

Answers attributable to an "NSO Spokesperson":

**Q1: I understand that all three senior advisors announced in September 2019 alongside NSO's new human rights policies left their advisory roles by September 2020. Why did these advisors leave, and why weren't they replaced? Does NSO Group still have outside advisors focused on human rights?**

"We are deeply grateful to have had the opportunity to partner with Governor Ridge, Ambassador Araud and Assistant Secretary Kayyem through the initial implementation phase of our new governance framework and on the hiring of our General Counsel and VP for Compliance. They all played important roles advising NSO on best practices in developing the framework, and their work came to a conclusion over the last year as we transitioned into the next phase. Their counsel and their long-held experience in solving complex challenges on a global scale have been invaluable, and we thank them for their leadership."

"NSO currently works with a range of advisers in the US, EU and UK who bring significant human rights and compliance experience."

**Q2: Does NSO Group still have a Governance, Risk and Compliance Committee? Can you share who was hired as the promised Head of Human Rights Compliance?**

"Yes, our Governance, Risk and Compliance Committee is in operation."

"The GRC is NSO's ultimate committee for reviewing human rights and compliance issues and takes every possible step to ensure that our technology is sold only to customers who will use it as intended: to prevent and investigate terror and serious crime. No other company in the industry meets the same strict standards for governance, but we hope we are setting an example for others to follow."

"Our industry leading compliance procedures have been overseen since January 2020 by Chaim Gelfand, VP for Compliance."

**Q3: Does NSO Group have a response to Citizen Lab's report from last month that Pegasus was used in July and August 2020 to hack the phones of journalists? Can you confirm that these attacks were carried out by UAE and Saudi Arabia?**

"NSO takes the allegations in the CitizenLab memo with utmost seriousness, and has initiated a review of the information therein and will investigate if warranted based on our policies, which we have detailed in our response to UN Special Rapporteur David Kaye. While NSO seeks to be as transparent as feasible in response to allegations that its products have been misused, because it develops and licenses to states and state agencies technologies to assist in combatting terrorism, serious crimes, and threats to national security, NSO is obligated to respect state confidentiality concerns and cannot disclose the identities of customers."

**Q4: I understand from my prior conversations with the company that NSO Group has a contractual right to audit which phone numbers are attacked, and that it has a kill switch**

**to use against non-compliant customers. Has the company used either of these in the case of the July and August 2020 attacks?**

"We indeed have this right that we exercise in accordance with our investigation policies. Based on the results of an investigation we always have the ability to use a "kill switch" to shut off a system that has been misused. We have done so in the past and will not hesitate to do so again if we discover a blatant misuse by a customer."

**Q5: Has the Governance, Risk and Compliance Committee conducted an investigation of these attacks from July and August 2020? When will that investigation be made public?**

"As stated, NSO Group investigates all credible allegations of misuse and takes action appropriate to the result of the investigation. As above, we cannot however release information which could identify government clients."

"As we have previously stated we shall be coming out with a transparency report during the first half of 2021, in which we shall provide certain details on investigations conducted by NSO, subject to confidentiality issues."

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