

NSO Group emailed the following response to CPJ Senior Africa Researcher Jonathan Rozen on November 20, 2020, in response to questions about the companies' sales of spyware and journalist targets.

Attributable to an NSO Spokesperson:

"NSO was deeply troubled by the allegations put to us by Amnesty International, and immediately reviewed the information therein and investigated it to the extent warranted. We also replied in full to Amnesty International and our response has been published by them.

"Our technology helps governments the world over save lives. We take the responsibility to ensure the proper use of our products very seriously and fully investigate any credible allegation of misuse. All customers are under a contractual obligation to cooperate with investigations. To conduct such investigations we require a certain baseline of information, this is publicly available in our whistleblower policy, as Amnesty International is aware.

"As NSO has stated before, when an investigation discovers instances of misuse we have various options including shutting the system down - which we have done in the past. Amnesty International and others, including former UN Special Rapporteur David Kaye, have been provided a full description of our human rights processes, investigatory steps and the range of responses to misuse.

"However, as we have repeatedly stated, owing to national security concerns and contractual obligations we cannot disclose who our customers are. All customers must pass NSO's rigorous internal compliance procedure and the export of our technology is also monitored by the Israeli Ministry of Defence.

"NSO's technologies are designed and contractually required to be used exclusively to investigate terrorism and serious crime, and increase public safety."

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