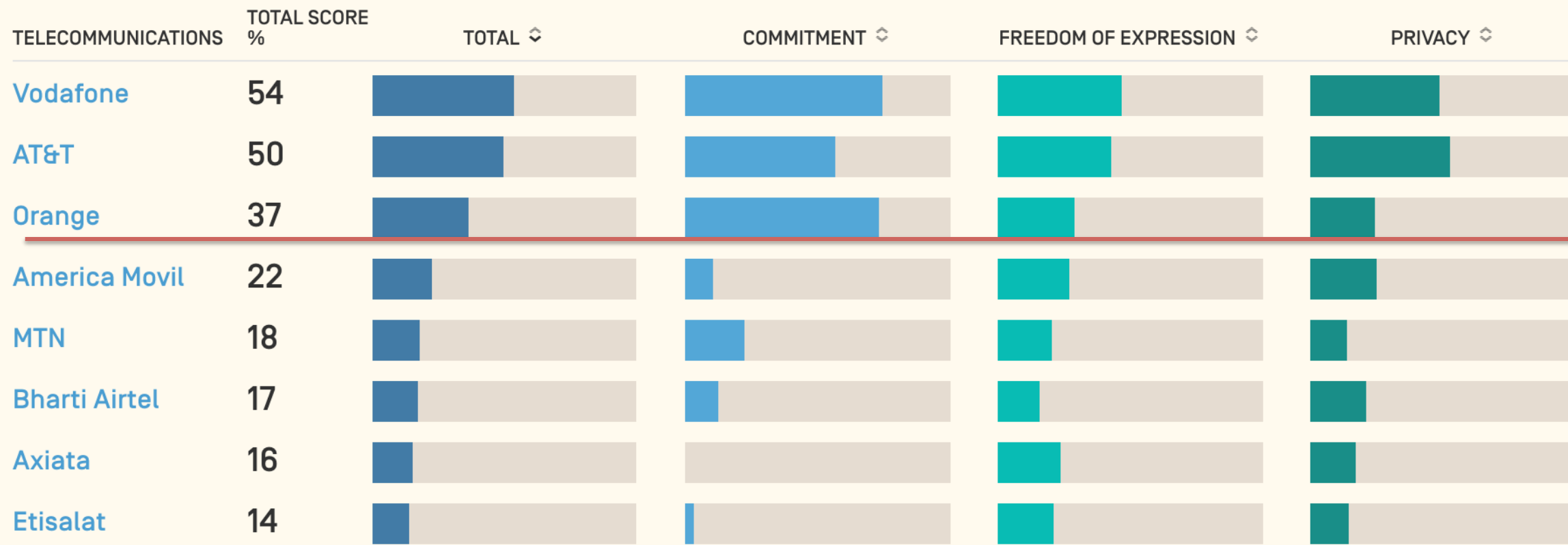


# 16 Companies: 8 Internet, 8 telecommunications





**Meaningful effort**



**Meaningful effort**

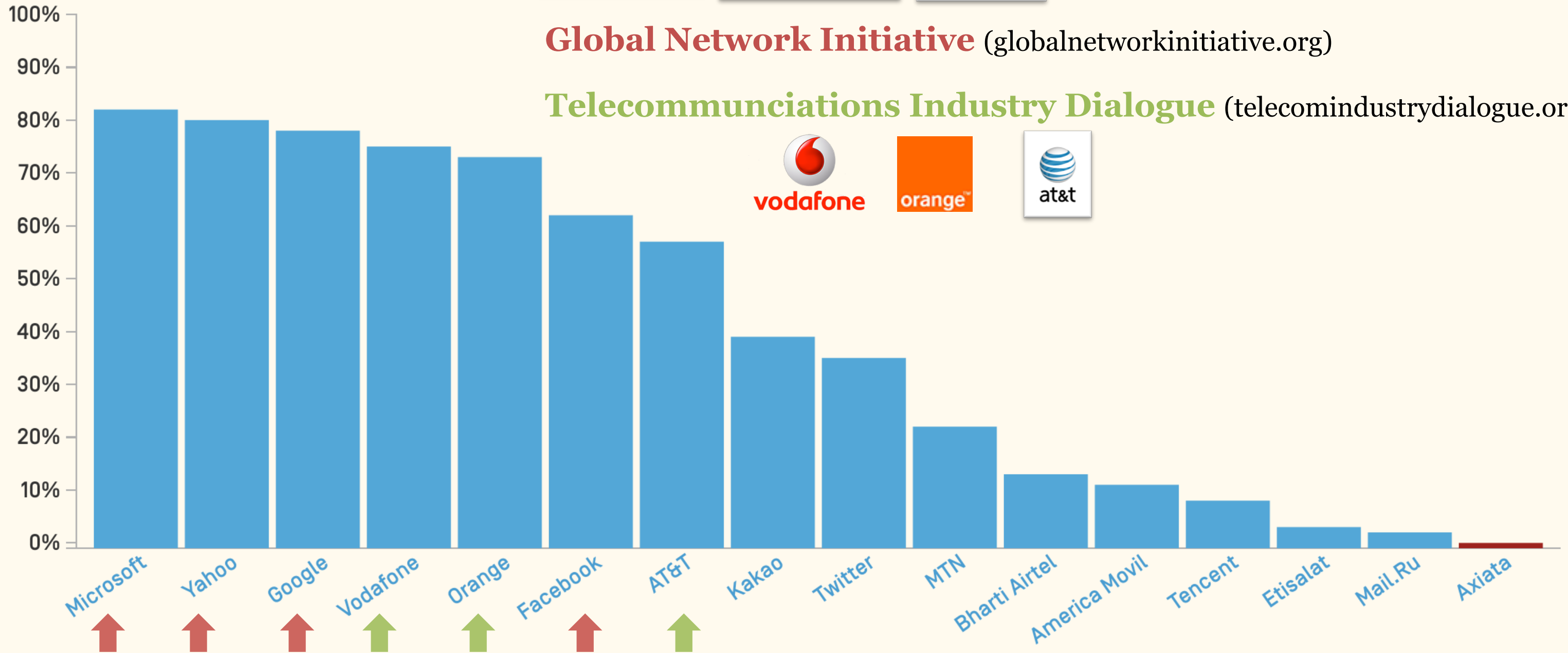


# Commitment



**Global Network Initiative** ([globalnetworkinitiative.org](http://globalnetworkinitiative.org))

**Telecommunications Industry Dialogue** ([telecomindustrydialogue.org](http://telecomindustrydialogue.org))

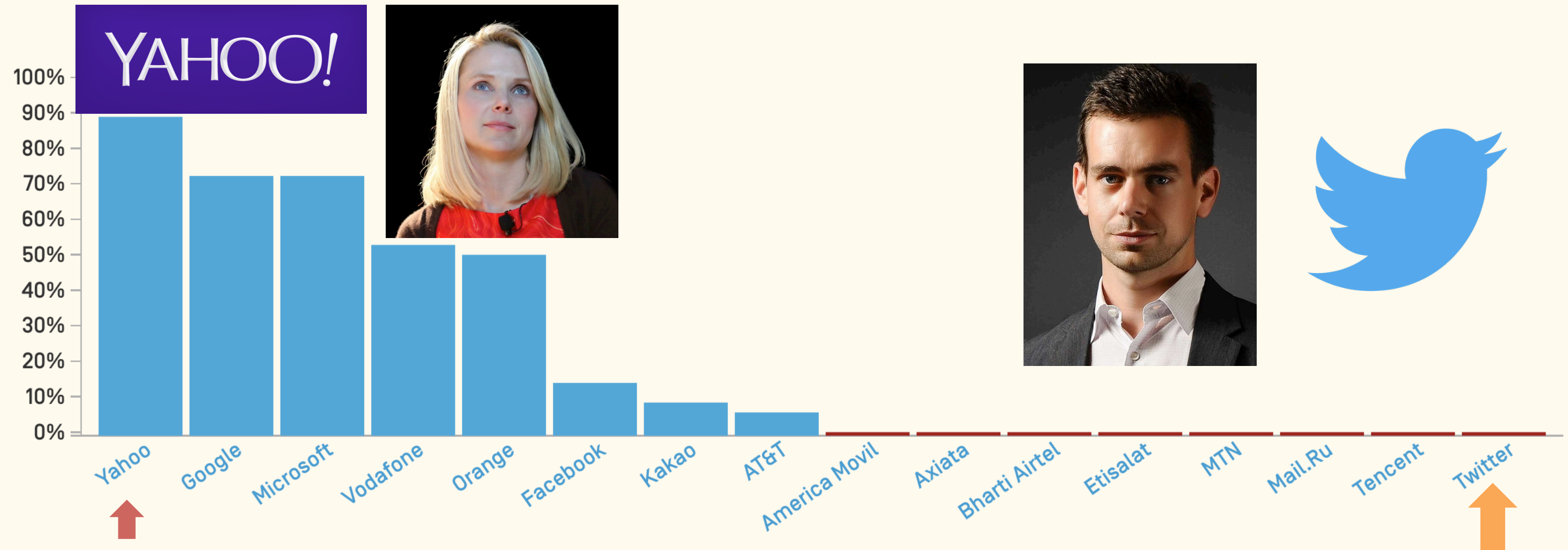




# Commitment: Human rights impact assessments

## C4. Impact assessment

Does the company conduct regular, comprehensive, and credible due diligence, such as human rights impact assessments, to identify how all aspects of their business impact freedom of expression and privacy?

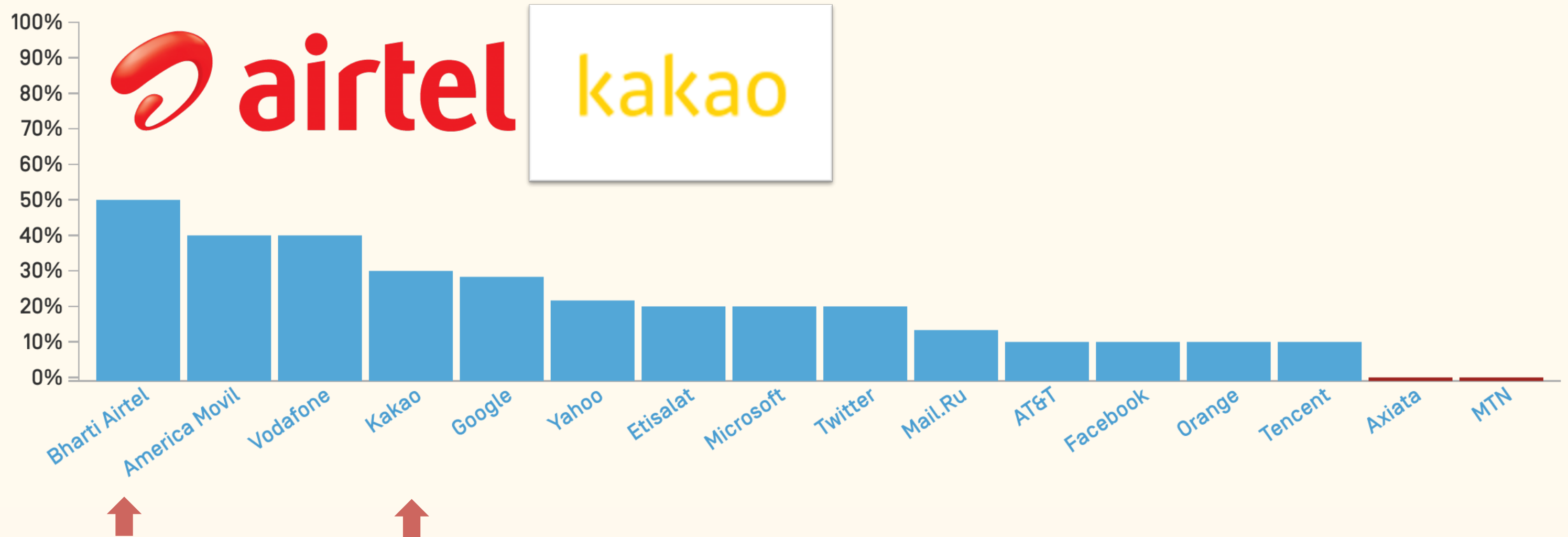




# Grievance and Remedy

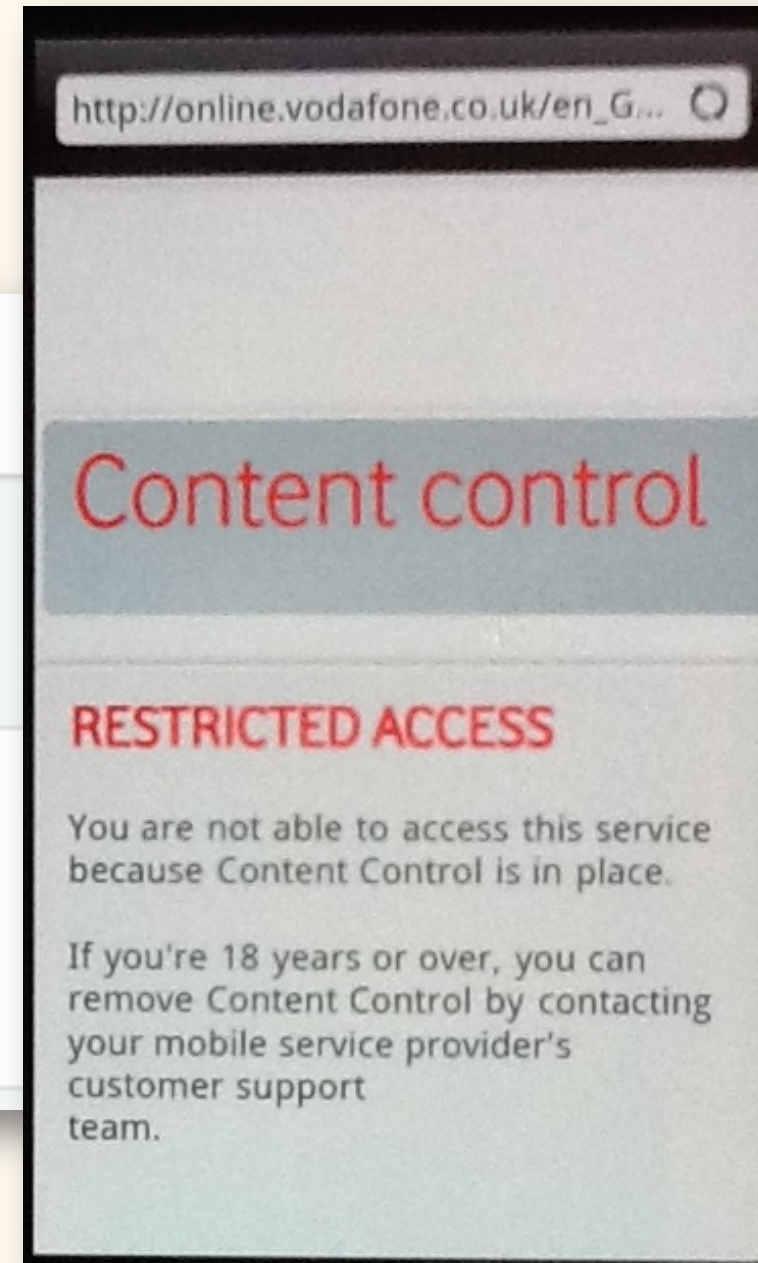
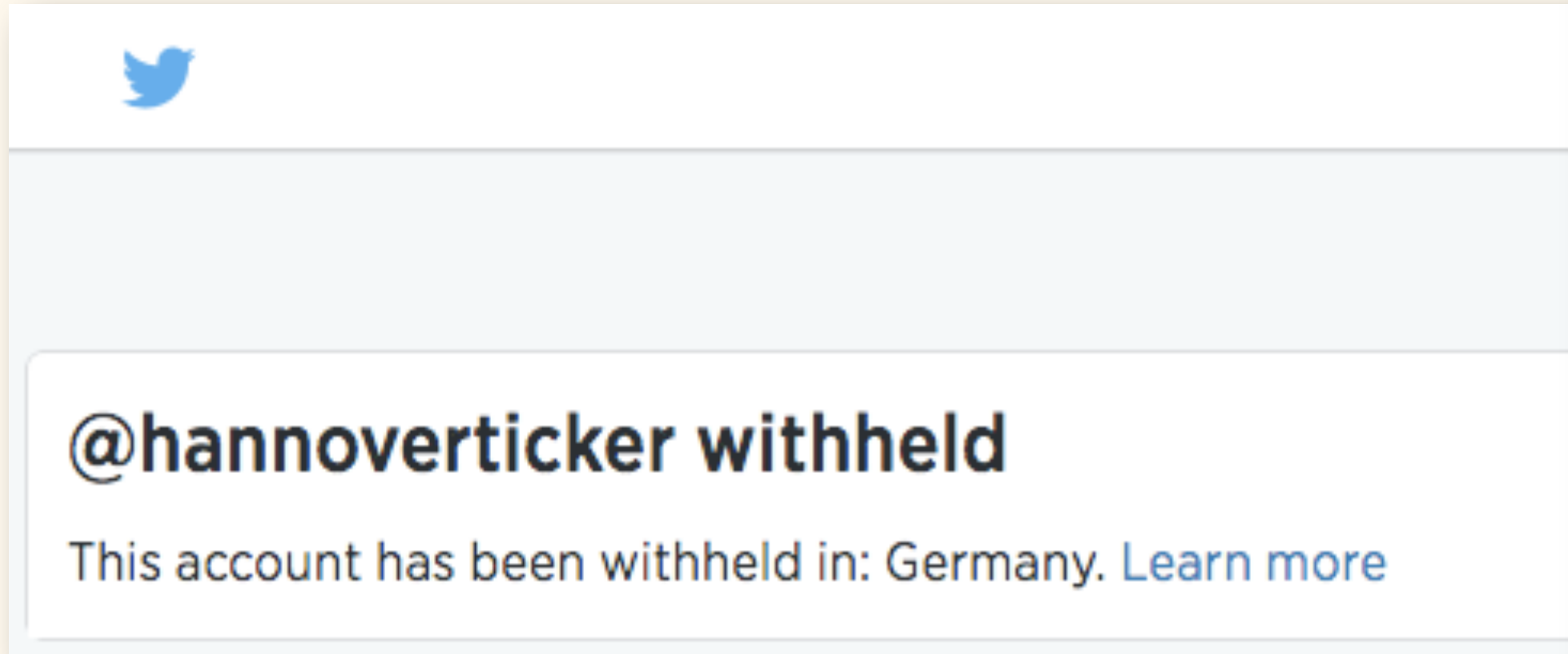
## C6. Remedy

Does the company have grievance and remedy mechanisms?



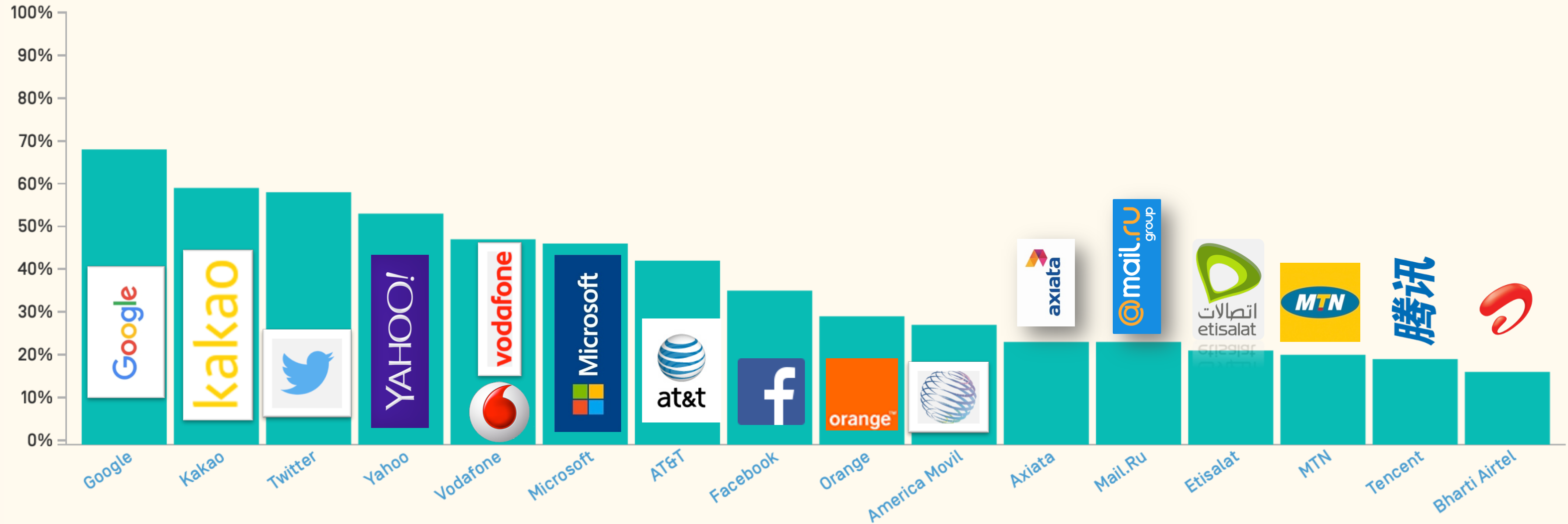


# Freedom of Expression





# Freedom of Expression



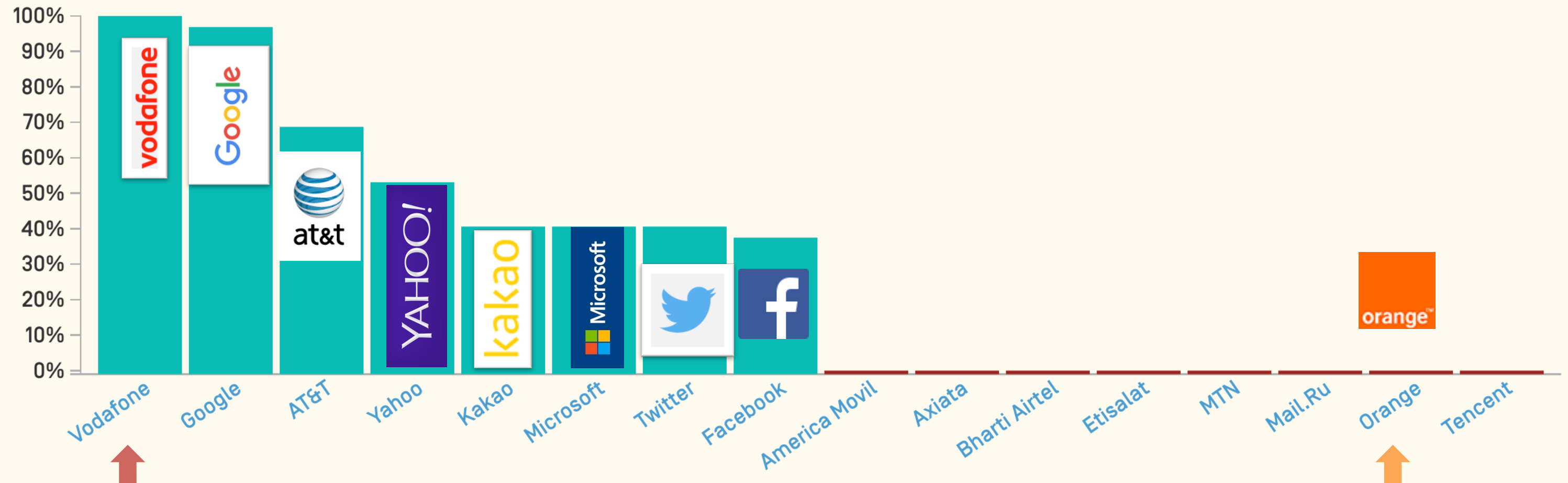




# Process for responding to requests to restrict content/service

## F6. Process for responding to third-party requests

Does the company publish information about its process for evaluating and responding to requests from governments and other third parties to restrict content or service?

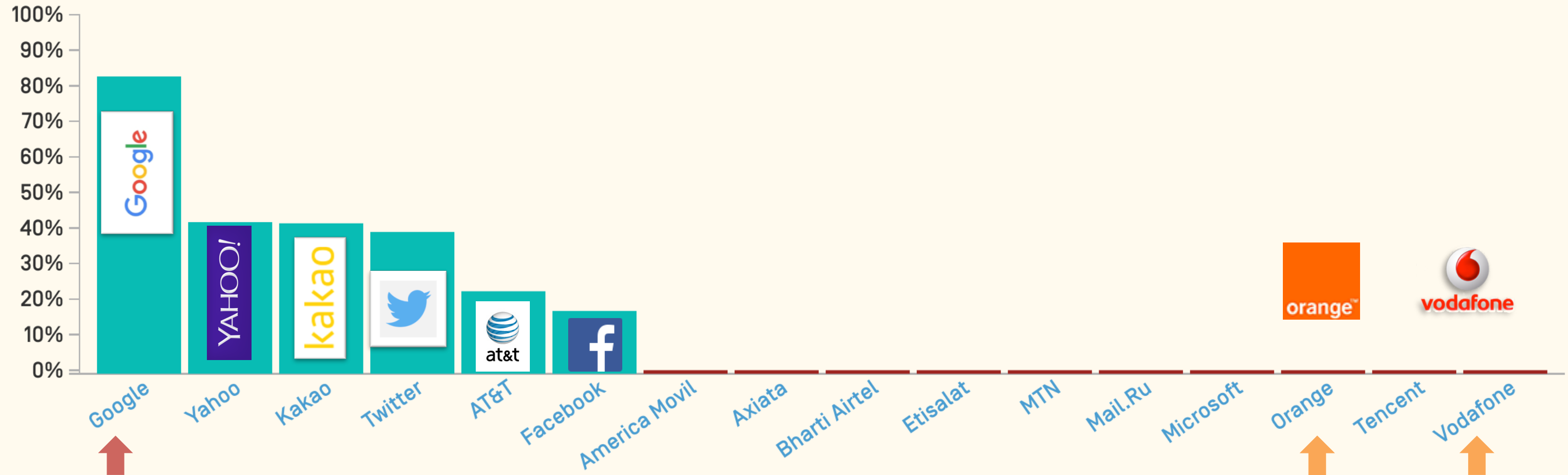




# Data about government requests to restrict content

## F7. Data about government requests

Does the company regularly publish data about government requests (including judicial orders) to remove, filter, or restrict content or access to service, plus data about the extent to which the company complies with such requests?

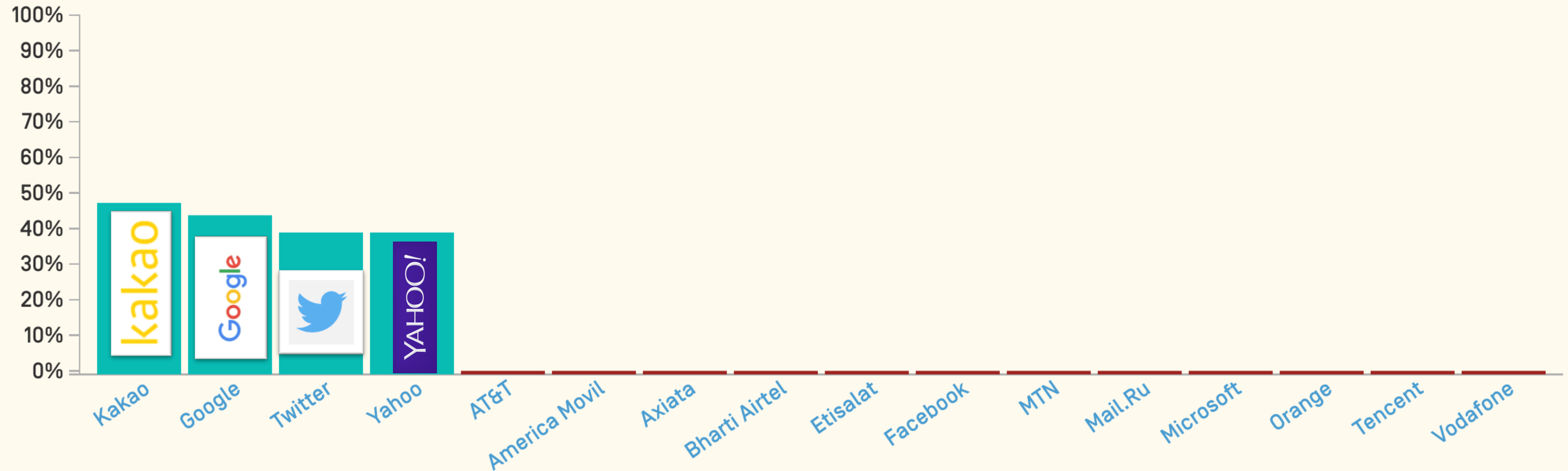




# Data about private requests to restrict content

## F8. Data about private requests

Does the company regularly publish data about requests from non-governmental (and non-judicial) parties to remove, filter, or restrict access to content, plus data about the extent to which the company complies with such requests?

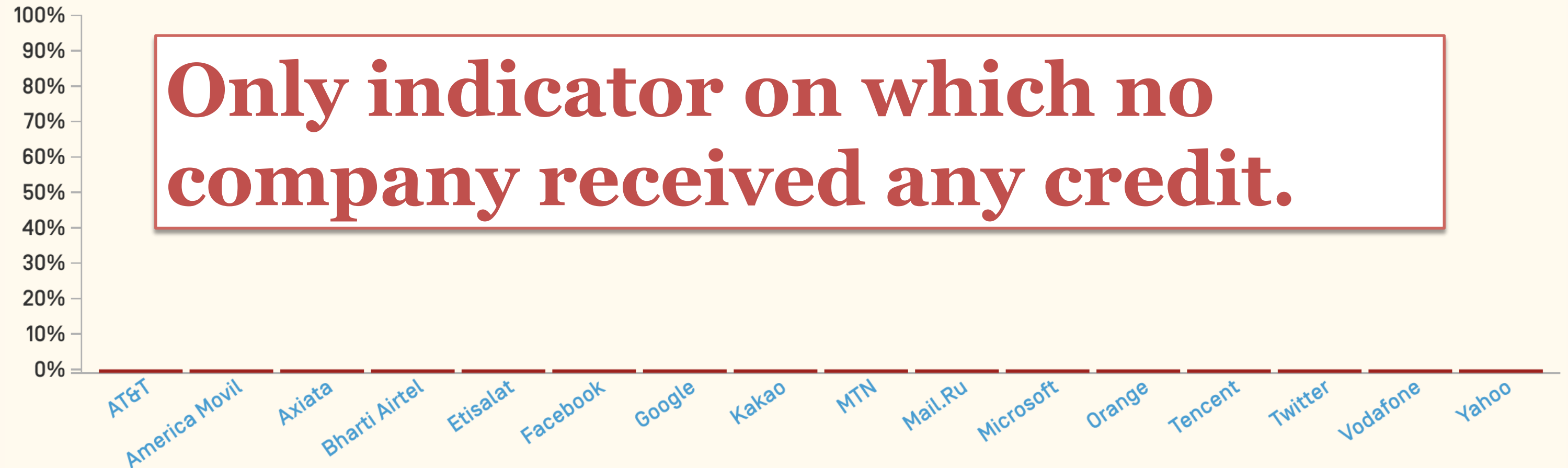




# Data about Terms of Service enforcement

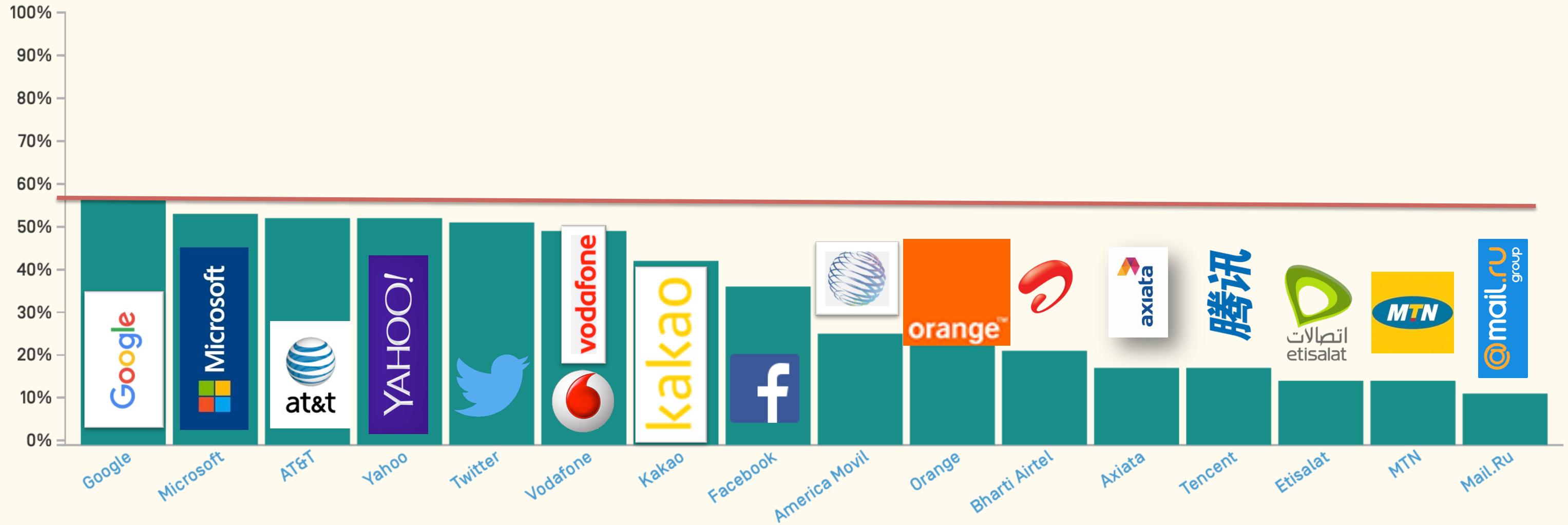
## F9. Data about Terms of Service enforcement

Does the company regularly publish information about the volume and nature of actions taken to enforce the company's own terms of service?



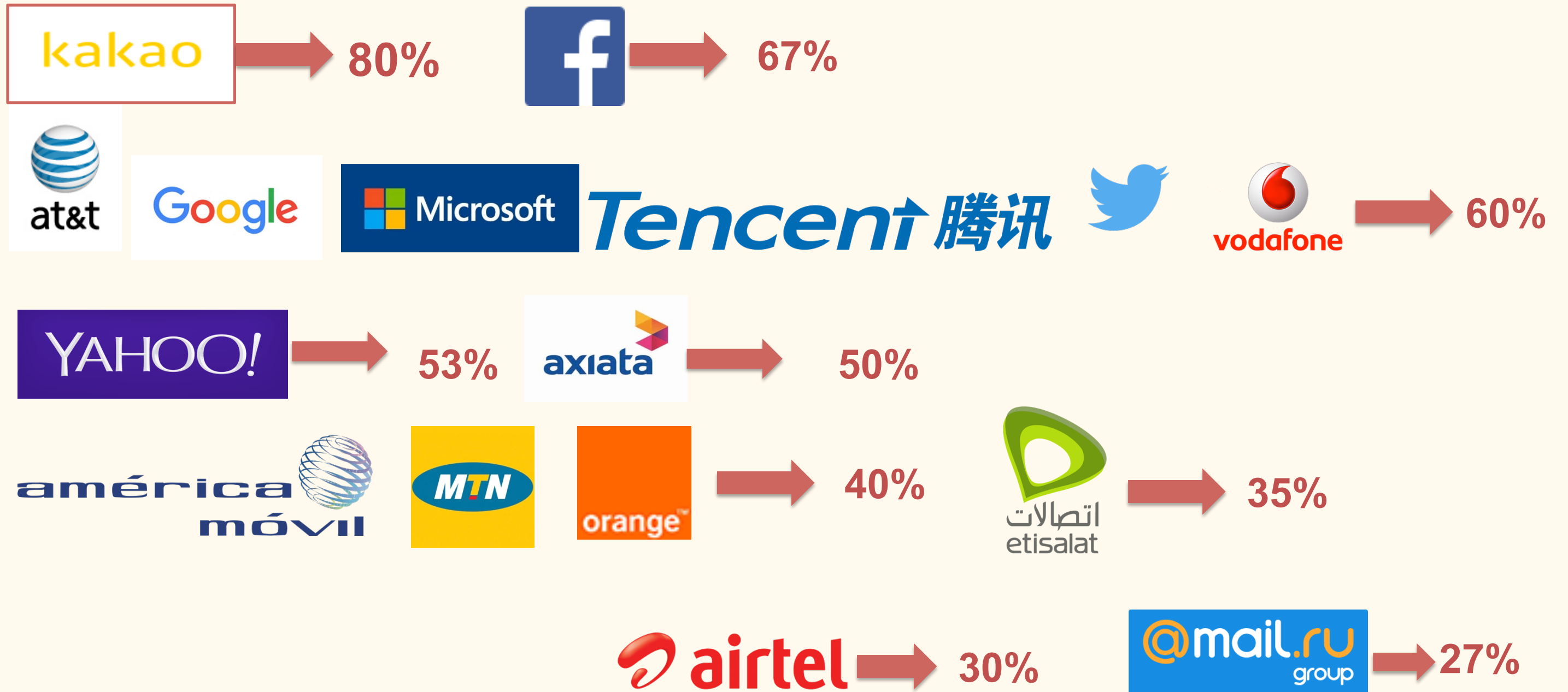


# Privacy





P3: Does the company disclose what user information it collects, how it collects this information, and why?

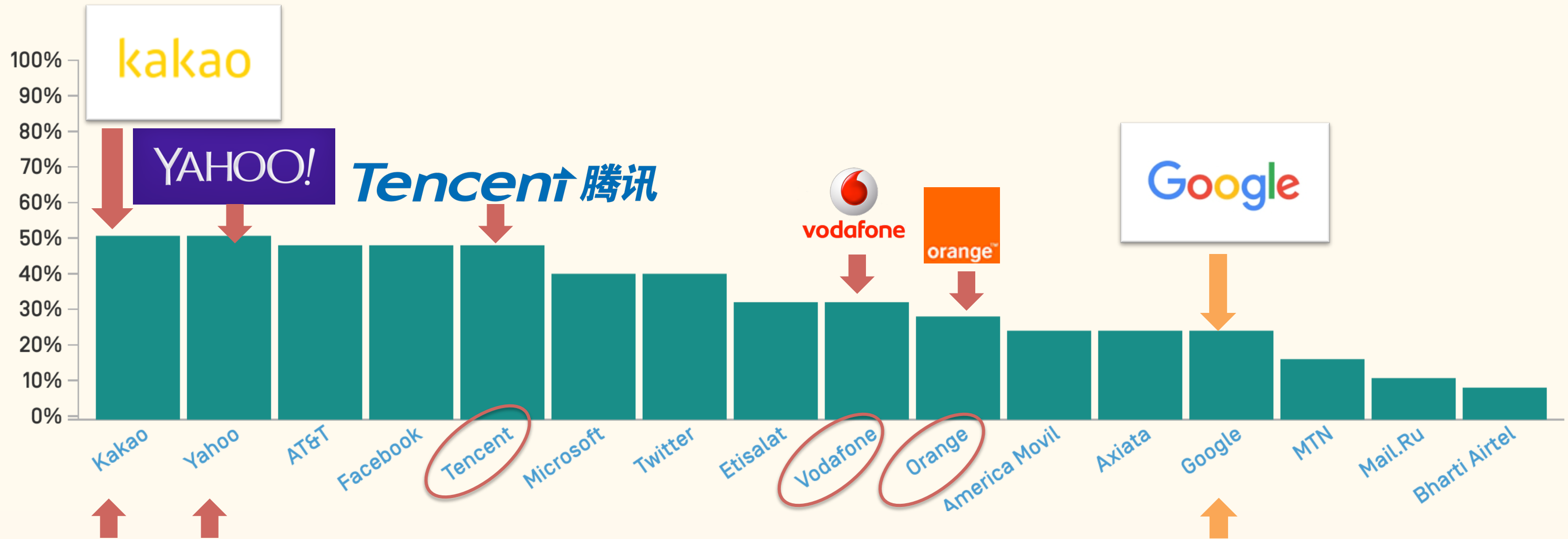




# Disclosure about *sharing* of user information

## P4. Sharing of user information

Does the company disclose if and how it shares user information with third parties?





## Key recommendations for companies

- **Carry out risk assessments** for freedom of expression and privacy, and show evidence that the company has institutionalized commitments.
- Be transparent and accountable not only about **government requests**, but also **private requests** and **terms of service enforcement**.
- Communicate clearly about **what happens to users' information**.
- Establish effective **grievance and remedy** mechanisms.
- Provide evidence of **strong security practices**.





## Key recommendations for governments

- **Laws and regulations** must at least enable if not require companies to respect users' rights.
- Laws and regulations should **maximize transparency by companies about content restriction and information sharing.**
- **Government must be transparent and accountable about requests made to companies** to restrict speech or share user information.



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