

## TRANSPARENCY REPORT 2022

### TRANSPARENCY REPORT 2022 BIT B.V. – VERSION 2023-02-03

In 2012 **BIT** released its first transparency report with the goal of providing insight in how frequently we receive requests for our customers' personal data, how often we process notice-and-takedown requests, and how many Responsible Disclosure reports we receive. This report contains information for the year 2022.

We share this information to demonstrate transparency to our partners and interested parties, as privacy concerns continue to rise in importance. To highlight trends, we have included data from 2018 through 2022 in the report. Additionally, we can provide data from before 2018 upon request.

For each category, the report outlines the number of complaints, requests, and notifications received, as well as how they were handled.

## Inhoudsopgave

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## I Personal Data

Below you will find an overview of the different types of requests BIT has received with regard to the handover of personal data, and how these requests were handled.

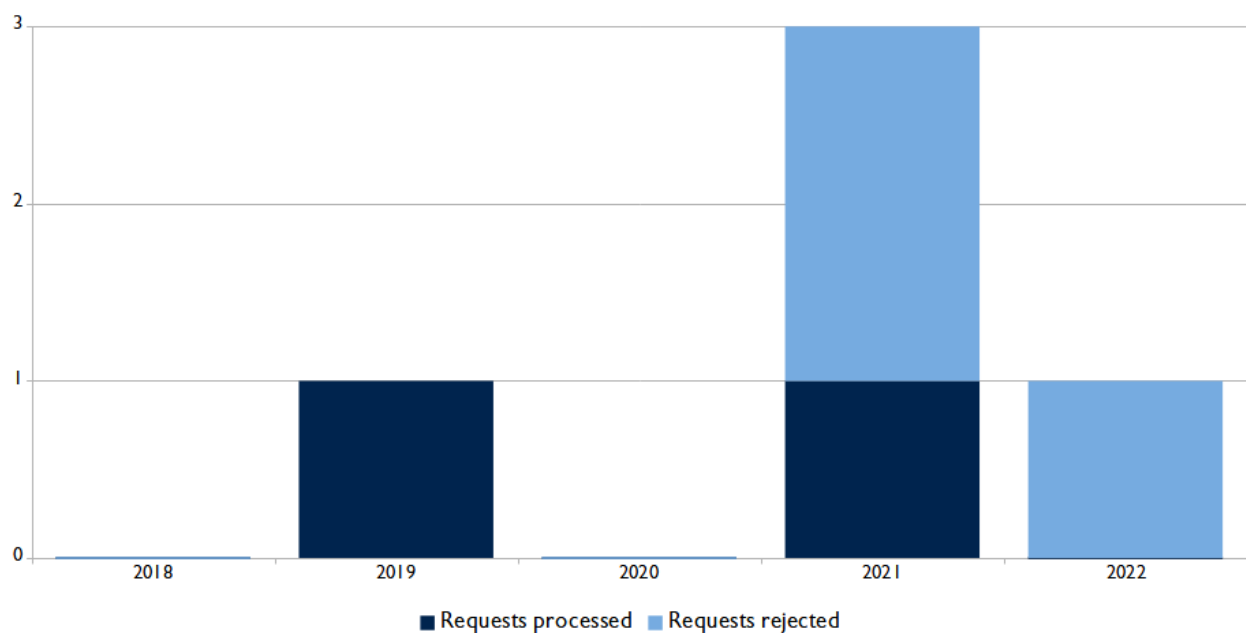
### I.1 Disclosure of Personal Data

The table below shows the number of requests BIT has received to disclose customers' personal data to law enforcement agencies. This table also indicates whether BIT complied with the requests or not.

	2018	2019	2020	2021	2022
Requests processed	0	1	0	1	0
Requests rejected	0	0	0	2	1
Total	0	1	0	3	1

We have included the number of requests in the graph below to provide a clear overview of the annual developments.

Disclosure of Personal Data



## **1.2 Reporting Personal Data Breaches**

By law, BIT must report any personal data breaches that occur. In 2022, there were no incidents that required BIT to report.

The previous report of a personal data breach in 2018 was due to the loss of an employee's phone, which had access to the employee's company email account. The phone was password-protected and encrypted.

	2018	2019	2020	2021	2022
Reports of personal data breaches	1	0	0	0	0

## **1.3 Legal Interception Orders**

The National Police, FIOD-ECT, Netherlands Labour Authority, IOD, AID, AIVD and MIVD have the ability to issue orders to a provider to perform interception or wire-tapping. This can be an email or IP tap. The table below shows the number of interception orders that BIT has received.

	2018	2019	2020	2021	2022
Interception orders received	0	0	0	0	0

## 2 Takedown Requests

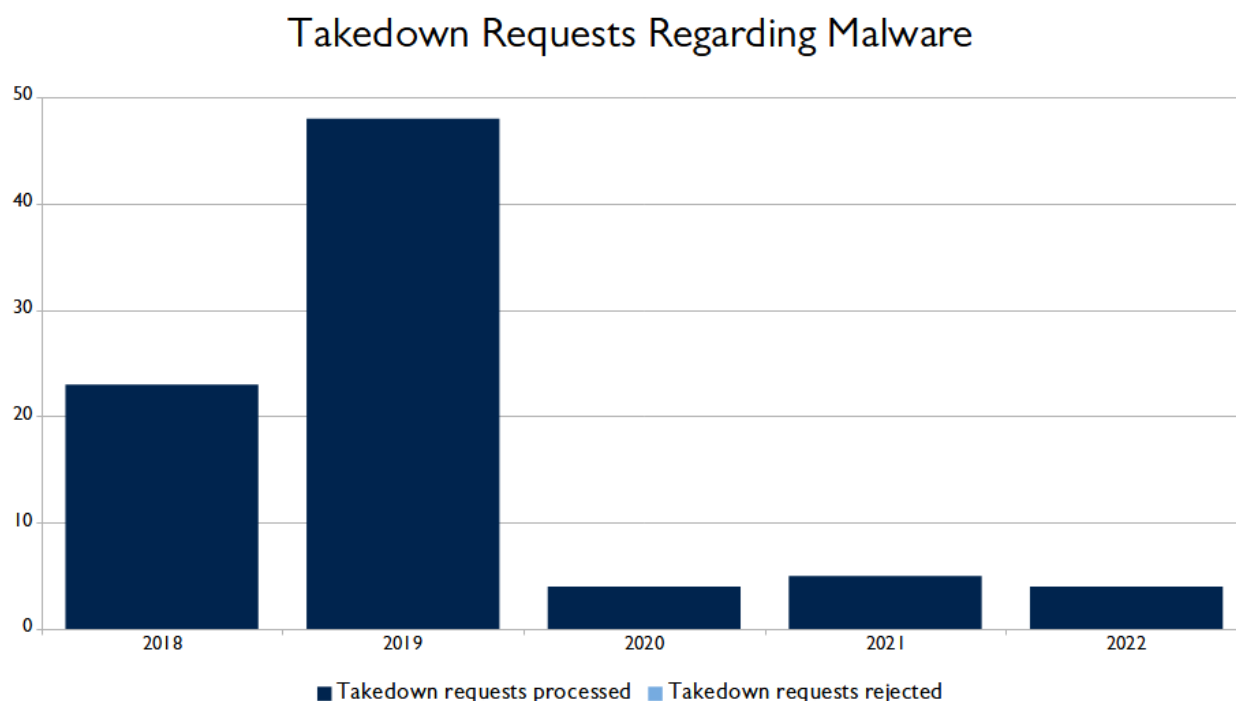
In this section you can find an overview of the various takedown requests BIT has received and how these requests were handled.

### 2.1 Takedown Requests Regarding Malware

The table below provides an overview of the number of takedown requests BIT has received for hosting (suspected) malware, as well as how these reports were handled.

	2018	2019	2020	2021	2022
Takedown requests processed	23	48	4	5	4
Takedown requests rejected	0	0	0	0	0
Total	23	48	4	5	4

We have included the number of takedown requests regarding malware in the graph below to provide a clear overview of the annual developments.

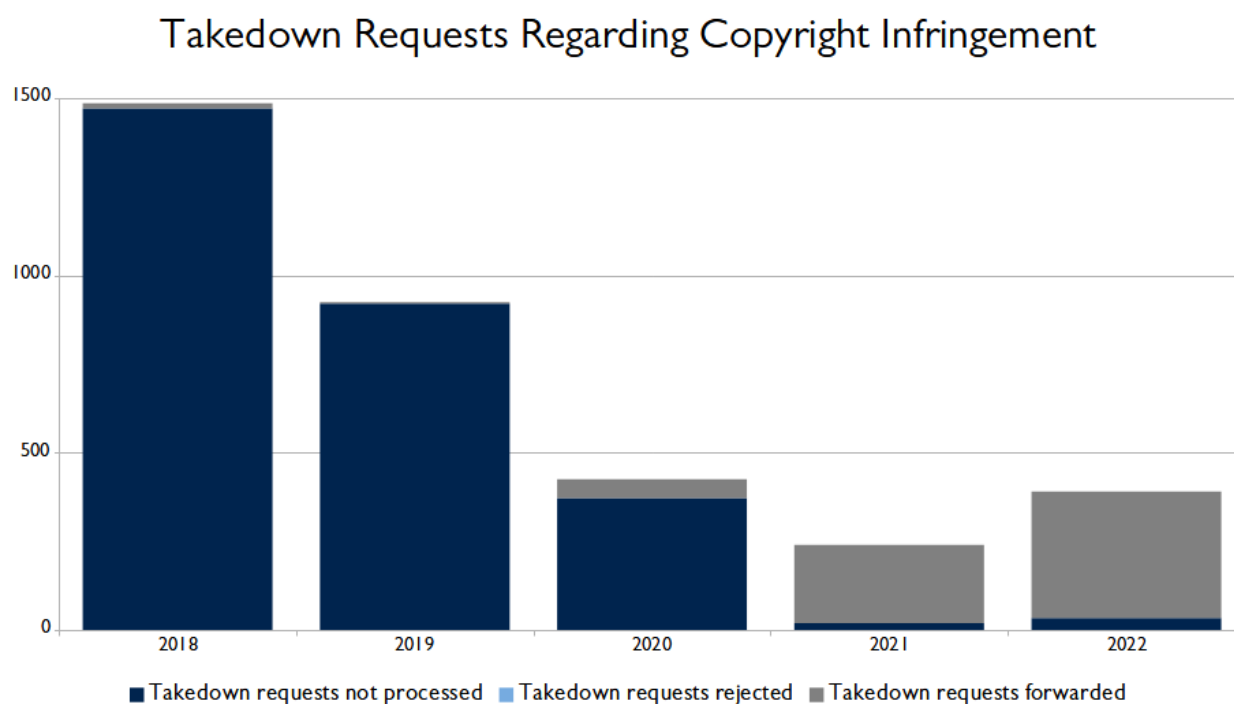


## 2.2 Takedown Requests Regarding Copyright Infringement

In our 2013 Transparency Report, we included the number of notice-and-takedown requests received for alleged copyright infringement for the first time. The table below displays the figures for the past five years.

	2018	2019	2020	2021	2022
Takedown requests not processed	1472	921	372	19	34
Takedown requests rejected	0	0	0	0	0
Takedown requests forwarded	14	4	53	221	357
Total	1486	925	425	240	391

We have included the number of takedown requests regarding copyright infringement in the graph below to provide a clear overview of the annual developments.



Until 2020, the majority of requests not processed were automatically filed by a small number of parties on behalf of the film and music industry. At that time, these requests did not comply with our notice-and-takedown procedure.

Since 2021, BIT does forward requests from these parties, which explains the significant increase in the number of forwarded requests.

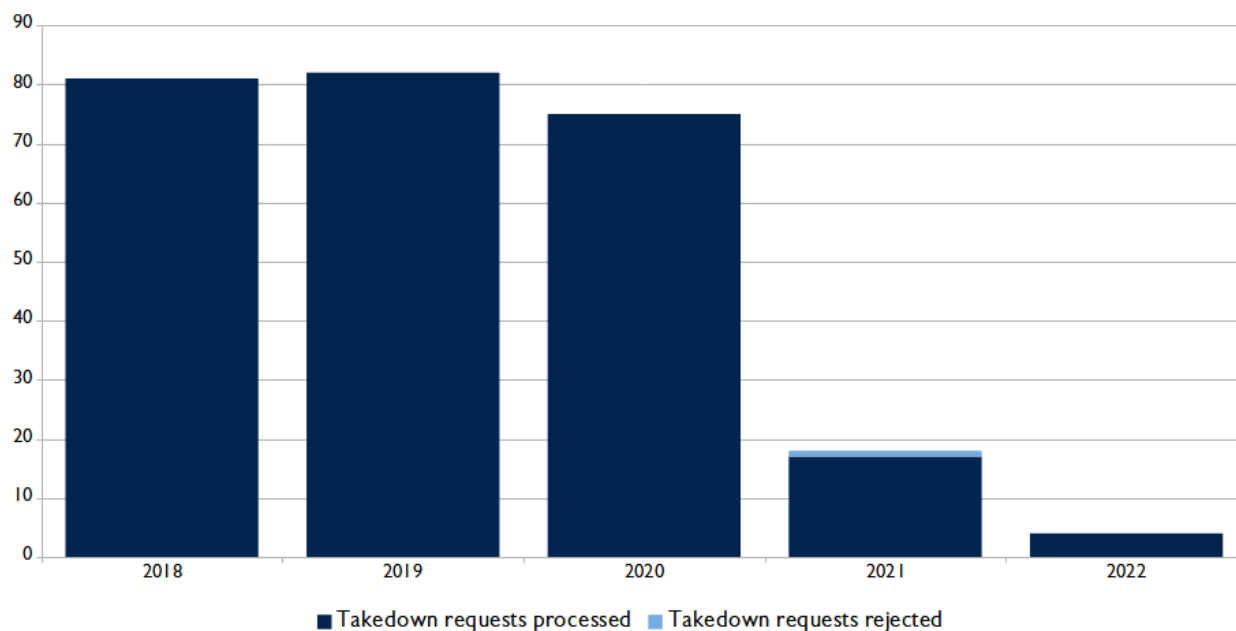
## 2.3 Takedown Requests Regarding Phishing

The table below provides an overview of the number of takedown requests BIT has received regarding phishing, as well as how these requests were handled.

	2018	2019	2020	2021	2022
Takedown requests processed	81	82	75	17	4
Takedown requests rejected	0	0	0	1	0
Total	81	82	75	18	4

We have included the number of takedown requests regarding phishing in the graph below to provide a clear overview of the annual developments.

### Takedown Requests Regarding Phishing



## 2.4 CSAM

The table below shows how many takedown requests BIT has received regarding CSAM (child sexual abuse material) and these requests were handled.

	2018	2019	2020	2021	2022
Processed takedown requests	0	0	0	0	0
Rejected takedown requests	0	0	0	0	0
Total	0	0	0	0	0

## 2.5 Terrorist Content

Starting June 2022, a European regulation was implemented to combat the distribution of terrorist content online. In the Netherlands, these rules are enforced by the ATKM.

In 2022, BIT did not receive any takedown requests regarding terrorist content.

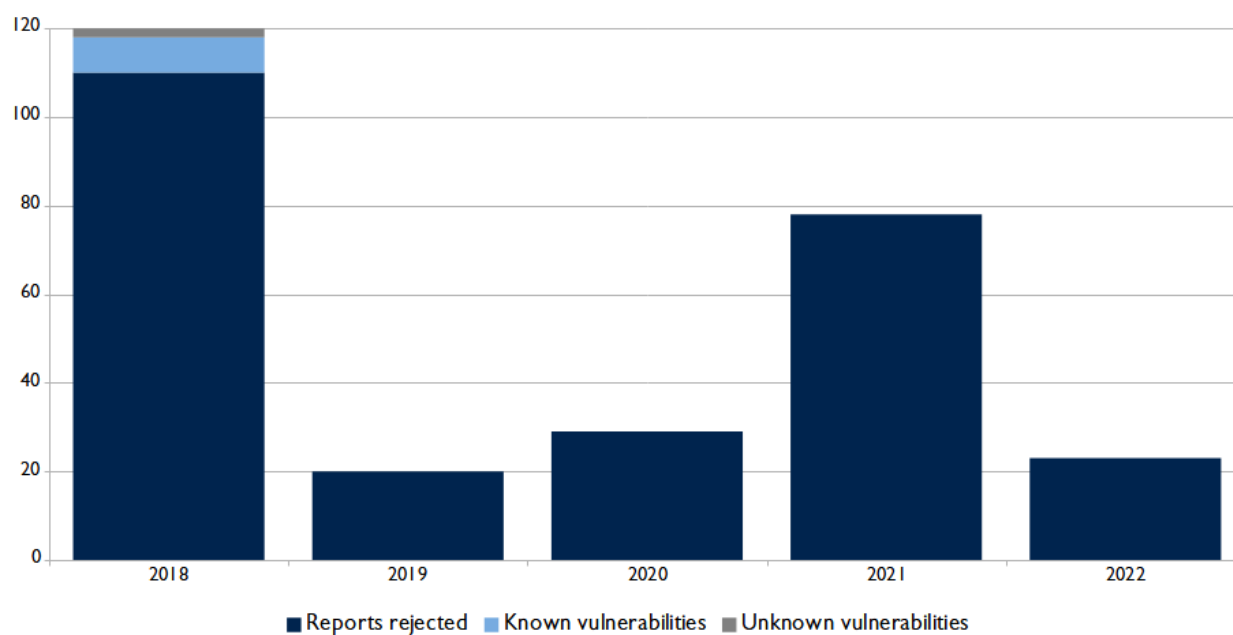
### 3 Responsible Disclosure

In the table below, you can see the number of Responsible Disclosure reports that BIT has received. We have distinguished between rejected reports, vulnerabilities that were already known to us, and vulnerabilities that were not previously known to us.

	2018	2019	2020	2021	2022
Reports rejected	110	20	29	78	23
Known vulnerabilities	8	0	0	0	0
Unknown vulnerabilities	2	0	0	0	0
Total	120	20	29	78	23

We have included the number of Responsible Disclosure reports in the graph below to provide a clear overview of the annual developments.

#### Responsible Disclosure Reports



## **4 Conclusions**

BIT does not provide services to private customers, which is why the number of requests for personal data and the number of legal interception orders remain low. In 2022, we did not receive any orders for legal interception.

The number of reported malware infections has significantly decreased in 2021 and 2022. This may be due to the reporting of these infections through other classifications, such as RBL listings.

The number of copyright infringement reports has again decreased. However, since 2021, BIT does forward complaints from parties making these complaints on behalf of the film and music industry, which explains the rise in the number of forwarded requests.

Starting June 2022, a European regulation was implemented to combat the distribution of terrorist content online. In 2022 BIT received no takedown requests regarding terrorist content.

Since 2019, we have decided not to mention any monetary compensation in our Responsible Disclosure policy. As a result, the number of reports after 2018 has decreased. However, we still receive a relatively high number of reports on issues that are intentionally made public and where deliberate choices have been made for settings, or where vulnerabilities have been identified from version numbers even though backports have been used. Additionally, we also receive reports on systems that are excluded from our Responsible Disclosure policy, such as customer systems. We do forward these reports to the respective customers.