



December 23, 2020

Dear Mr. Marczak, Mr. Scott-Railton, Ms. Al-Jizawi, Ms. Anstis and Mr. Deibert,

We have reviewed your report of December 20, 2020, regarding the alleged targeting of journalists by authorities in Saudi Arabia and the UAE using our technology. Though you did not direct this report to us or even provide us with a copy of this prior to going public with this issue in order to allow us to take action with regard to these allegations, we are still handling such as any whistleblower claim under our internal policies. In this regard, we would first like to assure you that we are taking such allegations with utmost seriousness and shall act in accordance with our investigative policies to fully review and handle them.

We once again clarify that we do not operate the systems, which are only sold to legitimate vetted government authorities and therefore we are not privy to the information stored in their systems regarding their targets. Due to the confidentiality constraints detailed below, we cannot confirm or deny that authorities in such countries use our technology. We appreciate your bringing this issue to our attention. Consistent with our Human Rights Policy, NSO Group takes seriously its responsibility to respect human rights, and is strongly committed to avoiding causing, contributing to, or being directly linked to negative human rights impacts.

We are deeply troubled by the allegations in your report, and will immediately review the information therein and initiate an investigation if warranted. While you have provided certain information regarding the alleged misuse, to investigate the issue thoroughly, we need certain details, such as a phone number, the name of the individual, or a MSISDN (Mobile Station International Subscriber Directory Number) as set out in our public Whistleblowing Policy. Currently you provided the names of two alleged targets, but have refrained from providing additional information. Absent that information, our inquiries will be substantially constrained. If you would provide some or all of that information, it would greatly facilitate our ability to determine whether our products have been used in a manner inconsistent with our policies, any commercial agreements that may exist, international norms, or applicable domestic laws. In accordance with our policies we shall maintain this information in strict confidence and not divulge it other than as required to conduct a thorough investigation.

We do hope you will provide us with further details, as noted above, to allow us to investigate the disconcerting allegations described in your report.

Best Regards,  
  
Chaim Gelfand, Adv.  
Vice President, Compliance  
NSO Group