

Twilio Transparency Report

January 1, 2023 to June 30, 2023

Twilio's developer ecosystem, customers, and end users expect Twilio to protect their personal information and sensitive data. As part of our commitment to [your privacy](#) and our core principle of "no shenanigans," we produce semi-annual transparency reports to show how many government requests for information Twilio receives, how Twilio responds, and how often Twilio is permitted by law to notify our customers of these requests.

This is Twilio's seventeenth transparency report. It details requests for customer information made by municipal, state, provincial, and federal governments from around the world for the first six months of 2023. Current and previous transparency reports are available on Twilio's [website](#).

What types of government legal requests did Twilio receive between January 1 and June 30, 2023?

Requests for disclosure of Twilio customer information

Types of government requests for information	Number of requests
U.S. Requests	860
Court order	24 ¹
Civil investigative demand	14
Emergency disclosure request	9
Pen register/trap & trace order	1
Search warrant	74
Subpoena (or equivalent)	738 ²
Wiretap order	0
International Requests	1,034
Total Worldwide³	1,894

Requests for preservation of customer information

U.S. Requests	62 ⁴
International Requests	16 ⁵
Total Worldwide	78

¹ One of these court orders was for SendGrid customer information, and one was for Zipwhip customer information.

² Seven of these requests were for Zipwhip customer information, three were for SendGrid customer information, and two were for Authy customer information.

³ No government requests for Segment customer information were received during this reporting period.

Where did these government legal requests originate?

Requests for disclosure of Twilio customer information

Jurisdiction	Requests received	Requests for which some customer information was provided	Percentage
Canada	91	90	
United States ⁶	860	643	
Total Americas	951	733	77.1%
Australia	16	5	
India	4	1	
Japan ⁷	52	50	
Singapore	1	1	
Total APAC	73	57	78.1%
Austria	5	5	
Belgium	20	19	
Czech Republic	2	1	
Finland	2	1	
France	569	544	
Germany ⁸	161	153	
Greece	1	1	
Israel	1	0	
Poland	2	0	
Slovenia ⁹	1	0	
Spain ¹⁰	5	2	
Sweden	3	3	
Switzerland	15	10	
United Kingdom ¹¹	83	69	
Total EMEA	870	808	92.9%
Total Worldwide	1,894	1,598	84.4%

⁴ One of these requests was for Authy customer information.

⁵ One of these requests was for Authy customer information. Two of these requests were for SendGrid customer information.

⁶ Two of these requests were for Authy information. Some customer information was provided in response to both of these requests. Four of these requests were for SendGrid information. Some customer information was provided in response to two of these requests. Eight of these requests were for Zipwhip information. Some customer information was provided in response to four of these requests.

⁷ Three of these requests were for SendGrid information. Some customer information was provided in response to each of these requests.

Requests for preservation of customer information

Jurisdiction ¹²	Requests received	Requests for which some customer information was preserved	Percentage
Australia	2	2	
Bulgaria	2	2	
Canada	3	2	
France	1	0	
Japan	2	0	
Republic of Korea	1	1	
Moldova	3	3	
Poland	1	0	
United States	62	44	
Switzerland	1	0	
Total Worldwide	78	54	

¹² Requests that were issued through diplomatic procedures, including requests received via a mutual legal assistance treaty, are listed under the requesting government's country.

How did Twilio respond to these government requests for customer information?

Of the 1,894 government requests for customer information that Twilio received between January 1 and June 30, 2023, Twilio provided some customer information in response to 1,598 and did not provide customer information for 296 requests. Twilio does not provide customer information for various reasons, including when: Twilio assesses that government requests are legally insufficient; no responsive records are found; and government agencies withdraw their requests. Sometimes, government agencies withdraw their requests after Twilio informs them of our customer notification policy.

Pursuant to Twilio's [Privacy Notice](#), when Twilio is required by law to disclose the personal information of our customers or their end users, we notify our customers of the disclosure requirement unless we are prohibited by law from doing so. The rules governing when a provider like Twilio can notify our customers of information disclosure obligations vary by jurisdiction. We therefore evaluate each request individually and notify customers whenever possible. And we provide notice after a legal prohibition ends, such as when a statutory non-disclosure requirement or a court's non-disclosure order expires. Between January 1 and June 30, 2023, Twilio was prohibited by law from notifying its customers about 1,650 government requests for disclosure of information. During the same time, Twilio was legally permitted to notify customers of 244 government requests for information, and did notify these customers.

Twilio's comment on National Security Letters

In certain circumstances, the United States government can issue National Security Letters (NSLs), which are similar to but more limited in scope than subpoenas. Using an NSL, government agencies can seek limited Twilio customer information, such as the name, address, and length of service of a subscriber. NSLs are typically accompanied by a non-disclosure requirement. Twilio has long had concerns about this type of non-disclosure obligation, particularly when it is indefinite in nature.

Twilio is prohibited by law from providing a full accounting of requests for customer information that we receive via NSLs. However, Twilio reports NSLs within bands permitted by law, and may petition the government to withdraw or modify nondisclosure components of NSLs. For example, Twilio received permission to publish two NSLs issued in the second half of 2017 and is able to include these two specific requests in its transparency reporting. Twilio intends to publish any additional NSLs that we are permitted by law to publish. Twilio transparency reports that post-date such approval will include updates to the reporting bands listed below.

Reporting period	National Security Letters received and responded to by Twilio	Accounts affected by National Security letter requests
2023 - First Half	0-999	0-999
2022 - Second Half	0-999	0-999
2022 - First Half	0-999	0-999
2021 - Second Half	0-999	0-999
2021 - First Half	0-999	0-999
2020 - Second Half	0-999	0-999
2020 - First Half	0-999	0-999
2019 - Second Half	0-999	0-999
2019 - First Half	0-999	0-999
2018 - Second Half	0-999	0-999
2018 - First Half	0-999	0-999
2017 - Second Half	2-999	2-999
2017 - First Half	0-999	0-999
2016 - Second Half	0-999	0-999
2016 - First Half	0-999	0-999
2015 - Second Half	0-999	0-999
2015 - First Half	0-999	0-999