

### Microsoft Internet Safety Team Introduction

- Global team of investigators and lawyers defending against Internet crime and abuse
- Specific missions:
  - Protect children from technology facilitated crimes
  - Advance safety and integrity in the online advertising marketplace
  - Ensure security and safety in cloud computing and emerging technologies

## Overview

- Clear legislation on when the data should be provided to law enforcement, including data retention
- Cooperation with law enforcement should be facilitated through meetings and exchanges
- Participation in an international framework to facilitate exchange of evidence

# Legally binding requests

- Legislation should specify ISP obligations on data retention, legal process for disclosing customer information
- The definition of ISP or ESP should be unambiguous in the legislation

# Facilitating the exchanges

- Appoint people single points of contact for the law enforcement and ESP exchanges
- Prioritize the requests so ESPs can allocate the adequate amount of resources
- Regular meetings to identify and resolve problems

# International requests

- International instruments exists to facilitate police cooperation
  - Letters rogatory
  - Mutual Legal Assistance Treaties (MLAT)
  - G8 Contact points
  - Convention on cybercrime

© 2009 Microsoft Corporation. All rights reserved. Microsoft, Windows, Windows Vista and other product names are or may be registered trademarks and/or trademarks in the U.S. and/or other countries. The information herein is for informational purposes only and represents the current view of Microsoft Corporation as of the date of this presentation. Because Microsoft must respond to changing market conditions, it should not be interpreted to be a commitment on the part of Microsoft, and Microsoft cannot guarantee the accuracy of any information provided after the date of this presentation. MICROSOFT MAKES NO WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, AS TO THE INFORMATION IN THIS PRESENTATION.

# Volontary cooperation

- Abuse reporting should be standard and follow RFC 2142 (abuse@, noc@, security@) and a standard format as ARF (Abuse Reporting Format)
- There should be agreement on how national legislation may regulate the internet (filtering, data retention)
- Legal study of the possibility for crossjurisdictional cooperation
- Requests should come from single points of contact

# **Case study**

Microsoft criminal compliance

# **Preservation requests**

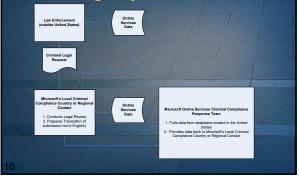
- Microsoft will preserve a snapshot of an account to afford the foreign government the opportunity to seek disclosure / through the MLAT/Letters Rogatory process.
- Microsoft will accept a written request, signed by the international law enforcement agency, which specifies the information to be preserved.

Micresoft 🗖

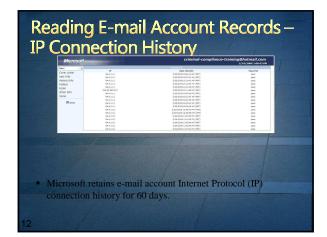
Preserve a snapshot of information, including IP logs and e-mail contents, for 180 days from the date of the preservation. Microsoft will extend the initial

Microsoft will extend the initial preservation for <u>an additional</u> 180 days upon request from International Law Enforcement.

## International Criminal Compliance : Non-Emergency Process







© 2009 Microsoft Corporation. All rights reserved. Microsoft, Windows, Windows Vista and other product names are or may be registered trademarks and/or trademarks in the U.S. and/or other countries. The information herein is for informational purposes only and represents the current view of Microsoft Corporation as of the date of this presentation. Because Microsoft must respond to changing market conditions, it should not be interpreted to be a commitment on the part of Microsoft, and Microsoft cannot guarantee the accuracy of any information provided after the date of this presentation. MICROSOFT MAKES NO WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, AS TO THE INFORMATION IN THIS PRESENTATION.

# **Emergency Requests**

- Microsoft Online Services will respond to emergency requests outside of normal business hours.
- Send a letter on official agency letterhead- signed and dated, including:
  - A summary of facts,
  - A statement that there is an emergency "involving danger of death or serious physical injury requiring disclosure of the information without delay."
- The full name of the requested account (e.g., "bob\_compliance@hotmail.com") and what data is requested (e.g., "Subscriber Information and IP History").

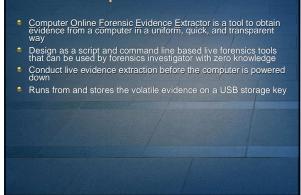
# **Cooperation** On the technology side

### Microsoft Law Enforcement Portal



# Digital Crimes Consortium 12-16 October 2009





#### Volatile information Date, time of the examination Case Type : Test Lawe ID : --USUII--Console Operator : --USS Operator : ENT Description : Sample SWAP drive Network connection . User Account Processes List Sho C OPT TOOL Running services Scheduled Jobs Files ٠ Open files Screen capture

© 2009 Microsoft Corporation. All rights reserved. Microsoft, Windows, Windows Vista and other product names are or may be registered trademarks and/or trademarks in the U.S. and/or other countries. The information herein is for informational purposes only and represents the current view of Microsoft Corporation as of the date of this presentation. Because Microsoft must respond to changing market conditions, it should not be interpreted to be a commitment on the part of Microsoft, and Microsoft cannot guarantee the accuracy of any information provided after the date of this presentation. MICROSOFT MAKES NO WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, AS TO THE INFORMATION IN THIS PRESENTATION.

### **COFEE Computer Forensics Tool**

# **Educating Users**

- Microsoft regularly emails online fraud prevention tips to its customers
- Detailed online fraud prevention information is provided on Microsoft's website
- User education and awareness is enhanced through cooperation with public authorities, media, and industry partners



Recently Fylad in instruct is perceive from some recently all devide beginners received and any concerned by result device and which it illential univerreceived de some main fixed is not all with all the all and all and there are the tops Sway syot can help pottect yourself from phalandy and some main messages: 1) Be way of C-main lawking for your personal information. Any read ashing for your many, this fair, is cold second makes, some personal ashing for your many, this fair, is cold second makes, so and personal ashing for your many.

### Assisting victims of account hijacking

- Microsoft has a specific program to assist victims of hijacked accounts
- The user friendliness of Windows Live online services support is constantly being improved based on user feedback



# Industry Initiatives to support victims

- The Advance Fee Fraud Coalition is an industry initiative to fight Internet fraud through
  - Public awaren
  - Mitigation
  - Enforcement
- This industry initiative demonstrates an interest and need by the private sector to work together to protect victims for crimes committed across borders

Feelback Condition - His					ADD N
<ul> <li>R. Houseback</li> </ul>			🗄 12 🕫 🛎 📴 14 5		
ges Ppotes july					
🙀 🗶 set the Gale	- Cherry M. Pro	nt (r. 184)			
Fast Read Coulding	_			M + 54 + 340 + 5	x . e
	Advanc		d Coalition	1	
Microsoft YAHOO!	schlicht arcos The sepresion haubbers com haubbers and hab be be, a off-re habe be, a off-re habe be, a off-re habe be, a off-re habe be able to obtain the obtain the best of the habe be able to obtain the obtain the best of the habe be able to obtain the obtain the best obtained between the between the betwee	(2) of money, induced free Transf was a votion that the have mean that the have mean that any on the aver mean that have mean that have mean that have mean that have mean that the mean that have mean that have have the length on mean to have have the length on mean to have have the length on the length of the length of length of the length of the le	A transmit time causion (AT) describes their divident have writes have now a prior and and have now a prior and one of the prior of the time of the time one of the prior of the time of the time of the time of the time of the time of the time of the time of the time of the time of the time of the time of the time of the time of the time of the time of the time of the t	corps in which optimal or lease selected for a local selection of the selection in solution of the selection is only data leases the construction of exactle the only data leases the construction of course of the output of	
	The scheme is	e Frand Coelition e Fraud (AFF) Coelitie	e was arrounded on t		

### Technical measures – web browsing

#### SmartScreen filter

- Prevents users from going to known phishing and malware websites
- Warns users against websites exhibiting fraud characteristics
- Domain highlighting
   Informs users to make it more difficult to spoof domains

Microsoft Corporation - Windows Internet Explorer
 Or Internet Inte



© 2009 Microsoft Corporation. All rights reserved. Microsoft, Windows, Windows Vista and other product names are or may be registered trademarks and/or trademarks in the U.S. and/or other countries. The information herein is for informational purposes only and represents the current view of Microsoft Corporation as of the date of this presentation. Because Microsoft must respond to changing market conditions, it should not be interpreted to be a commitment on the part of Microsoft, and Microsoft cannot guarantee the accuracy of any information provided date the date of this presentation. MICROSOFT MAKES NO WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, AS TO THE INFORMATION IN THIS PRESENTATION.