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June 1, 2021

Isedua Oribhabor  
US Policy Analyst  
Access Now  
463 Lincoln Place #241  
Brooklyn, New York 11238

Dear Ms. Isedua Oribhabor,

We express our appreciation for the results of our 2020 RDR and your recommendations on improving our operational policy. We would like to give our public response to the 2020 results.

Kakao inspects and corrects the risks and operational policies related to the various aspects of our company's services. In view of service operations, we hold user protection as our highest priority, and our philosophy and belief in protecting the human rights of our users remain central throughout all of our practices. In order to protect our users from harmful content and hate speech, we have conducted joint research with domestic academia, the National Human Rights Commission and other external institutions, through which we have established principles to eradicate hate speech and incorporated into our service operational policies.

We follow domestic regulations, evaluate policies on personal information and data protection, and take technical and administrative protective measures to prevent the risks in our services, such as preventive activities, personal information impact assessments, and technical vulnerability

inspections.

We are building a framework to monitor and provide immediate responses to the various risk factors that may arise from our services. We are aware of human rights violations that may take place during the development stages of service planning and technology development, and we inspect and respond to risk factors from various angles throughout all stages of product development. In addition to privacy issues, executives and employees with expertise in various fields, including information security, user protection, and the ethical aspects of new technologies, are continuously inspecting and improving our processes and policies.

Kakao makes efforts to fulfill its corporate responsibility in the digital environment. We hold regular consultations with external institutions to address the human rights violation factors that may occur from our services and to foster a safe digital environment. Bearing in mind the universal value of human rights, we follow and study global discussions on the relevant norms. Beyond our services, operational policies and processes, we seek ways to address issues within our society.

With view to the Human Rights Risk Assessments mentioned as a recommendation in the 2020 RDR evaluation, we will continue to carry out regular inspections on the necessary policies and processes with considerations to domestic discussions and the nature of our services. Our philosophy and the direction of our policies will be directed towards providing information on the policies and initiatives guaranteeing user rights through our corporate website or corporate channels.

Kakao will continue to recognize the risks and problems that may arise in an ever-evolving environment and we will maintain the protection of users' rights and safety as our highest priority. Lastly, Kakao will seek ways to solve associated risk factors and fulfill its corporate responsibility to respond to social needs.

Sincerely,

A handwritten signature in black ink, appearing to read 'Chaе-Yeong Lee', written in a cursive style.

Chaе-Yeong Lee  
Chief Privacy Officer, Kakao Corp.