

10 April 2018

Paul Ananth Tambyah
Chairman
Singapore Democratic Party
3 Ang Mo Kio Street 62
#02-30 Link@AMK
Singapore 5699139

Dear Professor Tambyah,

Thank you for your letter dated 29 March 2018. We share your concerns around authenticity particularly around elections and have accordingly answered your questions below.

GOVERNMENT REQUESTS FOR DATA

Requests for Information about People

As part of official investigations, law enforcement authorities sometimes request data about people who use Facebook. The vast majority of these requests relate to criminal cases, such as robberies or kidnappings. In many of these cases, the government is requesting basic subscriber information, such as email address, phone number and IP address.

We have well-established processes in place to handle these requests. Every request we receive is checked for legal sufficiency. We require officials to provide a detailed description of the legal and factual basis for their request, and we push back when we find legal deficiencies or overly broad or vague demands for information. You may read more about our approach to responding to government requests at <https://www.facebook.com/safety/groups/law>.

Requests to Restrict Access to Content Based on Local Law

When governments believe that something on the Internet violates their laws, they may contact companies like Facebook and ask us to restrict access to that content. When we receive such a request, it is scrutinized to determine if the specified content does indeed violate local laws. If we determine that it does, then we make it unavailable in the relevant country or territory. For example, Holocaust denial is illegal in Germany so if it is reported to us we will restrict this content for people in Germany.

Published Information about Government Requests to Facebook

We regularly produce a report on government requests to Facebook (<https://transparency.facebook.com/government>), which sets out for each country the number of requests received, the number of accounts specified in those requests, and the percentage of requests in which we disclosed at least some data. For requests to

restrict access to content based on local law, the report provides the number of items restricted due to alleged violations of local law in countries where we provide service.

We have published government requests for information for Singapore from January 2013 to June 2017. The report is updated regularly and can be found here: <https://transparency.facebook.com/country/Singapore>. Note that the Singapore Government has never asked Facebook to restrict access to content based on local law.

Singapore Government Request for Data (January 2017 - June 2017)

Request Type	Total Requests	Users/Accounts Requested	Percentage of Requests Where Some Data was Produced
Legal Process	201	259	58.39%
Emergency	3	4	100%
Total	204	263	59%

We also take steps to preserve account records in connection with official criminal investigations for 90 days pending our receipt of formal legal process.

Singapore Government Preservation Requests (January 2017 - June 2017)

Preservation Requests	Users/Accounts Requested
8	15

Political parties are not empowered to request data from Facebook and therefore do not have access to the process we have in place for law enforcement.

RECENT ELECTIONS IN SINGAPORE

You asked questions about the use of Facebook advertising by political parties and the Government in recent Singapore elections. We are not able to make this information available but as you are hopefully aware we are committed to new levels of transparency around political and issue advertising in the future. You can read more about our plans in these Newsroom posts (<https://newsroom.fb.com/news/2017/10/update-on-our-advertising-transparency-and-authenticity-efforts>).

You can also read all the information we have published about Cambridge Analytica and related companies in this post (<https://newsroom.fb.com/news/2018/04/restricting-data-access>). We are not able to answer specific questions about relationships between political parties in Singapore and Cambridge Analytica since we do not have sight of such relationships.

FACEBOOK EMPLOYEES AND POLITICAL ACTIVITY

Many Facebook employees around the world are engaged in local communities and public life on issues which matter to them. Some have been candidates in local and national elections. Like many other organisations, we have well-established processes in place to ensure that these activities are conducted outside working hours and do not involve Facebook's company resources.

I hope this information is useful.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Simon Milner', with a horizontal line underneath.

Simon Milner

Vice President, Public Policy, Asia Pacific

Cc: Sandhya Devanathan, Country Director, Singapore