

Dear,

First of all, thanks for bringing this to our attention. We don't allow developers to use data obtained from us to provide tools that are used for surveillance. We take the enforcement of our policies very seriously and investigate when possible violations are brought to our attention. When we find companies violating our policies we will take swift action, including banning those companies from Facebook and requiring them to destroy all improperly collected data.

**1. Is Facebook aware of the fact that companies are downloading (crawling) Facebook data for their own purposes?**

This would be against our policies ([https://www.facebook.com/apps/site\\_scraping\\_tos\\_terms.php](https://www.facebook.com/apps/site_scraping_tos_terms.php)) and we have a number of systems in place to try to detect violations.

**2. Does Facebook allow companies to collect data from Dutch citizens - and probably other nationalities - in order for the companies to store the data in their own databases? If so, under which regulations or laws are the agreements between Facebook and these companies made?**

If these companies did not get consent, this is a violation of our terms. See 2.3 & 3.2 of our terms: <https://www.facebook.com/legal/terms>

**3. Is Facebook aware that these companies make these databases available to their customers, who pay for this access/data?**

We prohibit this behavior. See 3.10 of our platform policy: <https://developers.facebook.com/policy/>

**4. These companies also make their databases available to law enforcement agencies for social media monitoring/surveillance purposes. Is Facebook aware of that? What kind of agreements between Facebook and data collection companies regulate the companies' making that data available to law enforcement agencies?**

We prohibit this behavior. See 3.1 of our platform policy: <https://developers.facebook.com/policy/>

**5. Are users in the Netherlands - and other countries - informed by Facebook about the fact that their data might be collected by Dutch companies for other purposes than the initial intention of the Facebook users? How are privacy, copyright and general surveillance issues dealt with between Facebook and these companies concerning the data from Facebook users?**

See answer to #2. If these companies did not get consent, this is a violation of our terms. See 2.3 & 3.2 of our terms: <https://www.facebook.com/legal/terms>

**6. Do these companies that collect Facebook data have a contract with Facebook? At the moment we are investigating several companies among which Coosto/Wiseguys Internet, Buzzcapture and Obi4wan. Are these companies known to Facebook? Does Facebook publish a full list of Dutch companies which have Facebook's permission to collect data from its users?**

Our policies prohibit collecting users' content or information, or otherwise accessing FB, using automated means (such as harvesting bots, robots, spiders, or scrapers). It is also against our policies to use any data obtained from us for surveillance. We will look into this report and will take any necessary enforcement action.

People may authorize apps to access Facebook information in order to provide services. They can

review all of the apps they have authorized from the Apps section within settings, here: <https://www.facebook.com/settings...> More info here: <https://www.facebook.com/help...>

**7. Some companies gather the information which Facebook users make available to everyone. They do not gather information which users of Facebook only share with friends. We are also investigating companies' practices of bypassing the privacy settings of Facebook users. The "protected" information of these users becomes available through other Facebook users. Are you aware of these practices? Are there agreements with these companies about this data which Facebook users would only like to share with specific other users?**

We aren't completely sure what you are referring to. This sounds like something that isn't allowed on our platform. If you can share more information here, we can look into this and take any necessary enforcement action.

**8. Another line of investigation is the use of shadow accounts by these companies to obtain access to users, groups and specific circles within Facebook. Are there agreements with these companies about this data which Facebook users would only like to share with specific other users?**

This is against our authentic identity policy. In addition, our [SRR](#) 4.2 prohibits creating more than one personal account.

I hope these answers will help you in your investigation.

Kind regards,

Facebook Benelux  
Jollemanhof 15 | 1019 GW Amsterdam