ASK4 Group Transparency Report

ASK4

Single Point of Contact Under the Digital Services Act (DSA)

The **Digital Services Act** ("DSA") requires intermediary service providers to designate a **single point of contact** for direct communication with users and relevant **European institutions** regarding its application.

ASK4 can be contacted at **legal@ask4.com**.

Communications should be in English.

ASK4's **transparency reporting**, which includes details on content blocking relevant to the DSA, is available below, along with information about ASK4's commitments to **privacy** and **freedom of expression**.

Balancing Privacy and Government Investigatory Powers

ASK4 recognises that **safeguarding customer data** is essential to maintaining **open communication**. However, we also acknowledge that **effective law enforcement** may require controlled disclosure of information to authorised authorities where legally mandated.

ASK4

Confidentiality and Data Security

ASK4 places the highest priority on ensuring the **confidentiality, integrity, and availability** of our own and our customers' information.

To protect **resident data**, we:

- **Minimise** the information we collect, ensuring it is limited to what is necessary to deliver our services.

- **Implement strict security controls** (both **technical and organisational**) to protect this information.

ASK4

Organisational Commitment

ASK4 demonstrates its commitment to **information security** through:

- **ISO 27001 certification**, with a commitment to annual recertification.
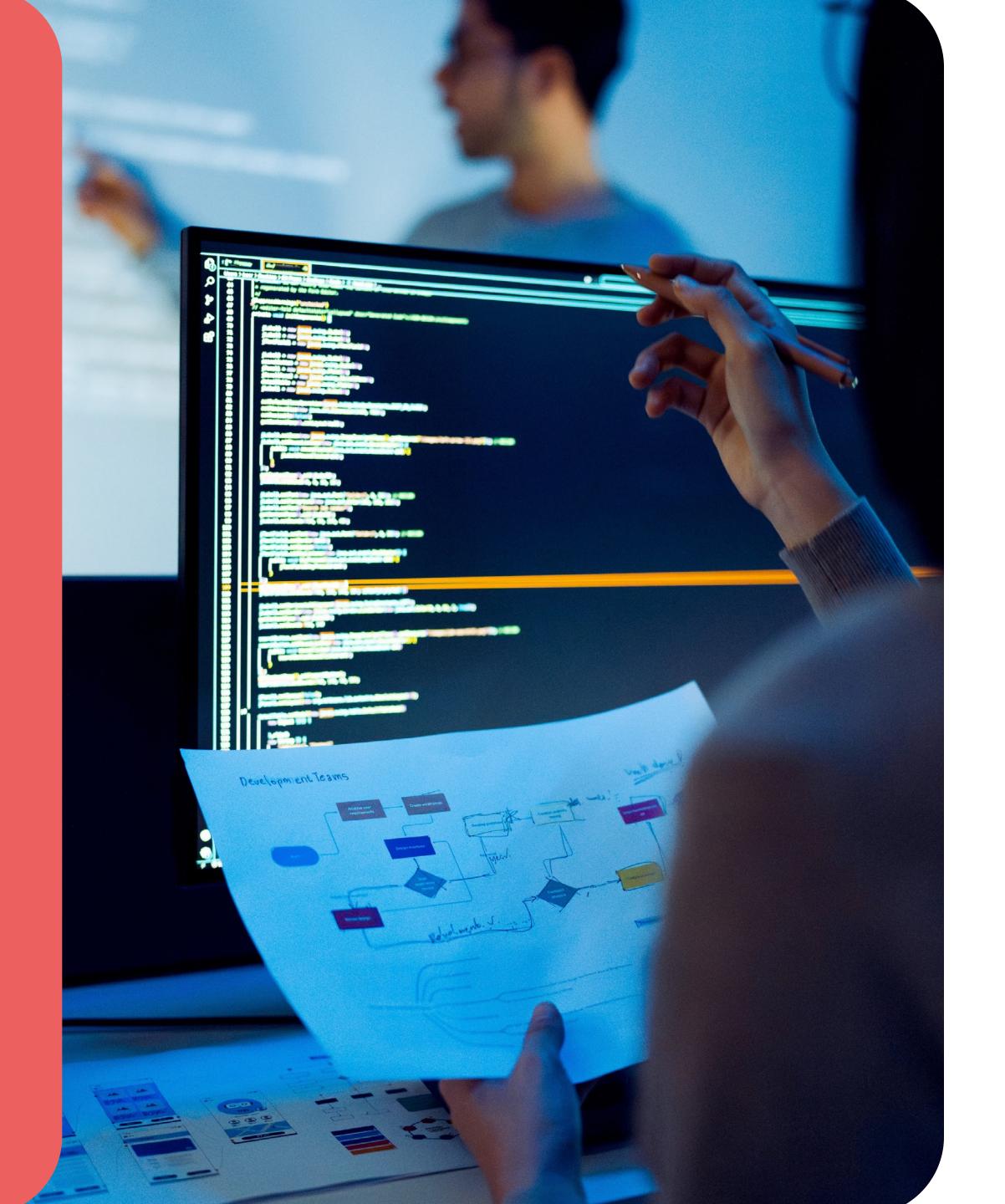
- A **dedicated Information Security Manager**, responsible for internal audits and compliance tests presented at **board level**.

- A structured approach to **continuous improvement**, driven by annual security objectives.

Additionally:

- **All staff and contractors** receive training and testing on **information security responsibilities** and the importance of **client data confidentiality** through in-house learning modules.

- **Relevant suppliers** undergo **specific information security audits** as part of their onboarding process.

ASK4

Technical Commitment

ASK4 deploys a range of security tools.

Additionally, **all software developed by ASK4** follows **test-led development principles**, ensuring rigorous testing.

All testing occurs in a **separate environment** using **pseudo-data** to maintain security.

ASK4

Data Protection

ASK4 takes **data privacy** seriously and accepts full responsibility as a **data controller** under the **Data Protection Act 2018** and the **GDPR**.

To ensure compliance, ASK4:

- Appoints a **Data Protection Officer** and **Information Security Manager**, who report to the board on compliance.

- Conducts **regular audits** of key **data protection compliance processes**, with findings reported at **board level**.

- Implements **strict data retention policies**, ensuring that **data is deleted when no longer required**.

- Carries out **privacy impact and security assessments** on internal developments and third-party suppliers.

- Trains all employees on **data protection responsibilities**, ensuring they understand how to report breaches or non-conformities.

- Includes **appropriate data protection clauses** in **customer and supplier contracts**, ensuring compliance with **UK and EU regulations** for **cross-border data transfers**.

- Holds **ISO 27001 certification** and regularly reviews security policies.

Fair Processing Notice:
ASK4 Privacy Policy

ASK4

Legal Disclosures

ASK4 recognises the importance of **law enforcement** in preventing **unlawful activities** while ensuring **human rights** are respected.

Authorities may lawfully request access to data for **serious crime prevention** or **national security**. ASK4:

- **Carefully assesses** each request to ensure compliance with **legal requirements**.

- **Seeks clarification** where necessary to verify the **legitimacy of the request**.

- Evaluates potential **human rights implications** before entering **new markets**.

- Adheres to **strict governance processes**, ensuring that only the **minimum necessary information** is disclosed under **local laws**.

Government Requests (2024)

Region	Requests Received
UK	86
EU	2

ASK4

Balancing an Open Internet with a Safe Internet

ASK4 supports **net neutrality** and treats all internet traffic **equally**.

We:

- **Do not impose automatic content filters** on our **residential network** for adult users.

- Support **user autonomy**, allowing customers to filt**er content themselves** using **device-level tools**.

- Comply with all **legal blocking orders**, sanctions, and court-mandated content restrictions.

- Implement content blocking or filtering upon request **for minors**, as requested by a responsible **third party**.

Content Blocking (2024)

Region	Sites Blocked
UK	4
EU	78

ASK4