

TWILIO TRANSPARENCY REPORT *July 1, 2021 - December 31, 2021*

Twilio's developer ecosystem, customers and end users expect Twilio to protect their personal information, sensitive data and user privacy. As part of our [commitment to the privacy of your data](#), and core principle of "no shenanigans," we produce this semi-annual report to provide visibility to the Twilio community around governmental requests for customer data.

This is Twilio's fourteenth transparency report, detailing requests for customer information by municipal, state, provincial and federal governments globally for the second six months of 2021. It details the total volume of government requests for information received by Twilio, how Twilio responded to the requests, and how often Twilio was permitted to notify its users of the requests. Current and archival transparency reports are available on the [Twilio website](#).

What type of government requests for user information did Twilio receive?

Government Requests by Request Type Second Half of 2021 (July 1, 2021 - December 31, 2021)	Total
Total U.S. Requests	970
Civil Investigative Demand	30
Court Order	104
Emergency Disclosure Request	54
Pen Register/Trap & Trace Order	1
Preservation Request	49
Search Warrant	50
Subpoena (or equivalent)	682
Wiretap Order	0
Total International Requests	1616
Total Worldwide Requests	2586

Which countries issued government requests for information to Twilio?

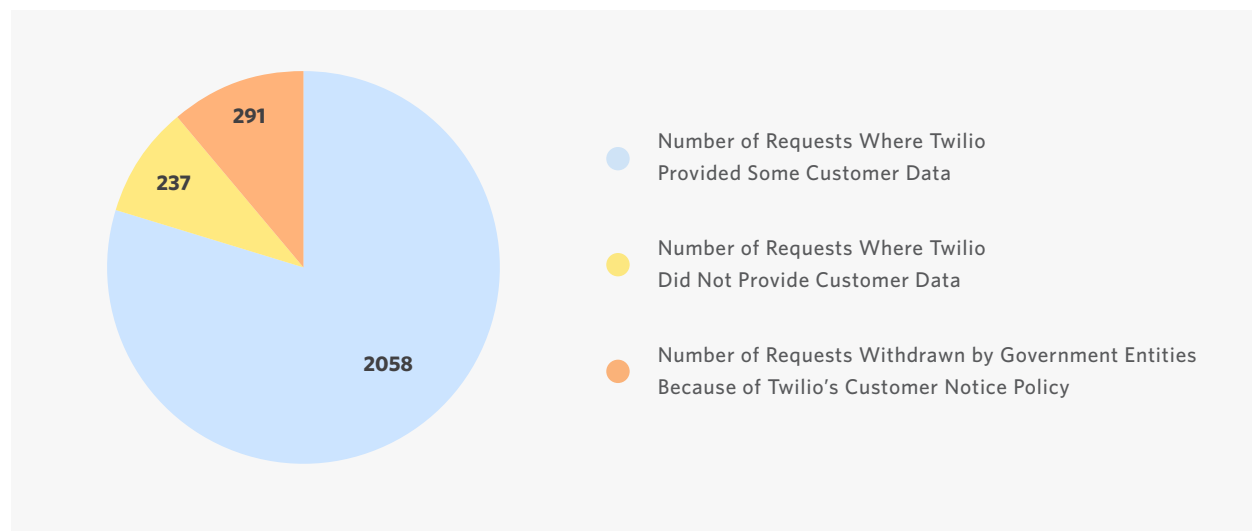
Requests Received from Agencies Worldwide Second Half of 2021 (July 1, 2021 - December 31, 2021)	Number of Requests Received	Number of Requests Where Some Customer Data Was Provided
Brazil (BR)	1	1
Canada (CA)	100	89
Puerto Rico (PR)	2	0
United States (US)	970	583
Total Americas	1073	673
Australia (AU)	18	2
India (IN)	3	1
Japan (JP)	359	359
Singapore (SG)	13	13
Total APAC	393	375
Austria (AT)	12	5
Belgium (BE)	50	37
France (FR)	616	572
Germany (DE)	348	335
Hungary (HU)	1	1
Italy (IT)	2	2
Slovenia (SI)	1	1
Spain (ES)	5	4
Sweden (SE)	1	0
Switzerland (CH)	22	20
United Kingdom (UK)	62	35
Total EMEA	1120	1010
Total Worldwide	2586	2058

Twilio Notifications to Customers Regarding Government Requests

In accordance with Twilio’s Privacy Notice, Twilio notifies customers of compliance with a government request for information unless we are prohibited from doing so by law. The rules governing when a provider like Twilio can notify our customers vary by jurisdiction. We therefore evaluate each request individually and notify customers whenever possible. And we will 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, 2021, Twilio received 2,477 government requests for customer information that Twilio was prohibited by law from notifying its customers about.¹ During the same time, Twilio was legally permitted to notify customers of 151 government requests for information, and did in fact notify these customers.

Number of Government Requests Received Worldwide and How Twilio Responded



¹ In previous Transparency Reports, this category of information was labeled “Number of Requests Where Twilio Did Not Notify Customers that User Information Was Produced.” We changed this to clarify that even though Twilio was legally prohibited from notifying its customers about these requests, Twilio did not in fact produce customer data in response to all 2,477 of these requests.

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 data, 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 National Security Letters and was able to include these two specific requests in its semi-annual transparency report.

Twilio will continue to publish any future letters for which Twilio seeks and obtains permission from the Department of Justice to do so. Twilio will also update the respective ranges of the number of National Security Letters received in the corresponding reporting periods.

Reporting Period	National Security Letters Received and Responded to by Twilio	Accounts Affected by National Security Letter Requests
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