



BIT Transparency Report 2013

BIT published its first transparency report in 2012. The goal was to provide insight into the number of requests for disclosure of personal data and the number of notice-and-takedown requests BIT had received and how these requests had been handled. In this document we publish these numbers for 2013.

We publish this information because we believe it is important, especially given the recent developments in the area of privacy, that our customers and other parties of interest are given openness about such matters.

New in this edition of our Transparency Report are numbers of lawful interception requests and the number of complaints about copyright violations.

Below you find the number of complaints and requests and the way they have been handled per category.

Disclosure of personal information:

The table below shows the number of requests for disclosure of personal information about customers BIT received from authorities. The number of requests which have been honored is included as well.

	2012	2013
Received requests	1	1
Honored requests	1	1

Breach of confidentiality of customer information

BIT is required by law to report any breach of confidentiality of customer information. Just as in 2012, BIT did not have any reasons to report such a breach in 2013.

	2012	2013
Number of breaches	0	0

Lawful interception orders

In the previous Transparency Report the number of lawful interception orders we received was not included because it was unclear if these numbers were considered confidential. We now know that we are allowed to publish these numbers¹, so from now on we will include these in our report.

	2012	2013
Number of lawful interception orders received	0	0

¹ <https://www.bof.nl/2013/12/11/transparantierapport-publiceren-mag-dat/>

Malware

The table below shows the number of complaints about malware hosting BIT received and the way they were handled.

	2012	2013
Number of complaints accepted	8	29
Number of complaints rejected	4	0
Total	11	29

Copyright violation claims

In the 2012 edition of the Transparency Report we didn't include the number of copyright violation complaints we received and handled due to incomplete registration of these complaints. Since we improved the procedure for handling these claims last year, we have numbers for 2013 which you can find in the table below.

	2013
Complaints not taken into consideration	1135
Rejected complaints	5
Complaints relayed to customers	4
Totaal	1144

The large number of complaints which were not taken into consideration were automatically filed by a small number of companies on behalf of the music and movie industries. Since these complaints did not follow our notice-and-takedown policy they were not taken into consideration. Also, it's likely that these 1135 complaints contain duplicates due to repeated complaints.

The rejected complaints were cases where BIT could not determine if the violation was unmistakably unlawful.

Phishing

The table below shows the number of complaints about phishing-sites BIT received and acted upon.

	2012	2013
Number of complaints accepted	8	22
Number of complaints rejected	1	2
Total	9	24

Remarks and conclusions

The number of requests for disclosure of personal information remains low. The explanation we gave last year that BIT is a business oriented ISP and does not provide services to consumers directly remains valid.

This year we included the number of lawful interception orders we received and complied to for the first time. This low number can also be explained by the fact that BIT is a business oriented ISP.

New in this edition of the Transparency Report as well is the number of claims of copyright violations. It is clear that the number of this type of complaints is substantially higher than any other type. The high number is caused by a number of large (mostly foreign) music and movie companies which hire other companies to scan the internet for violations of their copyrights and automatically send complaints. Since these automatic complaints do not comply with our notice-and-takedown policy the number of complaints actually taken into consideration is much lower.

The increase in the number of complaints related to phishing sites is partially caused by a customer who hosted a service which could be abused so externally hosted phishing sites would be provided with a DNS label. After consultation with this customer the service was shut down. Another explanation for the increase is that especially financial institutions put more effort into finding and taking down sites phishing for login details for their services.

The increase in the number of malware hosting complains is caused by the fact that BIT subscribed to a number of services which report malware hosting. Using these services we were able to identify and take down sites and servers hosting malware more easily. In addition there are a number of parties which offer similar services without being asked, but which we welcome of course.