

RESOLUTION OF THE ELEVENTH INTERNATIONAL CONFERENCE  
OF DATA PROTECTION COMMISSIONERS OF 30 AUGUST 1989  
ON ISDN PROBLEMS

The Data Protection Commissioners:

- 1) Welcome the work of the New Media Working Group on the problems flowing from ISDNs and recognise the importance of those problems;
- 2) Take note of the proposal for a Resolution from the Working Group;
- 3) Agree to give serious consideration, in accordance with their own national circumstances, to the application of the principles and features which that proposal identifies; and
- 4) Support the work of the Council of Europe Committee of Experts in this field.

**Resolution  
of the International Conference  
of Data Protection Commissioners  
on Intergrated Services Digital Networks (ISDNs)  
of August 30th 1989  
Proposed by the Working Group on Media**

The present national and international development of telecommunications is characterised by the introduction of Integrated Services Digital Networks (ISDNs). These provide multiple services.

This development means that considerably more personal data is processed by network operators as well as by service suppliers than was the case with previous networks. This development calls for national and international measures to ensure the protection of personal data.

The International Conference of Data Protection Commissioners believes that considerable efforts are required in the light of this development. In particular, not only should data protection not be seen as an obstacle to the development of the international information market. On the contrary, it represents a necessary complement to the technical development, one which is essential to the acceptance of the new telecommunications technologies - it may even be an element that will accelerate this development.

In the case of open networks, data protection should be based on the following principles:

- Accounting data should be stored only if, and only for as long as it is essential for drawing up bills or responding to disputes about accuracy and furthermore itemised bills should be provided solely for those subscribers who request them.
- Anonymous payment procedures should be established for certain telecommunications services (telephone, cable TV with feedback channel, data transfer services, motorway toll etc.). Despite billing problems, the multi-purpose character of the networks makes it necessary for them to be provided with the technical potential for anonymous access.
- Data necessary for establishing a circuit should be deleted immediatly. Other data may be stored only if it is essential for carrying out a service.
- Precautions have to be taken so as to ensure that those subscribers who want to be recorded in directories will not be subjected to undesired commercial advertising. The right to deletion without charge from subscriber directories should be an objective. Data collected and stored so that subscribers can be reached must not be used to draw-up subscriber profiles allowing behaviour to be monitored.

- Data protection measures, in particular those to prevent unauthorised access, manipulation and interception, and those to authenticate the identity of the originator of a message must be provided to the highest possible technical standards and at an acceptable cost.
- Adequate regulatory institutions should be set up on both a national and international level.
- In the case of Local Area Networks and telecommunication terminals, data protection must initially be taken into account at the stages of setting design standards and approving equipment.

-The following service features require particular attention:

- It must be possible for the identity of the caller to be suppressed by either the caller or the person being called. Abuse must be forestalled by provisions in the network.
- Installations for on - hook operating must be designed in such a way as guarantee that neither interception nor recording is possible without the concerned parties knowing about it.
- Access to answering machines, Voice - and Mailbox systems must be adequately secured.