



# Report on Government Information Requests

July 1 - December 31, 2015

Apple takes our commitment to protecting your data very seriously and we work incredibly hard to deliver the most secure hardware, software and services available. We also believe every customer has a right to understand how their personal information is handled.

For government information requests, we report as much detail as we are legally allowed. When we receive an account request from law enforcement requesting a customer's personal information, we will notify the customer a request concerning their personal data was made unless we are explicitly prohibited from doing so. We are reserving the right to make exceptions, such as for extreme situations when we believe disclosing information could put a child or other person in serious danger, or where notice is not applicable to the underlying facts of the case.

Any government agency demanding customer content from Apple must get a search warrant. When we receive such a demand, our legal team carefully reviews it. If there's a question about the legitimacy or scope of the request we challenge it, as we have done as recently as this year. We only comply with information requests once we are satisfied that the request is valid and appropriate, and then we deliver the narrowest possible set of information.

## How We Report Requests

The following tables detail device requests, account requests, emergency requests, National Security Orders, and requests for account deletion Apple received from July 1 through December 31, 2015.

### Device Requests

Table 1 shows device requests. The vast majority of the requests we receive from law enforcement relate to information about lost or stolen devices, and we report these as device requests. Device requests may include requests for customer contact information provided to register a device with Apple or the date(s) the device used Apple services. We count devices based on the individual serial or IMEI numbers related to an investigation. We encourage any customer who suspects their device is stolen to contact their local law enforcement agency.

### Account Requests

Table 2 shows account requests. Responding to an account request usually involves providing information about an account holder's iTunes or iCloud account, such as a name and an address. In certain cases, we are asked to provide customers' iCloud content, which may include stored photos, email, iOS device backups, documents, contacts, calendars, and bookmarks. We consider these requests very carefully and provide account content when the legal request is a search warrant.

### Emergency Requests

Table 3 shows all the emergency and/or exigent requests that we have received globally. Pursuant to 18 U.S.C. §§ 2702(b)(8) and 2702(c)(4) Apple may voluntarily disclose information, including contents of communications and customer records, to a federal, state, or local governmental entity if Apple believes in good faith that an emergency involving imminent danger of death or serious physical injury to any person requires such disclosure without delay. The number of emergency requests that Apple deemed to be exigent and responded to is detailed in Table 3.

### National Security Orders

Table 4 shows all the national security orders we have received, including orders received under FISA and National Security Letters ("NSLs"). To date, Apple has not received any orders for bulk data. We report all the national security orders we have received, including orders received under FISA and NSLs, in bands of 250. Though we want to be more specific, this is currently the narrowest range allowed by the government.

### Account Deletion Requests

Table 5 shows the number of account deletion requests we have received and how often we have complied with these requests.



**Table 1: Device Requests July 1 - December 31, 2015**

Country or Region	Total Number of Law Enforcement Device Requests Received	Number of Devices Specified in the Requests	Number of Device Requests Where Some Data Was Provided	Percentage of Device Requests Where Some Data Was Provided
<b>Asia Pacific</b>				
Australia	3,004	4,617	2,072	69%
China	1,005	2,413	668	66%
Hong Kong	651	995	450	69%
Indonesia	3	4	1	33%
Japan	225	324	109	48%
Malaysia	5	39	5	100%
New Zealand	311	355	233	75%
Singapore	1,936	2,065	962	50%
South Korea*	119	27,922	71	60%
Taiwan	37	39	14	38%
Thailand	4	4	1	25%
<b>Asia Pacific Total</b>	<b>7,300</b>	<b>38,777</b>	<b>4,586</b>	<b>63%</b>
<b>Europe, Middle East, India, Africa</b>				
Austria	70	100	44	63%
Belgium	107	221	56	52%
Bulgaria	1	2	0	0%
Czech Republic	32	6,331	22	69%
Denmark	102	246	73	72%
Finland	6	7	5	83%
France	1,610	3,679	562	35%
Germany	11,989	31,360	6,281	52%
Greece	11	17	8	73%
Hungary	31	1,051	18	58%
Iceland	7	8	5	71%
India	37	52	7	19%
Ireland	252	671	190	75%
Italy	966	2,109	600	62%
Liechtenstein	1	1	1	100%
Luxembourg	32	40	12	38%
Malta	2	2	1	50%
Monaco	1	1	0	0%
Netherlands	39	341	16	41%
Norway	63	122	37	59%
Poland**	22	56,447	12	55%
Portugal	233	274	49	21%
Romania	2	13	0	0%
Russia	58	95	20	34%
Saudi Arabia	1	1	0	0%
Slovakia	3	12	3	100%
Slovenia	69	90	31	45%
South Africa	3	4	0	0%
Spain	1,196	3,460	744	62%
Sweden	205	443	137	67%
Switzerland	136	501	85	63%
Turkey	63	272	33	52%
Uganda	1	1	0	0%
Ukraine	2	3	0	0%
United Kingdom	1,969	3,830	1,075	55%
<b>Europe, Middle East, India, Africa Total</b>	<b>19,322</b>	<b>111,807</b>	<b>10,127</b>	<b>52%</b>
<b>Latin America</b>				
Brazil	55	357	44	80%
Uruguay	1	1	1	100%
<b>Latin America Total</b>	<b>56</b>	<b>358</b>	<b>45</b>	<b>80%</b>
<b>North America</b>				
Canada	9	36	6	67%
United States of America	4,000	16,112	3,195	80%
<b>North America Total</b>	<b>4,009</b>	<b>16,148</b>	<b>3,201</b>	<b>80%</b>
<b>Worldwide Total</b>	<b>30,687</b>	<b>167,090</b>	<b>17,959</b>	<b>59%</b>

\*South Korea: predominantly stolen devices

\*\*Poland: predominately requests from Customs and Revenue Authorities

**Table 2: Account Requests July 1 - December 31, 2015**

Country or Region	Total Number of Law Enforcement Account Requests Received	Number of Accounts Specified in the Requests	Number of Accounts for Which Data Was Disclosed	Number of Account Requests Where Apple Objected	Number of Account Requests Where No Data Was Disclosed	Number of Account Requests Where Non-Content Data Was Disclosed	Number of Account Requests Where Some Content Was Disclosed	Percentage of Account Requests Where Some Data Was Disclosed
<b>Asia Pacific</b>								
Australia	91	116	37	51	61	30	0	33%
China*	32	6,724	5,082	9	15	17	0	53%
Hong Kong	13	15	7	0	6	7	0	54%
Japan	55	67	34	30	28	27	0	49%
New Zealand	6	9	0	5	6	0	0	0%
Singapore	15	24	20	4	4	11	0	73%
South Korea	6	8	2	4	4	2	0	33%
Taiwan	5	10	7	0	2	3	0	60%
<b>Asia Pacific Total</b>	<b>223</b>	<b>6,973</b>	<b>5,189</b>	<b>103</b>	<b>126</b>	<b>97</b>	<b>0</b>	<b>43%</b>
<b>Europe, Middle East, India, Africa</b>								
Austria	12	12	8	3	4	8	0	67%
Belgium	6	8	4	2	3	3	0	50%
Cyprus	1	1	0	0	1	0	0	0%
Czech Republic	5	5	1	3	4	1	0	20%
Denmark	4	4	1	3	3	1	0	25%
Finland	3	3	2	1	1	2	0	67%
France	60	65	18	25	42	18	0	30%
Germany	130	150	72	41	62	68	0	52%
India	3	5	4	0	1	2	0	67%
Ireland	8	8	5	2	3	5	0	63%
Italy	26	31	8	12	19	7	0	27%
Kuwait	1	1	0	1	1	0	0	0%
Luxembourg	2	2	1	0	1	1	0	50%
Malta	1	1	0	1	1	0	0	0%
Netherlands	13	13	5	1	8	5	0	38%
Norway	5	6	4	1	2	3	0	60%
Portugal	7	8	5	2	3	4	0	57%
Russia	3	3	0	3	3	0	0	0%
Spain	21	21	10	5	11	10	0	48%
Sweden	6	6	2	3	4	2	0	33%
Switzerland	8	8	3	4	5	3	0	38%
Turkey	3	3	2	0	1	2	0	67%
United Kingdom	208	248	135	45	87	121	0	58%
<b>Europe, Middle East, India, Africa Total</b>	<b>536</b>	<b>612</b>	<b>290</b>	<b>158</b>	<b>270</b>	<b>266</b>	<b>0</b>	<b>50%</b>
<b>Latin America</b>								
Brazil	32	63	56	4	1	13	18	97%
Dominican Republic	1	1	1	0	0	1	0	100%
<b>Latin America Total</b>	<b>33</b>	<b>64</b>	<b>57</b>	<b>4</b>	<b>1</b>	<b>14</b>	<b>18</b>	<b>97%</b>
<b>North America</b>								
Canada	6	9	9	2	0	6	0	100%
United States of America	1,015	5,192	4,411	116	184	509	322	82%
<b>North America Total</b>	<b>1,021</b>	<b>5,201</b>	<b>4,420</b>	<b>118</b>	<b>184</b>	<b>515</b>	<b>322</b>	<b>82%</b>
<b>Worldwide Total</b>	<b>1,813</b>	<b>12,850</b>	<b>9,956</b>	<b>383</b>	<b>581</b>	<b>892</b>	<b>340</b>	<b>68%</b>

\*China: predominantly accounts related to phishing investigations

**Table 3: Emergency Requests July 1 - December 31, 2015**

Country or Region	Total Number of Emergency Requests Received
<b>Asia Pacific</b>	
Australia	2
Japan	2
<b>Asia Pacific Total</b>	<b>4</b>
<b>Europe, Middle East, India, Africa</b>	
Denmark	1
Finland	1
France	4
Germany	3
Ireland	1
Italy	2
Nepal	1
Netherlands	3
Switzerland	2
United Kingdom	43
<b>Europe, Middle East, India, Africa Total</b>	<b>61</b>
<b>Latin America</b>	
Chile	1
<b>Latin America Total</b>	<b>1</b>
<b>North America</b>	
Canada	6
United States of America	106
<b>North America Total</b>	<b>112</b>
<b>Worldwide Total</b>	<b>178</b>

**Table 4: National Security Requests July 1 - December 31, 2015**

	7/1/2015 - 12/31/2015
National Security Orders Received	1250 - 1499
Total Accounts Affected	1000 - 1249

**Table 5: Account Deletion Requests by Government July 1 - December 31, 2015**  
(Court order or search warrant required)

Number of Account Deletion Requests Received	Number of Account Deletion Requests Where Apple Objected	Number of Account Deletion Requests Where Account Was Deleted
3	0	3



# Glossary of Terms

## Table 1 Definitions

<b>Total Number of Law Enforcement Device Requests Received</b>	The number of device-based requests issued by a government agency and/or a court that are received by Apple and seek customer data related to specific device identifiers such as serial or IMEI numbers. Law enforcement device requests come in various forms such as subpoenas, court orders, and warrants. A single request may involve multiple devices. For example, in the case of a recovered shipment of stolen devices, law enforcement may seek information related to several devices in a single request.
<b>Number of Devices Specified in the Requests</b>	The total number of iPhone, iPad, iPod, Mac, or other devices identified in each law enforcement request, based on the number of device identifiers. For example, law enforcement agencies investigating theft cases often send requests seeking information based on serial numbers. Each serial number is counted as a single device. A request may involve multiple devices as in the case of a recovered shipment of stolen devices.
<b>Number of Device Requests Where Some Data Was Provided</b>	The number of law enforcement requests that resulted in Apple providing relevant device information, such as registration, subscriber, service, repair, and purchase information in response to valid legal process.
<b>Percentage of Device Requests Where Some Data Was Provided</b>	The percentage of law enforcement requests that resulted in Apple providing some relevant device information in response to valid legal process.

## Table 2 Definitions

<b>Total Number of Law Enforcement Account Requests Received</b>	The total number of account-based requests issued by a government agency and/or a court that are received by Apple and seek customer data related to specific Apple IDs, email addresses, telephone numbers, credit card numbers, or other personal identifiers. Account-based law enforcement requests come in various forms such as subpoenas, court orders, and warrants.
<b>Number of Accounts Specified in the Requests</b>	The number of discernible accounts, based on specific Apple IDs, email addresses, telephone numbers, credit card numbers, or other personal identifiers in each law enforcement request. A single request may involve multiple accounts, for example, where multiple accounts are associated with the same credit card.
<b>Number of Accounts for Which Data Was Disclosed</b>	The number of discernible accounts, based on specific Apple IDs, email addresses, telephone numbers, credit card numbers, or other personal identifiers, for which Apple provided some data, for example, iCloud, iTunes, or Game Center data.
<b>Number of Account Requests Where Apple Objected</b>	The number of law enforcement requests that resulted in Apple refusing to provide some data based on various grounds, such as jurisdiction, improper process, insufficient process, invalid process, or where the scope of the request was excessively broad. For example, Apple may object to a law enforcement request as “invalid” if it were not signed.
<b>Number of Account Requests Where No Data Was Disclosed</b>	The number of law enforcement requests that resulted in Apple providing no customer information whatsoever.



**Number of Account Requests Where Non-Content Data Was Disclosed**

The number of law enforcement requests that resulted in Apple providing only subscriber or transactional information, but not content. For example, Apple may provide subscriber information and a limited purchase history in response to valid legal process.

**Number of Account Requests Where Some Content Was Disclosed**

The number of law enforcement requests where Apple determined that an account request was lawful and provided content such as iCloud email, contacts, calendar, or Photo Stream content. Apple only provides user account content in extremely limited circumstances.

**Percentage of Account Requests Where Some Data Was Disclosed**

The percentage of law enforcement requests that resulted in Apple providing some data, for example, iCloud, iTunes, or Game Center data.