

key findings missing

#### **Key Takeaways:**

key takeaways missing

#### **Key Recommendations:**

key recommendations missing

#### Services evaluated:

Q Daum Search

Daum Mail

(CO) KakaoTalk

The 2020 RDR Index covers policies that were active between February 8, 2019 and September 15, 2020. Policies that came into effect after September 15, 2020 were not evaluated for this Index.

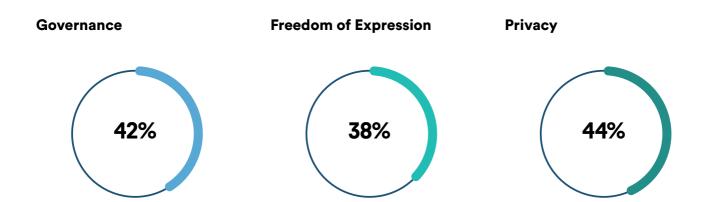
Scores reflect the average score across the services we evaluated, with each service weighted equally.

# Changes since 2019:



analysis missing

Gained 4.68 points on comparable indicators since the 2019 RDR Index.



We rank companies on their approach to governance, and their policies and practices that affect freedom of expression and privacy.

# Governance 42%

# governance missing

# Indicators

G1. Policy Commitment		83%
G2. Governance and management oversight		
		33%
G3. Internal implementation		
		50%
G4. Human rights due diligence	~	
		4%
G5. Stakeholder engagement and accountability		
		50%
G6. Remedy and appeals	~	
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# Freedom of Expression 38%

### freedom of expression missing

# Indicators

F1. Access to policies	33%
F2. Notification of policy changes	~
F3. Process for policy enforcement	19%
F4. Data about policy enforcement	35%
F5. Process for responding to third-party requests to restrict content or accounts	31% V 70%
F6. Data about government demands to restrict for content and accounts	50%
F7. Data about private requests for content or account restriction	56%
F8. User notification about content and account restriction	50%
F9. Network management (telecommunications companies)	NA NA
F10. Network shutdown (telecommunications companies)	NA NA
F11. Identity policy	50%
F12. Algorithmic content curation, recommendation, and/or ranking systems	0%
F13. Automated software agents ("bots")	
	25%

# Privacy 44%

### privacy missing

# Indicators

P1. Access to policies affecting users' privacy	~	50%
P2. Notification of changes	~	
P3. User information collection and inference	<b>~</b>	33%
P4. Sharing of user information		42%
P5. Purpose for collecting, inferring, and sharing user information		79%
		30%
P6. Retention of user information		33%
P7. Users' control over their own user information		19%
P8. Users' access to their own user information		22%
P9. Collection of user information from third parties		0%
P10. Process for responding to demands for user information	~	
P11. Data about demands for user information	~	43%
P12. User notification about third-party requests for user information		38%
		17%
P13. Security oversight		100%
P14. Addressing security vulnerabilities		
P15. Data breaches		17%
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P16. Encryption of user communication and private content (digital platforms)	25%	
P17. Account security (digital platforms)	20%	
	92%	
P18. Inform and educate users about potential risks		
	100%	