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January 20, 2022

Shalev Hulio
Chief Executive Officer
NSO Group Technologies LTD
22 Galgalei HaPlada St.
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[REDACTED]



HRW.org

Dear Mr. Hulio,

We are writing to you from Human Rights Watch, a global, independent non-governmental organization that monitors human rights in more than 100 countries around the world.

We recently found that the devices of a Human Rights Watch staff member were infected with NSO Group's Pegasus surveillance software.

In the interest of thorough and objective reporting, we are seeking your comment on the following allegations and questions, as well as any other information you may wish to offer. We would request your comment by January 24, 2022, in anticipation of publication on this issue.

On November 24, 2021, Apple Inc. notified the Human Rights Watch staff member that state-sponsored attackers may be targeting their iPhone.

Human Rights Watch's technical analysis of the staff member's devices indicated that two iPhones were hacked with the NSO Group's Pegasus software. Amnesty International's Security Lab conducted an independent peer review and corroborated Human Rights Watch's finding.

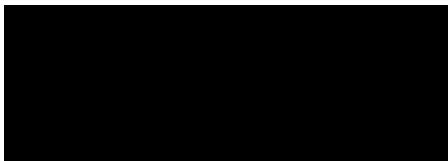
Human Rights Watch found that two iPhones were hacked a total of four times on: April 7, 2021; June 3, 2021; June 23, 2021; and July 5, 2021. Both of the iPhones targeted used a Lebanese phone number on Touch network.

Given these findings, we are seeking further information on the following issues:

- 1) What is NSO Group's response to our corroborated findings that the devices of Human Rights Watch staff were infiltrated by the company's product?
- 2) Does NSO Group know of any client that used the company's software on the devices of a Human Rights Watch staff member? If so, please indicate which client(s).
- 3) We understand that the company [markets](#) its products "to prevent and investigate terrorism and crime." Does NSO Group consider the use of Pegasus to conduct surveillance on Human Rights Watch staff to be an intended or acceptable use of its product? Can you provide details on how such use would be consistent with the company's [Human Rights Policy](#), and responsibilities under the [UN Guiding Principles on Business and Human Rights](#)?
- 4) We understand the company has convened a risk committee to evaluate whether the sales or use of its products may be contrary to its human rights policy. Can you provide details on how this risk was evaluated in this case?
- 5) What, if any, steps does NSO Group take to prevent clients from using their product to target human rights defenders?

Due to our publication schedule, we request that you respond by **10 a.m. ET on, January 24, 2022**:

Sincerely,



Arvind Ganesan
Director, Business and Human Rights Division
Human Rights Watch