

# TWILIO TRANSPARENCY REPORT *July 1, 2022 - December 31, 2022*

Twilio’s developer ecosystem, customers, and end users expect Twilio to protect their personal information and sensitive data. As part of our commitment to [your privacy](#) 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 legally permitted to notify its customers of these requests.

This is Twilio’s sixteenth transparency report. It details requests for Twilio, Authy, Segment, SendGrid, and ZipWhip customer information made by municipal, state, provincial and federal governments from around the world for the last six months of 2022. Current and previous transparency reports are available on Twilio’s [website](#).

## What types of government legal requests did Twilio receive between July 1 and December 31, 2022?

### Requests for disclosure of customer information

Types of Government Requests for Information	Number of Requests
<b>Total U.S. Requests</b>	<b>785</b>
Court Order <sup>1</sup>	10
Emergency Disclosure Request <sup>2</sup>	11
Pen Register/Trap & Trace Order	1
Search Warrant	52
Subpoena (or equivalent) <sup>3</sup>	711
Wiretap Order	0
<b>International Requests<sup>4</sup></b>	<b>414</b>
<b>Total Worldwide<sup>5</sup></b>	<b>1199</b>

### Requests for preservation of customer information

U.S. Requests	40
International Requests	11
Total Worldwide	51

<sup>1</sup> One of these court orders was for SendGrid customer information.

<sup>2</sup> One of these Emergency Disclosure Requests was for SendGrid customer information.

<sup>3</sup> Three of these requests were for SendGrid customer information, and two of these requests were for Zipwhip customer information.

<sup>4</sup> Three of these requests were for SendGrid customer information, and one of these requests was for Authy customer information.

<sup>5</sup> No government requests for Segment customer information were received during this reporting period.

## Where did these government legal requests originate?

### Requests for disclosure of customer information

Jurisdictions that Requested Disclosure of Customer Information	Number of Requests Received	Number of Requests Where Some Customer Information Was Provided	Percentage of Requests Where Some Customer Information Was Provided
Canada (CA)	75	73	<b>81%</b>
United States (US) <sup>6</sup>	785	624	
<b>Total Americas</b>	<b>860</b>	<b>697</b>	
Australia (AU)	5	2	<b>80.3%</b>
India (IN)	4	1	
Japan (JP)	38	32	
Singapore (SG)	14	14	
<b>Total APAC</b>	<b>61</b>	<b>49</b>	
Austria (AT)	6	5	<b>89.9%</b>
Belgium (BE)	21	19	
France (FR)	29	27	
Germany (DE) <sup>7</sup>	154	144	
Greece (GR)	1	1	
Italy (IT)	3	0	
Poland (PL)	1	1	
Switzerland (CH) <sup>8</sup>	9	7	
Ukraine (UKR)	2	2	
United Kingdom (UK) <sup>9</sup>	52	44	
<b>Total EMEA</b>	<b>278</b>	<b>250</b>	
<b>Total Worldwide</b>	<b>1199</b>	<b>996</b>	<b>83.1%</b>

<sup>6</sup> Five of these requests were for SendGrid information. Some customer information was provided in response to two of these requests. Two of these requests were for Zipwhip information. No customer information was provided in response to either request.

<sup>7</sup> Two of these requests were for SendGrid information. No customer information was provided in response to either request.

<sup>8</sup> One of these requests was for SendGrid information. No customer information was provided in response to this request.

<sup>9</sup> One of these requests was for Authy information. Some customer information was provided in response to this request.

## Requests for preservation of customer information

Jurisdictions that Requested Disclosure of Customer Information <sup>10</sup>	Number of Requests Received	Number of Requests Where Some Customer Information Was Preserved	Percentage of Requests Where Some Customer Information Was Preserved
Austria (AT)	1	1	
Belgium (BE)	1	1	
Bulgaria (BG) <sup>11</sup>	1	1	
Canada (CA)	2	2	
France (FR) <sup>12</sup>	1	0	
Moldova (MD) <sup>13</sup>	1	1	
Poland (PL)	1	1	
Slovenia (SI) <sup>14</sup>	1	1	
Spain (ES)	1	1	
Sweden (SE)	1	1	
United States (US) <sup>15</sup>	40	40	
<b>Total Worldwide</b>	<b>51</b>	<b>50</b>	

<sup>10</sup> Requests that have been issued through diplomatic procedures, including requests received via a mutual legal assistance treaty, are listed under the requesting government's country.

<sup>11</sup> This request was for SendGrid information.

<sup>12</sup> This request was for SendGrid information.

<sup>13</sup> This request was for Authy information.

<sup>14</sup> This request was for SendGrid information.

<sup>15</sup> Two of these requests were for SendGrid information.

## **How Did Twilio Respond to These Government Requests for Customer Information?**

Of the 1,199 government requests for customer information that Twilio received between July 1 and December 31, 2022, Twilio provided some customer information in response to 996 and did not provide customer information in response to 203 requests. Twilio does not provide customer information for various reasons, including when Twilio determines that government requests for information are legally insufficient, when no responsive records are found, and when government agencies withdraw their requests. Some government agencies withdraw their requests after Twilio informs them of our customer notification policy.

Pursuant to Twilio's [Privacy Notice](#), when Twilio is required by law to disclose the personal information of our customers or their end users, we will 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 is lifted, such as when a statutory or court-ordered non-disclosure requirement has expired. Between July 1 and December 31, 2022, Twilio was prohibited by law from notifying its customers about 1,018 government requests for disclosure of information. During the same time, Twilio was legally permitted to, and did, notify customers of 181 government requests for information.

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

In certain circumstances, the U.S. government can issue National Security Letters (NSLs), which are similar to but more limited in scope than a subpoena. Using an NSL, the FBI 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, which limits what Twilio can disclose about whether and how many NSLs it has received. Twilio has long had concerns about these types of non-disclosure obligations, particularly where they are indefinite in nature.

Due to the restrictions of the current laws, Twilio is prohibited from providing a full accounting of requests that come through NSLs. However, Twilio has the ability to petition the U.S. Department of Justice to withdraw or modify the nondisclosure components of these requests, and it has previously had success doing so. In the second half of 2017, for example, Twilio received permission to publish two NSLs and was able to include these two specific requests in its semi-annual transparency report.

Twilio will continue to publish any future letters where Twilio seeks and obtains permission from the Department of Justice to do so; and will restate the ranges of NSLs received, for the time period it was received in.

<b>Reporting Period</b>	<b>National Security Letters Received and Responded to by Twilio</b>	<b>Accounts Affected by National Security Letter Requests</b>
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