

# TWILIO TRANSPARENCY REPORT First Half of 2015

Twilio's developer ecosystem, customers and end users rely on us to protect their personal information, sensitive data and user privacy. That includes how Twilio handles government requests we receive.

This is Twilio's first transparency report detailing requests for customer information by municipal, state, provincial and federal governments globally. As part of our commitment to the privacy of your data, this semi-annual report represents the start of a program to produce clear visibility to the Twilio community around the governmental requests we receive.

In that spirit, this report's objective is to inform you of the total volume of government requests for information received by Twilio, how Twilio responded to the requests and how often Twilio notified users of the requests.

## What government requests for user information did Twilio receive?

This is Twilio's first transparency report, covering January 1, 2015 through June 30, 2015.

In the first half of 2015, we received 268 government requests for user information across 118 Twilio customer accounts.

Within the United States, we received 222 requests for user information from federal, state and local agencies.

Internationally, we received 46 requests for user information from government agencies in the following countries: **Americas:** Canada (22) **Europe, Middle East and Africa:** Austria (1), Bahrain (1), Belgium (4), France (1), Germany (1), Italy (3), Norway (2), Portugal (1), Switzerland (4) **Asia Pacific:** Australia (4), Japan (2)





#### Number of Government Requests Received and How Twilio Responded



Total Government Requests Received First Half of 2015 (Jan1 - Jun30) by Government Type	Number of Requests Received	Number of Requests Where Twilio Provided Customer Contact Information Only	Number of Requests Where Twilio Provided Customer Contact Information and Specified User Content	Number of Requests Where Twilio Declined to Furnish Information	Number of Requests Withdrawn by Agency Based on Twilio Disclosure Policy
Federal - US	120	57	6	35	22
State - US	91	75	6	9	1
Local - US	11	1	9	1	0
International	46	13	3	29	1
Total	268	146	24	74	24

Footnotes:

(1) "Customer Contact Information" includes information such as a Twilio customer's user name, email address, company name or company contact information, where available.

(4) "Requests Withdrawn" means a government agency submitted and subsequently withdrew a request. Upon receiving a government request, we notify agencies that we intend to disclose the existence of the request to our customer unless explicitly prohibited from doing so by law, thus allowing agencies to withdraw the request to prevent disclosure.



<sup>(2) &</sup>quot;Specified User Content" includes any information provided beyond Customer Contact Information described above. This may include call logs, message logs, phone number creation date or other information. We only produced the user content specifically indicated in the applicable warrant, subpoena, court order or administrative order. (3) "Twilio Declined to Furnish" means we did not provide Customer Contact Information or Specified User Content. This could be due to insufficient documentation, concerns about jurisdiction or unavailable records.



#### What responses to government requests for user information did Twilio provide?

In the first half of 2015, Twilio responded to 170 requests for user information from government agencies



Footnotes:

(1) "Takedown Request" means a government agency request to remove functionality or content. We apply the same scrutiny to government requests to remove content as government requests for user information. In evaluating whether we will accommodate the takedown request, we apply internal criteria to determine whether the request identifies behavior that violates our Acceptable Use Policy.

(2) "Police Force Order" refers to an international law enforcement agency making a direct request to Twilio. We apply the same scrutiny to international requests as we do for domestic requests.





#### Twilio's Comment on National Security Letters

The data above does not reflect any National Security Letters Twilio may have received.

Companies are prohibited by law from disclosing the specific number of National Security Letters they receive. The US Department of Justice has maintained that companies may only disclose the number of National Security Letters it has received in set ranges.

Therefore, Twilio indicates that we have received between 0 and 999 National Security Letters in the time range of January 1, 2015 through June 30, 2015.

Twilio opposes this prohibition to disclose the specific number of National Security Letters received based on our belief that government requests should not be issued in secret, and only be issued with proper transparency, accountability and oversight.



#### What notifications of government requests for user information did Twilio send to affected customers?

In the first half of 2015, we responded to 170 government requests for user information and notified our customers in 55 of these requests.

In accordance with our Privacy Policy, Twilio notifies customers of our compliance with a government request wherever we are not prohibited from doing so by statute, subpoena or court or administrative order.



# ::: twilio



### Conclusion

Twilio's developers, customers and end users expect our platform to be secure and private. We are mindful of these expectations and we take seriously the trust that our customers have placed in us when choosing the Twilio platform.

The 118 customers for whom we have received government requests as indicated in this report represent a fraction of a percentage of all Twilio accounts. Due to the restraint on free speech imposed by current law, this report does not include any requests that may have been subject to National Security Letters.

Twilio will continue to publish our transparency report on a semiannual basis. Please be advised that we may restate data as we go forward as more complete information becomes available or if we change our classifications. Current and archival transparency reports will be available on the Twilio website.

