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**Sofie Maddens** is the Head of the Regulatory and Market Environment Division of the ITU BDT. Lawyer by training, Sofie Maddens has worked as Regulatory and Policy Expert in the telecommunications/ICT sector in international and multi-cultural environments, including in Asia and the Middle East, as well as in the Americas, Europe and Africa. She has managed complex private sector, government, and regional and international projects and grants for national governments and their National Regulatory Authorities, the European Commission, the World Bank, the Telecommunications Development Bureau of the ITU as well as for a wide variety of private telecommunications, consulting and financial sector clients. Her scope of expertise has focused in particular on the information and communications sectors, the postal sector as well as the information society (including Internet policy and governance, e-commerce, privacy, cybercrime and cyber security).