

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

STARRED QUESTION NO:480
ANSWERED ON:11.08.2014
SHARING OF SUBSCRIBERS DETAILS
Thota Shri Narasimham

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the mechanism in place to maintain confidentiality of subscribers' details by the service providers;
- (b) the manner in which the mechanism operates to ensure safety and security of subscribers' details;
- (c) whether the certain private telecom companies including Vodafone and Verizon have reportedly shared subscribers' details with a spy agency of a foreign country and if so, the details thereof; and
- (d) the corrective action taken/being taken by the Government in this regard?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY & LAW AND JUSTICE (SHRI RAVI SHANKAR PRASAD)

(a) to (d) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO. 480 FOR 11TH AUGUST, 2014 REGARDING "SHARING OF SUBSCRIBERS' DETAILS"

(a) & (b) Madam, the Telecom Service Providers have been mandated as part of their license terms and conditions that the licensee shall ensure protection of privacy of communication and ensure that unauthorized interception of messages does not take place. It has also been mandated that the licensee shall take necessary steps to ensure that the licensee and any person(s) acting on its behalf observe confidentiality of customer information. Further, the licensee shall take all necessary steps to safeguard the privacy and confidentiality of any information about a third party and its business to whom it provides the service and from whom it has acquired such information by virtue of the service provided and shall use its best endeavours to secure that :

(i) no person acting on behalf of the licensee or the licensee divulges or uses any such information except as may be necessary in the course of providing such service to the third party; and

(ii) no such person seeks such information other than is necessary for the purpose of providing service to the third party.

(c) & (d) Reports on passing on details of customer's phone calls, e-mail messages and other communication by the firms operating in United Kingdom (UK) including M/s Vodafone and M/s Verizon to Government Communication Head Quarter (GCHQ) a spyagency of UK, were there in media in August, 2013. However, no instance of passing such information by Indian telecom companies including Vodafone and Verizon with a spy agency of a foreign country have come to the notice of the Government.