



Dear Special Rapporteurs,

Thank you for your letter dated 8 September 2025 and for the opportunity to respond to the concerns raised regarding Microsoft's actions in relation to Addameer Prisoner Support and Human Rights Association.

Microsoft is firmly committed to respecting human rights across our business and value chain, as set forth in our [Global Human Rights Statement](#). This commitment guides our governance, operations, and engagement with stakeholders globally. We are dedicated to transparency, accountability, and the highest standards of trust and responsible business practices.

Microsoft's actions are guided by international standards, including the UN Guiding Principles on Business and Human Rights (UNGPs). We conduct ongoing human rights due diligence, including heightened review in conflict-affected and high-risk areas. Our teams coordinate closely to ensure that human rights considerations inform decisions, and we adapt our approach to evolving legal and regulatory requirements.

Addameer was designated by the U.S. Department of the Treasury's Office of Foreign Assets Control (OFAC) as a Specially Designated National (SDN) on June 10, 2025, based on allegations of affiliation with the Popular Front for the Liberation of Palestine (PFLP), a group designated as a terrorist organization by multiple governments and international bodies. Microsoft's actions were taken in compliance with U.S. sanctions law following Addameer's designation as an SDN. In alignment with our standard sanctions compliance policies and protocols, Microsoft identified and disabled Addameer's accounts involving services that Microsoft is prohibited from providing under the sanctions and filed a blocked property report with OFAC. Our policies require prompt action to disable accounts involving services in violation of sanctions and to report blocked property, in accordance with applicable law.

We have retained Addameer's data for most affected subscriptions, exceeding standard retention timelines, to ensure that restoration remains possible should circumstances allow. Restoration of Addameer's access to cloud services and data would require regulatory approval, including an OFAC license.



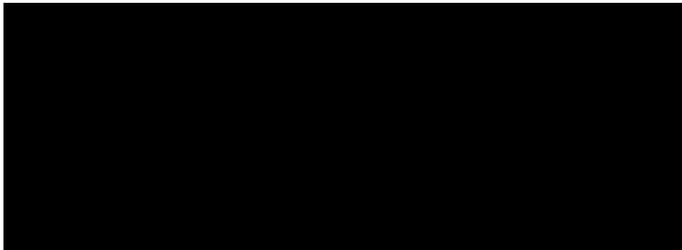
We recognize the importance of civil society organizations and human rights defenders, and we strive to balance our commitments with legal obligations and enforcement risks. Addameer was notified of the account termination in accordance with our standard procedures. The organization may pursue appeal or review through regulatory channels, and we remain open to reconsideration should legal circumstances change.

Microsoft has adopted safeguards to prevent or mitigate account termination requests inconsistent with international human rights standards. We regularly review our processes and engage with stakeholders to strengthen our approach.

We maintain robust grievance and remedy mechanisms, consistent with the UNGPs, to address adverse human rights impacts across our operations. We publicly report on our progress and remain committed to continuous improvement.

Microsoft remains steadfast in our commitment to human rights and responsible business practices. We will continue to engage with stakeholders, including civil society organizations and international bodies, to inform our efforts and collaborate on solutions that enhance respect for human rights across the technology sector. Going forward, we're exploring a program to provide non-profit customers with guidance on best practices and steps to maintain business continuity and data access. Thank you again for reaching out and for your engagement on these important issues.

Sincerely,



Teresa Hutson

Corporate Vice President, Trusted Technology Group
Microsoft Corporation