



# Report on Government Information Requests

January 1 - June 30, 2016

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 January 1 through June 30, 2016.

### Device Requests

Table 1 shows device requests. The majority of the requests Apple receives are from law enforcement agencies working on behalf of customers who have requested assistance locating lost or stolen devices, and we report these as device requests. Additionally, Apple regularly receives multi-device requests related to fraud investigations. 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 January 1 - June 30, 2016**

Country	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	2988	4757	2374	79%
China	1764	4412	1357	77%
Hong Kong	697	1057	631	91%
Indonesia	1	5	1	100%
Japan	280	390	137	49%
Malaysia	1	30	1	100%
New Zealand	340	506	285	84%
Singapore	2143	2313	1496	70%
South Korea*	126	83511	63	50%
Taiwan	42	45	15	36%
Thailand	5	5	2	40%
<b>Asia Pacific Total</b>	<b>8387</b>	<b>97031</b>	<b>6362</b>	<b>76%</b>
<b>Europe, Middle East, India, Africa</b>				
Andorra	1	1	1	100%
Austria	96	176	56	58%
Belgium	160	794	71	44%
Bulgaria	2	2	1	50%
Czech Republic	41	802	22	54%
Denmark	55	239	44	80%
Estonia	2	40	1	50%
Finland	10	173	6	60%
France	1364	3848	547	40%
Georgia	1	1	1	100%
Germany	12633	52095	6733	53%
Greece	17	19	10	59%
Hungary	28	194	18	64%
India	36	171	10	28%
Ireland	262	460	208	79%
Italy	946	1615	603	64%
Luxembourg	24	36	17	71%
Netherlands	50	138	18	36%
Norway	43	118	26	60%
Pakistan	1	1	0	0%
Poland**	22	82384	8	36%
Portugal	313	406	72	23%
Russia	126	425	55	44%
Slovenia	35	71	18	51%
South Africa	3	45	2	67%
Spain	1548	2690	895	58%
Sweden	169	514	124	73%
Switzerland	148	366	108	73%
Turkey	76	195	38	50%
Ukraine	1	1	1	100%
United Kingdom	1497	5961	806	54%
<b>Europe, Middle East, India, Africa Total</b>	<b>19710</b>	<b>153981</b>	<b>10520</b>	<b>53%</b>
<b>Latin America</b>				
Brazil	78	591	65	83%
Chile	1	62	1	100%
Colombia	2	2	0	0%
Dominican Republic	2	3	2	100%
Paraguay	1	1	1	100%
<b>Latin America Total</b>	<b>84</b>	<b>659</b>	<b>69</b>	<b>82%</b>
<b>North America</b>				
Canada	3	3	2	67%
United States of America	4822	10260	3742	78%
<b>North America Total</b>	<b>4825</b>	<b>10263</b>	<b>3744</b>	<b>78%</b>

\*South Korea: predominantly stolen devices

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



**Table 2: Account Requests January 1 - June 30, 2016**

Country	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	108	113	58	49	53	55	0	51%
China*	31	1560	1554	2	4	27	0	87%
Hong Kong	23	24	15	9	9	14	0	61%
Japan	160	205	124	72	71	89	0	56%
Macau	4	4	2	2	2	2	0	50%
New Zealand	4	5	2	3	3	1	0	25%
Singapore	28	83	74	6	7	21	0	75%
South Korea	23	33	19	7	14	9	0	39%
Taiwan	49	52	42	9	9	40	0	82%
<b>Asia Pacific Total</b>	<b>430</b>	<b>2079</b>	<b>1890</b>	<b>159</b>	<b>172</b>	<b>258</b>	<b>0</b>	<b>60%</b>
<b>Europe, Middle East, India, Africa</b>								
Austria	5	6	3	3	3	2	0	40%
Belarus	1	1	1	0	0	1	0	100%
Belgium	2	2	2	0	0	2	0	100%
Czech Republic	2	2	1	1	1	1	0	50%
Denmark	1	1	1	0	0	1	0	100%
Estonia	3	3	3	0	0	3	0	100%
Finland	2	2	1	1	1	1	0	50%
France	75	117	39	29	40	35	0	47%
Germany	203	244	130	74	97	106	0	52%
Greece	1	1	1	0	0	1	0	100%
Hungary	4	4	2	2	2	2	0	50%
India	11	12	10	2	2	9	0	82%
Ireland	5	5	3	2	2	3	0	60%
Israel	1	1	0	1	1	0	0	0%
Italy	45	54	17	22	28	17	0	38%
Luxembourg	7	10	3	4	5	2	0	29%
Malta	3	3	3	0	0	3	0	100%
Netherlands	10	10	5	5	5	4	1	50%
Norway	6	10	7	2	3	3	0	50%
Poland	5	7	1	3	4	1	0	20%
Portugal	5	5	2	2	3	2	0	40%
Russia	4	4	1	3	3	1	0	25%
Slovenia	1	1	1	0	0	1	0	100%
Spain	39	100	79	13	20	19	0	49%
Sweden	10	11	8	2	2	8	0	80%
Switzerland	2	2	2	0	0	2	0	100%
Turkey	9	9	4	4	5	4	0	44%
United Kingdom	271	310	211	71	90	181	0	67%
<b>Europe, Middle East, India, Africa Total</b>	<b>733</b>	<b>937</b>	<b>541</b>	<b>246</b>	<b>317</b>	<b>415</b>	<b>1</b>	<b>57%</b>
<b>Latin America</b>								
Argentina	1	1	1	0	0	1	0	100%
Brazil	33	134	69	3	4	9	20	88%
Chile	1	1	1	0	0	1	0	100%
Paraguay	1	1	0	0	1	0	0	0%
<b>Latin America Total</b>	<b>36</b>	<b>137</b>	<b>71</b>	<b>3</b>	<b>5</b>	<b>11</b>	<b>20</b>	<b>86%</b>
<b>North America</b>								
Canada	2	2	2	0	0	2	0	100%
United States of America	1363	9090	7961	134	224	746	393	84%
<b>North America Total</b>	<b>1365</b>	<b>9092</b>	<b>7963</b>	<b>134</b>	<b>224</b>	<b>748</b>	<b>393</b>	<b>84%</b>

\*China: predominantly accounts related to fraud investigations

**Table 3: Emergency Requests January 1 - June 30, 2016**

Country	Total Number of Emergency Requests Received
Asia Pacific	
China	1
Europe, Middle East, India, Africa	
France	3
India	1
Ireland	1
Italy	1
Netherlands	3
Pakistan	1
Slovenia	1
Sweden	1
United Kingdom	58
North America	
Canada	4
United States of America	96
<b>Total</b>	<b>171</b>

**Table 4: National Security Requests January 1 - June 30, 2016**

	1/1/2016 - 6/30/2016
National Security Orders Received	2750-2999
Total Accounts Affected	2000-2249

**Table 5: Account Deletion Requests by Government January 1 - June 30, 2016**  
(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

### **Total Number of Law Enforcement Device Requests Received**

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.

### **Number of Devices Specified in the Requests**

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.

### **Number of Device Requests Where Some Data Was Provided**

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.

### **Percentage of Device Requests Where Some Data Was Provided**

The percentage of law enforcement requests that resulted in Apple providing some relevant device information in response to valid legal process.

## Table 2 Definitions

### **Total Number of Law Enforcement Account Requests Received**

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.

### **Number of Accounts Specified in the Requests**

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.

### **Number of Accounts for Which Data Was Disclosed**

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.

### **Number of Account Requests Where Apple Objected**

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.

### **Number of Account Requests Where No Data Was Disclosed**

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.