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# **Guidelines for Law Enforcement**

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These guidelines are intended for law enforcement personnel seeking to request information about Twitter users. More general information on Twitter's Rules can be found <u>here</u>.

## What is Twitter?

Twitter is a real-time information network powered by people all around the world that lets users share and discover what's happening now. Users send 140 character messages through our website and mobile site, client applications, or any variety of third-party applications. For more information, you can also visit <a href="http://twitter.com/about">http://twitter.com/about</a>.

For the latest on Twitter's features and functions please visit our Help Center.

## What User Information Does Twitter Have?

User information is held by Twitter, Inc. in accordance with our <u>Privacy Policy</u> and <u>Terms of Service</u>. We require a subpoena, court order, or other valid legal process to disclose information about our users.

Most Twitter profile information is public, so anyone can see it. A Twitter profile contains a profile image, background image, and status updates, called Tweets. In addition, the user has the option to fill out location, a URL, and a short "bio" section about themselves for display on their public profile. Please see our <u>Privacy</u> <u>Policy</u> for more information on the data we collect from users.

## Does Twitter Have Access to Photos or Video Shared by Users?

Twitter does not provide multimedia (photos or videos) hosting other than for a user's profile image and account background image, and therefore is not able to provide images or videos that a user may share through their account. More information can be found on our <u>Photo and Video Sharing</u> page.

## Private information requires a subpoena or court order

In accordance with our <u>Privacy Policy</u> and <u>Terms of Service</u>, non-public information about Twitter users is not released unless we have received a subpoena, court order, or other valid legal process document. Some

information we store is automatically collected, while other information is provided at the user's discretion. Though we do store this information, it may not be accurate if the user has created a fake or anonymous profile. Twitter doesn't require email verification or identity authentication.

## Data retention information

Twitter retains different types of information for different time periods. Given Twitter's real-time nature, some information may only be stored for a very brief period of time.

Preservation requests must be signed, include a valid return email address, and sent on law enforcement letterhead. Requests may be sent via the methods described below.

# Will Twitter Notify Users of Requests for Account Information?

Twitter's policy is to notify users of requests for their information prior to disclosure unless we are prohibited from doing so by statute or court order.

## **Request User Information**

Twitter, Inc. is located in San Francisco, California and will only respond in compliance with U.S. law to valid legal process.

Twitter accepts legal process from law enforcement agencies delivered by mail or fax. Acceptance of legal process by these means is for convenience only and does not waive any objections, including the lack of jurisdiction or proper service. Your request should include the URL of the Twitter profile in question (eg., <u>http://twitter.com/safety</u> or @safety), and details about what specific information is requested.

Twitter conducts most correspondence via email, so PLEASE INCLUDE A VALID EMAIL ADDRESS so we may contact you. To contact us, email: lawenforcement@ twitter.com

You can fax Twitter, attention Trust & Safety, at 1-415-222-9958.

Or you can mail your request to Twitter:

Twitter, Inc. 795 Folsom Street Suite 600 San Francisco, CA 94107

Only email from law enforcement domains will be accepted. All others will be disregarded. Non-law enforcement requests should be sent through our regular support methods (<u>http://support.twitter.com</u>).

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### **Guidelines for Law Enforcement**

crystal Jun 17, 2009

#### What is Twitter?

Twitter is a free website designed to provide the exchange of public content in the form of 140 characters messages sent from the web interface or from a user's phone. All users of Twitter agree to the Terms of Service and Privacy policy at the time of sign up, which allows us to govern the site.

Users may have a public or private account, and choose to view the 140 character messages of other Twitter users, which range from businesses (such as Comcast, Whole Foods, or Zappos) to political figures (such as BarackObama) to celebrities or popular accounts (such as Oprah or Britney Spears) to normal people.

#### What user information does Twitter have?

Most Twitter profile information is public, so everyone can see it. A Twitter profile contains a profile image, background, and the status updates, or "tweets" of the account owner. In addition, the user has the option to fill out location, include a URL, and write a "one line bio" or short phrase about themselves. The tweets on a profile page update in real time, so the newest information is always available at the top. Public profiles also show a list of whose tweets the account owner "follows" or subscribes to, as well as the account owner's "followers" or, those who subscribe to the tweets of the account owner.

#### Private information requires a subpoena or court order

In accordance with our Privacy Policy and Terms of Service, non-public information about Twitter users is not released unless we have received a subpoena, court order, or other legal process document. Some information we store is automatically collected, while other information is provided at the user's discretion. Though we do store this information, it may not be accurate if the user has created a fake or anonymous profile. Twitter doesn't require email verification or identity authentication.

#### Data retention information

Twitter retains different information for different time periods. Twitter may retain user information longer than usual in the case of preservation requests. Data preservation requests must be accompanied by a subpoena or court order. Preservation requests must be signed and sent on law enforcement letterhead. Requests may be sent via the methods described below, and unless otherwise required, the user will still have access to their account.

#### How to request user information with a subpoena or court order

Twitter accepts subpoenas delivered by mail or fax. In order to expedite the process, subpoenas should include the URL of the Twitter profile in question, and details about what specific information is required. Twitter conducts most correspondence via email, so please include an email contact so we may contact you. To contact us, email: lawenforcement@twitter.com

Only email from law enforcement domains is accepted. Non-law enforcement

#### **Help Resources**

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requests should be sent through our regular support methods. Non-law enfocement mail will be deleted.

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- Skip to sign in form



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- Join Twitter!

# **Twitter Privacy Policy**

This Privacy Policy describes Twitter's policies and procedures on the collection, use and disclosure of your information. Twitter receives your information through our various web sites, SMS, APIs, services and third-parties ("Services"). When using any of our Services you consent to the collection, transfer, manipulation, storage, disclosure and other uses of your information as described in this Privacy Policy. Irrespective of which country that you reside in or create information from, your information may be used by Twitter in the United States or any other country where Twitter operates.

If you have any questions or comments about this Privacy Policy, please contact us at <a href="mailto:privacy@twitter.com">privacy@twitter.com</a>.

## Information Collection and Use

TipTip: We collect and use your information to provide our Services and improve them over time.

**Information Collected Upon Registration:** When you create or reconfigure a Twitter account, you provide some personal information, such as your name, username, password, and email address. Some of this information, for example, your name and username, is listed publicly on our Services, including on your profile page and in search results. Some Services, such as search, public user profiles and viewing lists, do not require registration.

Additional Information: You may provide us with additional information to make public, such as a short biography, your location, or a picture. You may customize your account with information such as a cell phone number for the delivery of SMS messages or your address book so that we can help you find Twitter users you know. We may use your contact information to send you information about our

Services or to market to you. You may unsubscribe from these messages by following the instructions contained within the messages or the instructions on our web site. If you email us, we may keep your message, email address and contact information to respond to your request. Providing the additional information described in this section is entirely optional.

**Tweets, Following, Lists and other Public Information:** Our Services are primarily designed to help you share information with the world. Most of the information you provide to us is information you are asking us to make public. This includes not only the messages you Tweet and the metadata provided with Tweets, such as when you Tweeted, but also the lists you create, the people you follow, the Tweets you mark as favorites or Retweet and many other bits of information. Our default is almost always to make the information you provide public but we generally give you <u>settings</u> to make the information more private if you want. Your public information is broadly and instantly disseminated. For example, your public Tweets are searchable by many search engines and are immediately delivered via SMS and our <u>APIs</u> to a wide range of users and services. You should be careful about all information that will be made public by Twitter, not just your Tweets.

TipTip: What you say on Twitter may be viewed all around the world instantly.

**Location Information:** You may choose to note your location in your Tweets and in your Twitter profile. If you turn on Tweeting with your location, we may also save exact coordinates to help improve our service. You can control your location information settings in your <u>account settings</u>.

**Log Data:** Our servers automatically record information ("Log Data") created by your use of the Services. Log Data may include information such as your IP address, browser type, the referring domain, pages visited, and search terms. Other actions, such as interactions with advertisements, may also be included in Log Data.

**Cookies:** Like many websites, we use "cookie" technology to collect additional website usage data and to improve our Services, but we do not require cookies for many parts of our Services such as searching and looking at public user profiles or lists. A cookie is a small data file that is transferred to your computer's hard disk. Twitter may use both session cookies and persistent cookies to better understand how you interact with our Services, to monitor aggregate usage by our users and web traffic routing on our Services, and to improve our Services. Most Internet browsers automatically accept cookies. You can instruct your browser, by editing its options, to stop accepting cookies or to prompt you before accepting a cookie from the websites you visit.

**Third Party Services:** Twitter uses <u>Google Analytics</u> to help understand use of our Services. Through Google, Analytics collects the information sent by your browser as part of a web page request, including cookies and your IP address. Google also receives this information and their use of it is governed by their <u>Privacy Policy</u>.

## **Information Sharing and Disclosure**

TipTip: We do not disclose your private information except in the limited circumstances described here.

**Your Consent:** We may share or disclose your information with your consent, such as when you use a third party web client to access your Twitter account.

**Service Providers:** We engage certain trusted third parties to perform functions and provide services to us. We may share your personal information with these third parties, but only to the extent necessary to perform these functions and provide such services, and only pursuant to obligations mirroring the protections of this privacy policy.

**Law and Harm:** We may disclose your information if we believe that it is reasonably necessary to comply with a law, regulation or legal request; to protect the safety of any person; to address fraud, security or technical issues; or to protect Twitter's rights or property.

**Business Transfers:** In the event that Twitter is involved in a bankruptcy, merger, acquisition, reorganization or sale of assets, your information may be sold or transferred as part of that transaction. The promises in this privacy policy will apply to your information as transferred to the new entity.

**Non-Private or Non-Personal Information:** We may share or disclose your non-private, aggregated or otherwise non-personal information, such as your public Tweets or the number of users who clicked on a particular link (even if only one did).

## **Modifying Your Personal Information**

If you are a registered user of our Services, we provide you with tools to access or modify the personal information you provided to us and associated with your account.

## Our Policy Towards Children

Our Services are not directed to people under 13. If you become aware that your

child has provided us with personal information without your consent, please contact us at <u>privacy@twitter.com</u>. We do not knowingly collect personal information from children under 13. If we become aware that a child under 13 has provided us with personal information, we take steps to remove such information and terminate the child's account.

## **Changes to this Policy**

We may revise this Privacy Policy from time to time. The most current version of the policy will govern our use of your information and will always be at <a href="http://twitter.com/privacy">http://twitter.com/privacy</a>. If we make a change to this policy that, in our sole discretion, is material, we will notify you via an @Twitter update or e-mail to the email associated with your account. By continuing to access or use the Services after those changes become effective, you agree to be bound by the revised Privacy Policy.

This Privacy Policy is effective as of November 18, 2009. <u>Archive of Previous Privacy Policies</u> Thoughts or questions about this Privacy Policy? Please, <u>let us know</u>.

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