



June 21, 2021

The Honorable Mitt Romney  
United States Senator – Utah  
Russell Senate Office Building, Room 354  
Washington, DC 20510

Dear Senator Romney:

On behalf of Satya Nadella, I'm writing in response to your letter dated June 8, 2021, regarding the temporary and accidental removal of "Tank Man" images from Bing search results for users outside of mainland China.

After conducting an internal review, we have confirmed that the removal of the image was an unintentional error by a team located in the US and China. The removal was a violation of our established policy not to remove search results outside mainland China at the request of the PRC government unless the content violates a Bing policy (e.g., highly sensitive personal information such as credit card numbers or email passwords posted on the internet). The "Tank Man" images do not violate a Bing policy and therefore their removal from Bing image search results outside of China was in error.

We deeply regret the mistake and take it seriously. We have therefore undertaken a comprehensive review focused on improving our internal processes to ensure that all employees adhere to our established policy going forward. We are currently working on a plan that will establish more robust safeguards to prevent any similar incidents in the future, including limiting technical access by employees to global removal tools, requiring additional corporate-level approvals before any global removals can be executed, and requiring additional training and auditing to ensure consistent adherence to our policy.

We appreciate your thoughtful inquiry into this matter and will look to continue to be a resource to you and your staff on a going forward basis. Please do not hesitate to contact us if there are any further questions.

Sincerely,

A handwritten signature in black ink that reads "Tom Roberston".

Tom Roberston  
Deputy General Counsel & Corporate Vice President  
Microsoft Corporation