

BIT Transparency Report 2014

In 2012, BIT issued their first Transparency Report with the aim of providing insight into the amount of BIT's personal data retrievals and the amount of notice and takedown requests that have been received and processed by BIT in that year. In this report, we publish that information for the year 2014.

We publish this information because we think it's important, especially given the recent developments in the field of privacy, to provide our clients and other interested parties with openness. To enable trends to be identified, we have included the 2012 and 2013 figures in this report as well.

The numbers of tap commands and complaints about copyright violations are new in this Transparency Report when compared to the first edition.

Supply of personal data

The table below shows the number of requests we have received for the provision of personal data of customers of BIT to law enforcements. The number of cases that were in compliance with this request is indicated as well.

	2012	2013	2014
Received requests	1	1	0
Requests where information has been disclosed	1	1	0

Reports of data protection infringements

BIT is legally required to report any event of infringement of the protection of personal data they have stored. The same as in 2012 and 2013, BIT has found no reason to report any such event in 2014.

	2012	2013	2014
Reports of data protection infringement	0	0	0

Tapping orders

The 2012 edition of our Transparency Report did not contain the amount of tapping orders due to uncertainties concerning confidentiality. Now that there is more clarity, we can publish these numbers in this year's edition, just like we did in the Transparency Report of 2013.

	2012	2013	2014
Amount of tapping orders	0	0	0

Malware

The table below shows how many complaints BIT received because of the (alleged) hosting of malware and how they were processed.

	2012	2013	2014
Processed takedown requests	8	29	20
Rejected takedown requests	4	0	0
Total	12	29	20

Takedown requests for alleged copyright infringement

The 2012 Transparency Report does not feature the number of notice and takedown requests for alleged copyright infringement that have been received and processed, because the recording of the (handling) of such complaints was incomplete for that year. The procedure for handling notice and takedown requests for alleged copyright infringement has been changed, so the figures for 2013 and 2014 are available now. They can be found in the table below.

	2013	2014
Unprocessed complaints	1135	2339
Complaints rejected by BIT	5	6
Reported complaints	4	0
Total	1144	2345

The large number of unprocessed complaints is filed by a small number of parties that automatically file complaints on behalf of the film and music industry. Since they do not comply with our notice and takedown procedure, we have not processed these complaints. It is also possible that there are repetitions amongst the unprocessed complaints.

The complaints that have been rejected were complaints concerning material that could not be confirmed as undeniably unlawful.

Phishing

The table below contains information about the amount of complaints concerning phishing-sites BIT has received and how they were processed.

	2012	2013	2014
Processed Takedown requests	8	22	50
Rejected Takedown requests	1	2	3
Total	9	24	53

Child pornography

The table below contains information about the amount of complaints concerning child pornography BIT has received and how they were processed. This is the first year we included numbers about child pornography because we did not receive any complaints about this in the past years.

	2012	2013	2014
Number of complaints accepted	0	0	1
Number of complaints rejected	0	0	0
Total	0	0	1

Conclusions and comments

The number of searches for personal data remains low. The explanation we gave previous years is that BIT is a corporate ISP and does not (directly) do business with clients remains applicable here.

This is the second year that we have provided insights into the number of received and executed tapping orders. The corporate ISP explanation remains plausible for the low numbers.

The number of malware hosting complaints has slightly decreased, this can be attributed to a service ran by a customer which was being misused in 2013 but was no longer available in 2014.

The number of claims of copyright infringements has increased since 2013, these are automatically e-mailed and all those claims do not comply with our notice and takedown policy.

Phishing complaints have increased again because financial institutions are more strict on detecting and reporting.

Numbers regarding child pornography are new this year.