



## ORANGE TRANSPARENCY REPORT ON GOVERNMENT DEMANDS ON CUSTOMER DATA- YEAR 2014

By signing a charter in 2013, Orange committed to protecting its customers' data and guaranteeing respect for their privacy.

- [Orange's commitments to personal data and privacy protection](#)

Furthermore, as do all telecommunications operators, Orange must also respond to requests for information received from the security services of the countries in which it operates. These requests for information are made with the strictest respect for the laws of each country, under the responsibility of the administrative or judicial authorities in charge. Obligations of this kind are covered by the legislation applicable to the operators of electronic communications and in the wording of the operating licences of the Group and its subsidiaries.

In order to ensure the greatest possible degree of transparency allowed under the terms of these local laws, Orange will publish regularly information about the number of governmental requests concerning its customers' data.

A number of telecoms operators, as well as internet service providers, have published transparency reports. Over time, these initiatives should make it possible to have a clearer vision by country of the volume of requests made by governments. The Group nevertheless remains convinced that total transparency about the volume of requests can only come from the governments themselves.

Concerning the countries in which the Orange Group is present, the governments of France and Poland publish a certain amount of general data, without stipulating the volume of requests addressed to each operator. In other countries, the local laws or local context do not allow the information to be divulged.

For those countries in which Orange is an operator but that do not feature in the followings table, the information will be completed as soon as it becomes available on the orange.com web site.

This report mentions the number of 'interceptions' and the number of 'customer data requests', notions that are defined below. It covers 2014 data except for countries where government are providing them 18 months later (year 2013 for France and Poland). It takes into account the requests made by judicial authorities or other government bodies, unless otherwise stated.

By 'interception', we mean the number of requests to make available the content of correspondence exchanged, if the request is presented by the relevant, properly identified and known government body.

By 'customer data request', we mean the number of requests issued by public bodies asking for various types of data (except interception): details of calls, identities, addresses, locations of mobiles, invoicing details...



Country	Interceptions	Requests for customer data
Armenia	0	5,463
Belgium	2,252 <sup>1</sup>	35,527
Botswana	0	340
Cameroon	0	10,129
Côte d'Ivoire	0	3,322
Spain	48305	45601
Egypt	no publication	no publication
France	government figures <sup>2</sup>	government figures <sup>3</sup>
Kenya	0	no publication
Moldova	no publication	no publication
Mali	0	7,308
Niger	0	1,788
Poland	no publication	government figures <sup>4</sup>
DRC	0	43
Senegal	no publication	no publication
Romania	no publication	no publication

'No publication' means that the local laws or local context prevent the publication of this information.

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<sup>1</sup> Includes MVNOs

<sup>2</sup> 6,182 in 2013 across all operators in the government's January 2015 report <http://www.ladocumentationfrancaise.fr/var/storage/rapports-publics/154000101/0000.pdf>

<sup>3</sup> 36,712 in 2013 across all operators in the government's January 2015 report This number concerns only the fight against terrorism and the application of Article 6 of the law of 23 January 2006, and requests made under the authority of the government, issued mainly by the police and the gendarmerie (analysis on pages 96 to 98 in the link above). It does not include requests concerning the protection of intellectual property in order to ensure the overall consistency of the report.

<sup>4</sup> 1,750,000 in the Polish government's report <http://en.uke.gov.pl/information-on-annual-report-on-the-provision-of-telecommunications-data-13559>