

Appendix II to the Statement of Thomas Myrup Kristensen
EU Internet Policy Director, Microsoft Europe

Before the
Committee on Civil Liberties, Justice, and Home Affairs
European Parliament

21 January 2008

Microsoft Privacy Principles

“Layered” Approach to Privacy Notification



The screenshot shows a Windows Internet Explorer browser window displaying the Microsoft Online Privacy Notice Highlights page. The address bar shows the URL <http://privacy.microsoft.com/en-us/default.aspx>. The page title is "Microsoft Online Privacy Notice Highlights" and it notes it was last updated in October 2007. The page features a "TRUSTe" logo with the text "CLICK TO VERIFY" and a photo of a woman. The main content is organized into sections: "Scope", "Personal Information", "Your Choices", "Uses of Information", and "Important Information". Each section contains a list of bullet points detailing privacy practices and user options. The browser interface includes standard menu items (File, Edit, View, Favorites, Tools, Help) and a search bar.

Microsoft Online Privacy Notice Highlights

(last updated October 2007)

TRUSTe
CLICK TO VERIFY

Scope

This notice provides highlights of the full [Microsoft Online Privacy Statement](#). This notice and the full privacy statement apply to those Microsoft websites and services that display or link to this notice.

Personal Information [Additional Details](#)

- When you register for certain Microsoft services, we will ask you to provide personal information.
- The information we collect may be combined with information obtained from other Microsoft services and other companies.
- We use cookies and other technologies to keep track of your interactions with our sites and services to offer a personalized experience.

Your Choices [Additional Details](#)

- You can stop the delivery of promotional e-mail from a Microsoft site or service by following the instructions in the e-mail you receive.
- To make proactive choices about how we communicate with you, follow the instructions listed in the [Communication Preferences](#) of the full privacy statement.
- To view and edit your personal information, go to the [access section](#) of the full privacy statement.

Uses of Information [Additional Details](#)

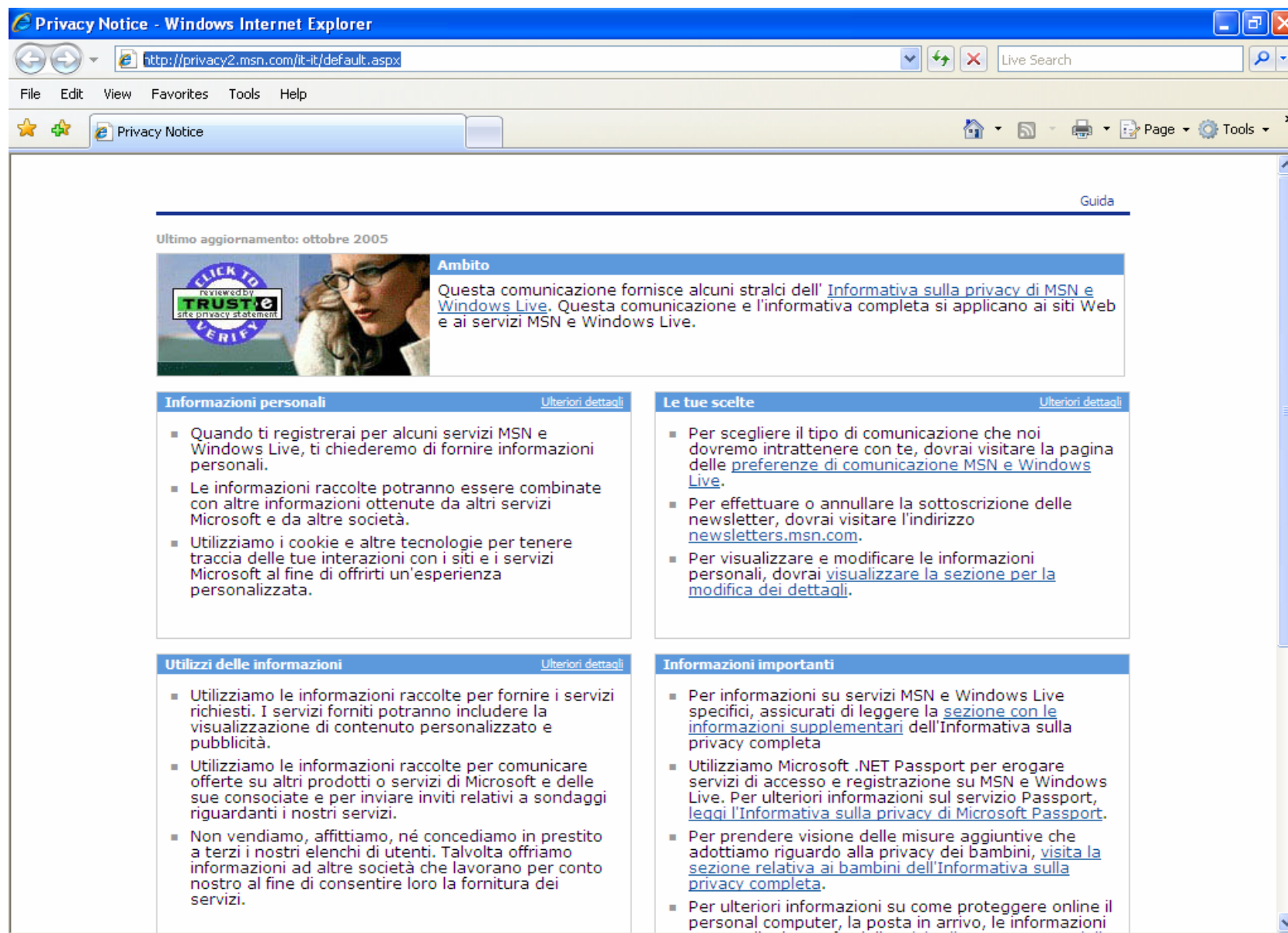
- We use the information we collect to provide the services you request. Our services may include the display of personalized content and advertising.
- We use your information to inform you of other products or services offered by Microsoft and its affiliates, and to send you relevant survey invitations related to Microsoft services.
- We do not sell, rent, or lease our customer lists to third parties. In order to help provide our services, we

Important Information

- The full [Microsoft Online Privacy Statement](#) contains links to supplementary information about specific Microsoft sites or services.
- The sign in credentials (e-mail address and password) used to sign in to most Microsoft sites and services are part of the [Microsoft Passport Network](#).
- For more information on how to help protect your personal computer, your personal information and your family online,

Internet 100%

Accessible in Any Language



Privacy Notice - Windows Internet Explorer

http://privacy2.msn.com/it-it/default.aspx

File Edit View Favorites Tools Help

Privacy Notice

Guida

Ultimo aggiornamento: ottobre 2005

Ambito

Questa comunicazione fornisce alcuni stralci dell' [Informativa sulla privacy di MSN e Windows Live](#). Questa comunicazione e l'informativa completa si applicano ai siti Web e ai servizi MSN e Windows Live.

Informazioni personali [Ulteriori dettagli](#)

- Quando ti registrerai per alcuni servizi MSN e Windows Live, ti chiederemo di fornire informazioni personali.
- Le informazioni raccolte potranno essere combinate con altre informazioni ottenute da altri servizi Microsoft e da altre società.
- Utilizziamo i cookie e altre tecnologie per tenere traccia delle tue interazioni con i siti e i servizi Microsoft al fine di offrirti un'esperienza personalizzata.

Le tue scelte [Ulteriori dettagli](#)

- Per scegliere il tipo di comunicazione che noi dovremo intrattenere con te, dovrai visitare la pagina delle [preferenze di comunicazione MSN e Windows Live](#).
- Per effettuare o annullare la sottoscrizione delle newsletter, dovrai visitare l'indirizzo [newsletters.msn.com](#).
- Per visualizzare e modificare le informazioni personali, dovrai [visualizzare la sezione per la modifica dei dettagli](#).

Utilizzi delle informazioni [Ulteriori dettagli](#)

- Utilizziamo le informazioni raccolte per fornire i servizi richiesti. I servizi forniti potranno includere la visualizzazione di contenuto personalizzato e pubblicità.
- Utilizziamo le informazioni raccolte per comunicare offerte su altri prodotti o servizi di Microsoft e delle sue consociate e per inviare inviti relativi a sondaggi riguardanti i nostri servizi.
- Non vendiamo, affittiamo, né concediamo in prestito a terzi i nostri elenchi di utenti. Talvolta offriamo informazioni ad altre società che lavorano per conto nostro al fine di consentire loro la fornitura dei servizi.

Informazioni importanti

- Per informazioni su servizi MSN e Windows Live specifici, assicurati di leggere la [sezione con le informazioni supplementari](#) dell'Informativa sulla privacy completa
- Utilizziamo Microsoft .NET Passport per erogare servizi di accesso e registrazione su MSN e Windows Live. Per ulteriori informazioni sul servizio Passport, [leggi l'Informativa sulla privacy di Microsoft Passport](#).
- Per prendere visione delle misure aggiuntive che adottiamo riguardo alla privacy dei bambini, [visita la sezione relativa ai bambini dell'Informativa sulla privacy completa](#).
- Per ulteriori informazioni su come proteggere online il personal computer, la posta in arrivo, le informazioni

Transparency

The screenshot shows the Microsoft Online Privacy Statement page in Internet Explorer. The browser title is "Microsoft Online Privacy Statement - Windows Internet Explorer". The address bar shows the URL "http://privacy.microsoft.com/en-us/fullnotice.aspx". The page content includes the title "Microsoft Online Privacy Statement" with a sub-note "(last updated: October 2007)" and a link to "view the privacy notice highlights". A "TRUSTe" logo is present with the text "CLICK TO VERIFY". The main text states: "Microsoft is committed to protecting your privacy. Please read the Microsoft Online Privacy Statement below and also any supplemental information listed to the right for additional details about particular Microsoft sites and services that you may use." Below this, a section titled "Collection of Your Personal Information" explains that Microsoft collects personal information like email addresses, names, and phone numbers, and also collects demographic data. It further details the use of credentials for signing into services and the assignment of unique ID numbers. On the right side, there are two sections: "Supplemental Privacy Information" with a list of links to various services like Maps & Virtual Earth, Messenger, Microsoft Passport Network, MSN Sites & Services, MSN Premium Software, Microsoft Office Live, Office Online, Support Services, Windows Live, WindowsMedia.com, Windows OneCare, Xbox LIVE and Games for Windows - LIVE, and Zune; and "Related Links" with links to Security at Home, Trustworthy Computing, and FTC Privacy Initiatives. The browser interface includes a menu bar (File, Edit, View, Favorites, Tools, Help), a toolbar with navigation and utility icons, and a status bar at the bottom showing "Internet" and "100%" zoom.

Microsoft Online Privacy Statement
(last updated: October 2007)
[view the privacy notice highlights](#)

TRUSTe

CLICK TO VERIFY

Microsoft is committed to protecting your privacy. Please read the Microsoft Online Privacy Statement below and also any supplemental information listed to the right for additional details about particular Microsoft sites and services that you may use.

This Microsoft Online Privacy Statement applies to data collected by Microsoft through the majority of its websites and services, as well as its offline product support services. It does not apply to those Microsoft sites, services and products that do not display or link to this statement or that have their own privacy statements.

Collection of Your Personal Information

At some Microsoft sites, we ask you to provide personal information, such as your e-mail address, name, home or work address or telephone number. We may also collect demographic information, such as your ZIP code, age, gender, preferences, interests and favorites. If you choose to make a purchase or sign up for a paid subscription service, we will ask for additional information, such as your credit card number and billing address, that is used to create a Microsoft billing account.

In order to access some Microsoft services, you will be asked to sign in with an e-mail address and password, which we refer to as your credentials. In most cases, these credentials will be part of the [Windows Live ID or Microsoft Passport Network](#) credential. You can use the same credentials to sign in to many different Microsoft sites and services, as well as those of select Microsoft partners. By signing in on one Microsoft site or service, you may be automatically signed into other Microsoft sites and services. If you access our services via a mobile phone, you may also use your telephone number and a PIN as an alternative credential to your username and password. As part of creating your credentials, you may also be requested to provide questions and secret answers, which we use to help verify your identity and assist in resetting your password, as well as an alternate email address. Some services may require added security, and in these cases, you may be asked to create an additional security key. Finally, a unique ID number will be assigned to your credentials which will be used to identify your credentials and associated information.

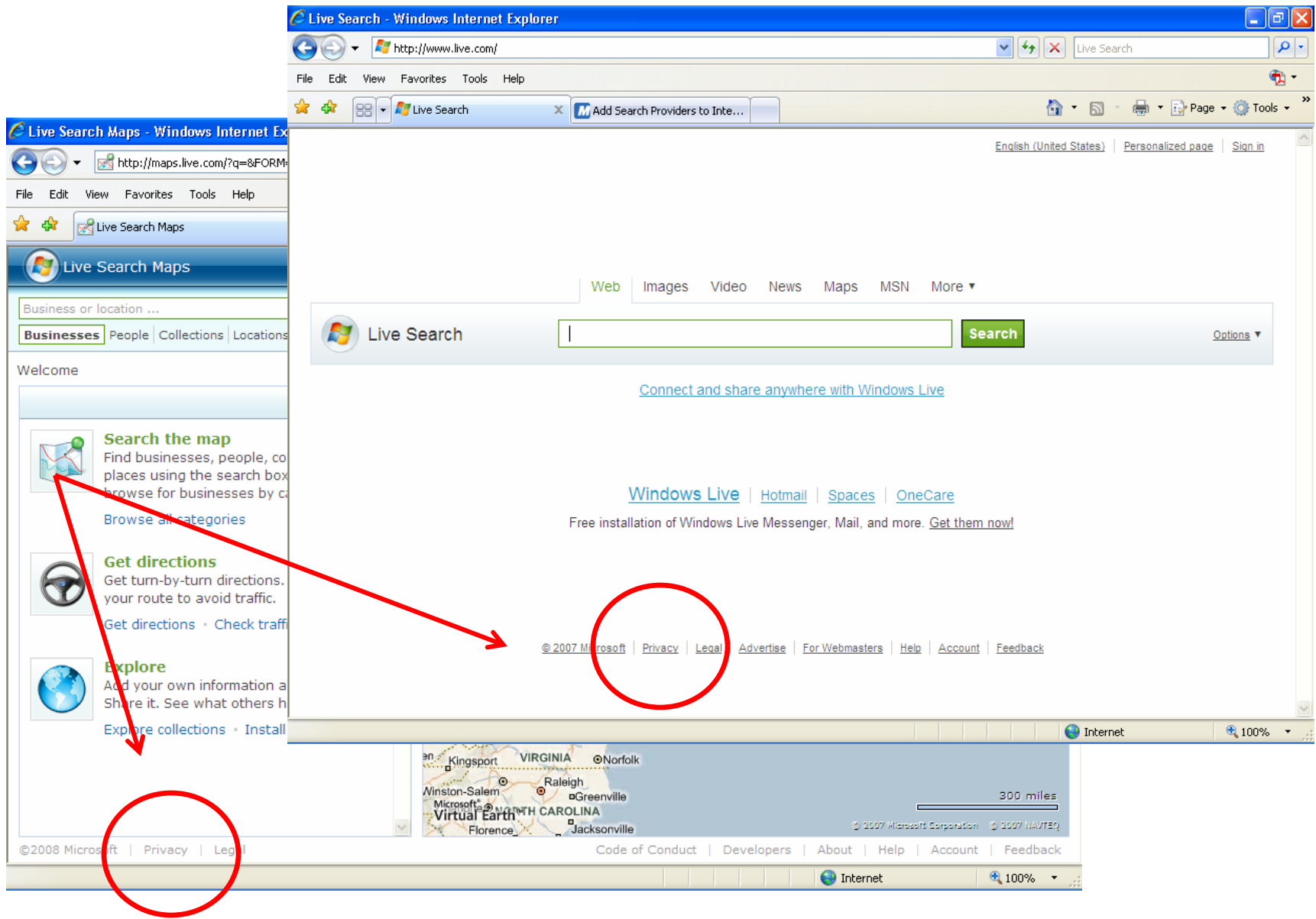
Supplemental Privacy Information

- [Maps & Virtual Earth](#)
- [Messenger](#)
- [Microsoft Passport Network](#)
- [MSN Sites & Services](#)
- [MSN Premium Software](#)
- [Microsoft Office Live](#)
- [Office Online](#)
- [Support Services](#)
- [Windows Live](#)
- [WindowsMedia.com](#)
- [Windows OneCare](#)
- [Xbox LIVE and Games for Windows - LIVE](#)
- [Zune](#)

Related Links

- [Security at Home](#)
- [Trustworthy Computing](#)
- [FTC Privacy Initiatives](#)

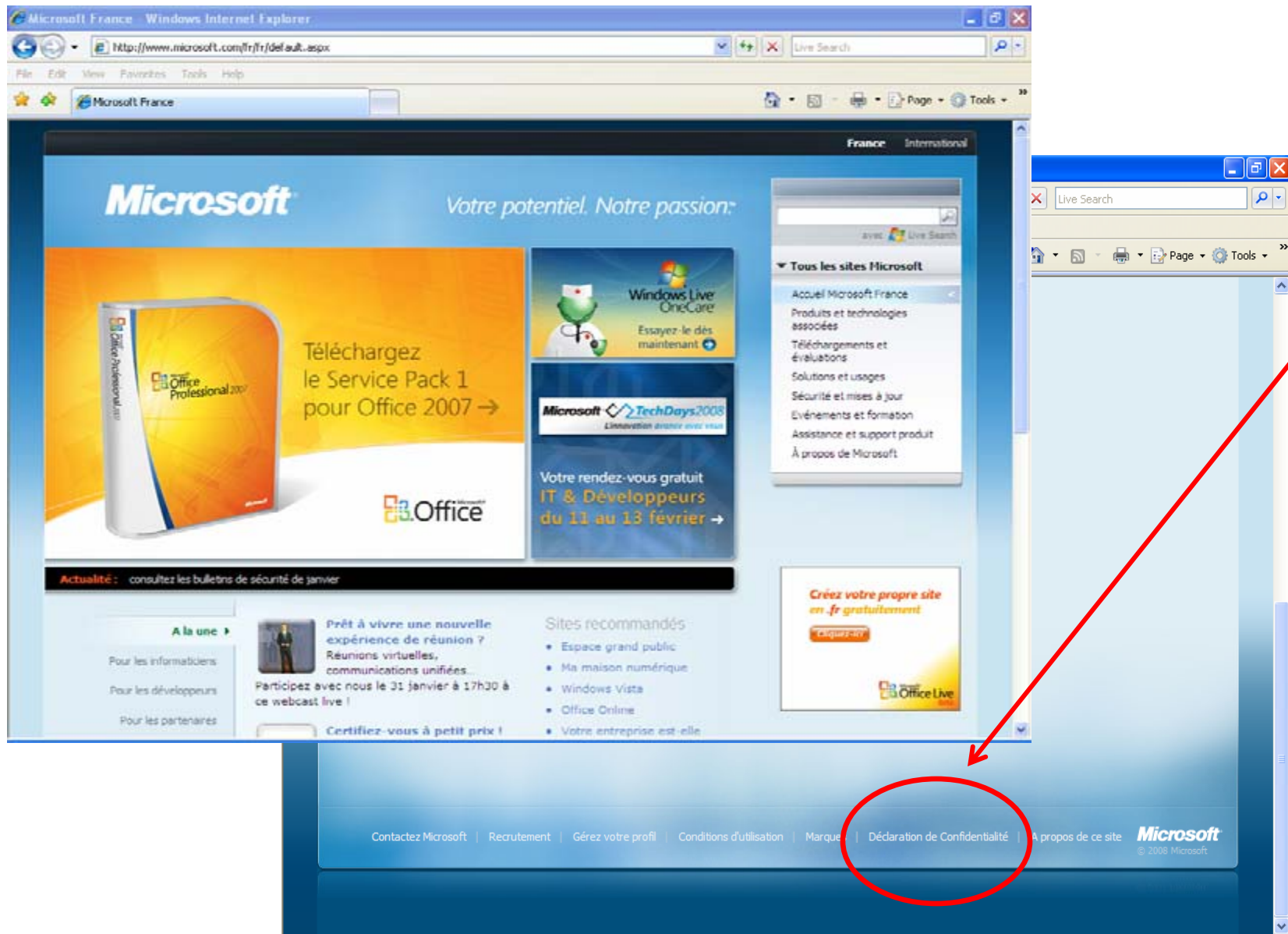
Readily Accessible from Every Online Service



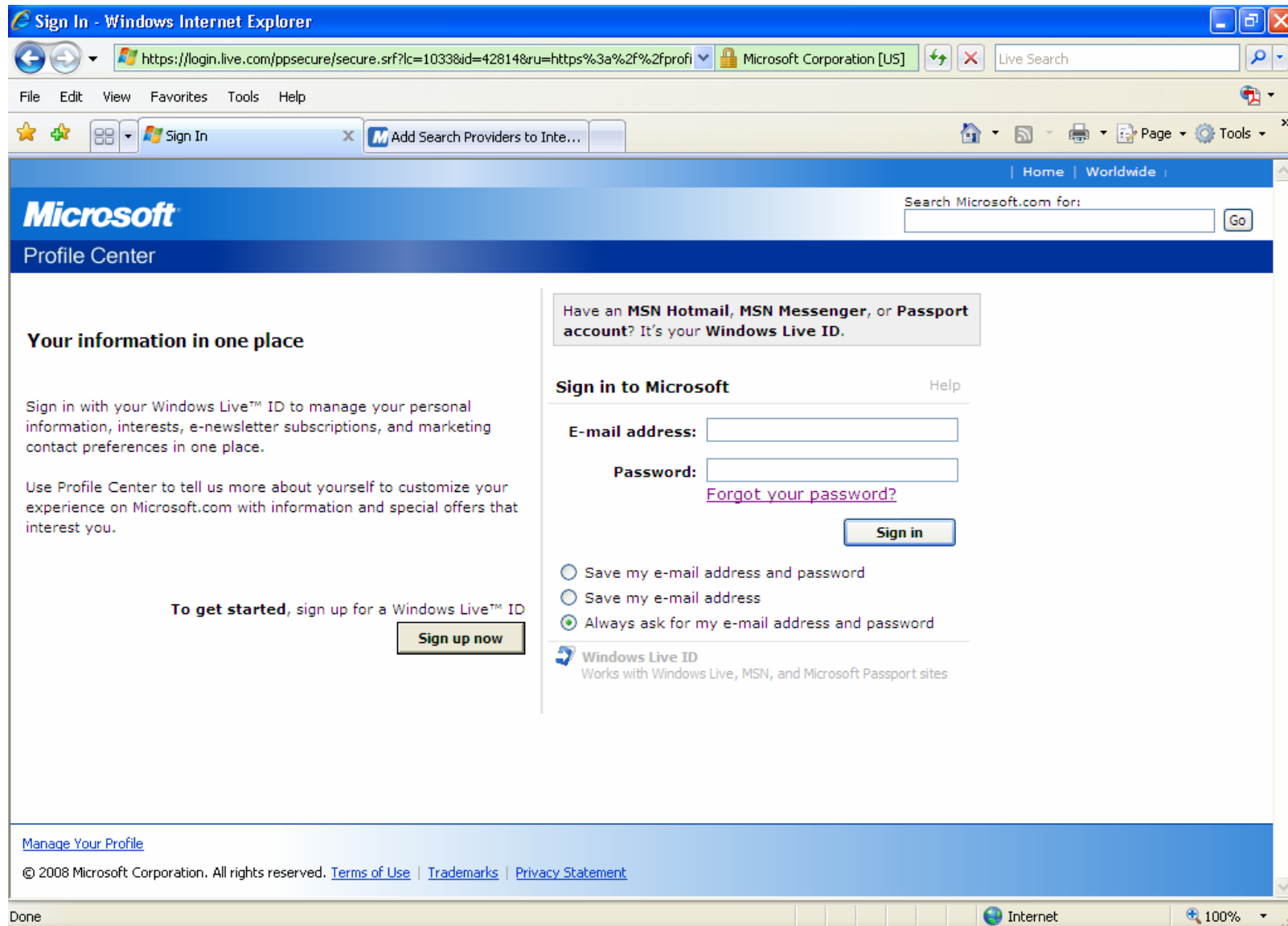
Readily Accessible from Every Online Service

The image shows a screenshot of the MSN website in Internet Explorer. The browser window title is "Nachrichten, Unterhaltung, Sport, Lifestyle, Finanzen, Auto und mehr bei MSN - Windows Internet Explorer". The address bar shows "http://de.msn.com/". The page content includes a search bar with the text "Suche hinzufügen", a navigation menu with links like "Web", "News", "Bilder", "Maps", "Encarta", and "Shopping", and a "Web-Suche" button. Below the navigation menu, there are sections for "Willkommen", "E-Mails abrufen", and "Anmelden". The main content area features a "Mehr auf MSN" section with a "Bruchlandung Boeing verfehlt Landebahn" article, a Renault advertisement for "NEU NEU NEU NEUWAGEN-TAGE BEI RENAULT", and a "Handball-EM" section. A red circle highlights the search bar area, and a red arrow points to the search bar from the left. The footer contains links for "Datenschutz", "Nutzungsbedingungen", "Werbung", "Impressum", "Inhaltsverzeichnis", "Jugendschutz", "Hilfe", "Feedback", "Presse", "Support", "PC Sicherheit", and the Microsoft logo.

Readily Accessible from Every Online Service



Control Over Personal Information



Accountability

TRUSTe - Make Privacy Your Choice - Windows Internet Explorer

http://www.truste.org/ivalidate.php?companyName=Microsoft%20Corporation&sealid=103&ctv_group=US

File Edit View Favorites Tools Help

TRUSTe - Make Privacy Y... Add Search Providers to Inte...

FOR BUSINESSES FOR CONSUMERS TRUSTE BLOG ABOUT TRUSTE Search

TRUSTe

SIGN UP FOR A TRUSTE SEAL
SEARCH FOR SEALHOLDERS
CONTACT US

Seal Programs :: Privacy Education :: Watchdog Dispute Resolution Service

Verified

Microsoft Corporation
Validated TRUSTe Privacy Statement
EU Safe Harbor Framework
For the following URLs:

- msn.eprize.net/spiderman3
- www.live.com
- www.microsoft.com
- www.MSN.com
- www.passport.net
- www.windowsmedia.com
- www.xbox.com
- www.zune.net

License Agreement Version 8.0

Microsoft Corporation is a certified licensee of the TRUSTe® Privacy Program and abides by the EU Safe Harbor Framework as outlined by the U.S. Department of Commerce and the European Union.

Make Informed Choices for Your Personal Information

About TRUSTe

TRUSTe Privacy Standards and Principles

Make Privacy Your Choice

- Visit TRUSTe's site to see if other familiar companies are part of the program.
- Get our quarterly email newsletter with alerts, definitions and tips to be more confident online.
- Learn how to protect your personal information.

Exercise Your Privacy Rights

If you have questions or concerns regarding this statement, you should first contact Microsoft Corporation. If you do not receive acknowledgment of your inquiry or your inquiry has not been satisfactorily addressed, you should then contact the TRUSTe Watchdog Dispute Resolution Program.

Offline inquiries can be made by mail at:

Done Internet 100%