# Twilio Transparency Report

## July 1 to December 31, 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 <u>your privacy</u> 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 eighteenth transparency report. It details requests for customer information made by municipal, state, provincial, and federal governments from around the world for the second half of 2023. Current and previous transparency reports are available on Twilio's <u>website</u>.

#### What types of government legal requests did Twilio receive between July 1 and December 31, 2023?

#### Requests for disclosure of customer information

Types of government requests for information	Number of requests
U.S. Requests	798
Civil Investigative Demand	9
Court Order	111
Emergency Disclosure Request	20
Pen Register/Trap & Trace Order	6
Search Warrant	58
Subpoena (or equivalent)	694²
Wiretap Order	0
International Requests	960 <sup>3</sup>
Total Worldwide	<b>1758</b> <sup>4</sup>

#### Requests for preservation of customer information

U.S. Requests	30
International Requests	7
Total Worldwide	37

<sup>&</sup>lt;sup>1</sup> One of these court orders was for SendGrid customer information, and one was for Zipwhip customer information.

<sup>&</sup>lt;sup>4</sup>No government requests for Segment customer information were received during this reporting period.



<sup>&</sup>lt;sup>2</sup> One of these requests was for Authy customer information, four were for SendGrid customer information, and one was for Zipwhip customer information. <sup>3</sup> One of these requests was for Authy customer information and twenty-two were for SendGrid customer information.

#### Where did these government legal requests originate?

Requests for disclosure of customer information

Jurisdiction	Requests received	Requests for which some customer information was provided	Percentage	
Brazil	2	2		
Canada	73	72		
United States	798⁵	615		
Total Americas	87 <b>3</b>	68 <b>9</b>	78.9%	
Australia	14	4		
India	1	1		
Japan	1176	115		
Singapore	1	1		
Taiwan	17	0		
Total APAC	134	121	90.3%	
Austria	9	6		
Belgium	19	16		
Finland	4	4		
France	469 <sup>8</sup>	454		
Germany	119	109		
Liechtenstein	1	1		
Poland	1	1		
Sweden	1	1		
Switzerland	7	7		
United Kingdom	121	109		
Total EMEA	751	708	94.3%	
Total Worldwide	1,758	1,518	86.4%	

<sup>&</sup>lt;sup>8</sup> One of these requests was for Authy customer information. Customer information was not provided in response to this request.



 <sup>&</sup>lt;sup>5</sup> One of these requests was for Authy customer information. Customer information was not provided in response to this request. Five of these requests were for SendGrid customer information. Some customer information was provided in response to one of these requests. Two of these requests were for Zipwhip customer information. Some customer information was provided in response to one of these requests.
<sup>6</sup> 21 of these requests were for SendGrid customer information. Some customer information was provided in response to each of these 21 requests.
<sup>7</sup> This request was for SendGrid customer information.

### Requests for preservation of customer information

Total Worldwide	37	24	64.9%
United States	30	17	
Japan	1	1	
India	2	2	
France	1	1	
Finland	1	1	
Canada	1	1	
Belgium	1	1	
Jurisdiction <sup>9</sup>	Requests received	Requests for which some customer information was preserved	Percentage

<sup>&</sup>lt;sup>9</sup> 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 1,758 government requests for customer information that Twilio received between July 1 and December 31, 2023, Twilio provided some customer information in response to 1,518 and did not provide customer information for 240 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 when government agencies withdraw their requests. Sometimes, government agencies withdraw their requests after Twilio informs them of our customer notification policy.

Pursuant to Twilio's <u>Privacy Notice</u>, 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 July 1 and December 31, 2023, Twilio notified customers of 195 government requests for information.

#### Twilio's comment on national security letters

In certain situations, 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 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.

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Reporting Period	National security letters received and responded to by Twilio	Accounts affected by national security letter requests
2023 – Second Half	0-999	0-999
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