

# Report on Government and Private Party Requests for Customer Information

January 1 - June 30, 2018

## Introduction

Apple is very seriously committed to protecting your data and we work hard to deliver the most secure hardware, software and services available. We believe our customers have a right to understand how their personal data is managed and protected. This report provides information regarding requests Apple received from government agencies worldwide and U.S. private parties from January 1 through June 30, 2018.

## Types of requests we receive

Apple receives various forms of legal requests seeking information from or actions by Apple. We receive requests from governments globally where we operate and from private parties.

Government request circumstances can vary from instances where law enforcement agencies are working on behalf of customers who have requested assistance regarding lost or stolen devices, to instances where law enforcement are working on behalf of customers who suspect their credit card has been used fraudulently to purchase Apple products or services, to instances where an account is suspected to have been used unlawfully. Requests can also seek to preserve an Apple account, restrict access to an Apple account or delete an Apple account. Additionally, requests can relate to emergency situations where there is imminent harm to the safety of any person.

Private party request circumstances generally relate to instances where private litigants are involved in either civil or criminal proceedings.

Types of legal requests Apple receives from the United States can be: subpoenas, court orders, search warrants, pen register/trap and trace orders, or wiretap orders.

Types of legal requests Apple receives internationally can be: Production Orders (Australia, Canada), Tribunal Orders (New Zealand), Requisition or Judicial Rogatory Letters (France), Solicitud Datos (Spain), Ordem Judicial (Brazil), Auskunftsersuchen (Germany), Obligation de dépôt (Switzerland), 個人情報の開示依頼 (Japan), Personal Data Request (United Kingdom), as well as equivalent court orders and/or requests from other countries.

## Types of customer data sought in requests

The type of customer data sought in requests varies depending on the case under investigation. For example, in stolen device cases, law enforcement generally seek details of customers associated with devices or device connections to Apple services. In credit card fraud cases, law enforcement generally seek details of suspected fraudulent transactions. Depending on what the legal request asks, Apple will provide subscriber or transaction details in response to valid legal requests received.

In instances where an Apple account is suspected of being used unlawfully, law enforcement may seek details of the customer associated with the account, account connections or transaction details or account content. Any U.S. government agency seeking customer content data from Apple must obtain a search warrant issued upon a showing of probable cause. International requests for content must comply with applicable laws, including the U.S. Electronic Communications Privacy Act (ECPA). A request under a Mutual Legal Assistance Treaty or Agreement with the U.S. is in compliance with ECPA.

The type of customer data sought in emergency situations generally relates to details of customers' connection to Apple services. We have a dedicated team available around the clock to respond to emergency requests. Apple processes emergency requests from law enforcement globally on a 24/7 basis. An emergency request must relate to circumstances involving imminent danger of death or serious physical injury to any person. If Apple believes in good faith that it is a valid emergency, we may voluntarily provide information to law enforcement on an emergency basis.



**Table 3: Worldwide Government Account Requests  
January 1 - June 30, 2018**

Table 3 provides information regarding account-based requests received. Examples of such requests are where law enforcement agencies are working on cases where they suspect an account may have been used unlawfully or in violation of Apple's terms of service. Account-based requests generally seek details of customers' iTunes or iCloud accounts, such as a name and address; and in certain instances customers' iCloud content, such as stored photos, email, iOS device backups, contacts or calendars.

| Country or Region                               | # of Account Requests Received | # of Accounts Specified in the Requests | # of Account Requests Challenged in Part or Rejected in Full | # of Account Requests Where Only Non-Content Data Provided | # of Account Requests Where Content Data Provided | % of Account Requests Where Data Provided |
|---|--------------------------------|---|--|--|---|---|
| <b>Asia Pacific</b>                             |                                |   |  |  |   |   |
| Australia                                       | 120                            | 140                                     | 35   | 62   | 1   | 53%                                       |
| China   | 33                             | 19,908                                  | 0  | 32   | 0   | 97%                                       |
| Hong Kong                                       | 5                              | 6                                       | 0  | 5  | 0   | 100%                                      |
| Japan   | 166                            | 320                                     | 17   | 130  | 0   | 78%                                       |
| New Zealand                                     | 2                              | 5                                       | 0  | 0  | 0   | 0%  |
| Singapore                                       | 46                             | 53                                      | 2  | 36   | 0   | 78%                                       |
| South Korea                                     | 10                             | 16                                      | 0  | 9  | 0   | 90%                                       |
| Taiwan  | 241                            | 554                                     | 1  | 200  | 0   | 83%                                       |
| <b>Asia Pacific Total</b>                       | <b>623</b>                     | <b>21,002</b>                           | <b>55</b>  | <b>474</b>   | <b>1</b>  | <b>76%</b>                                |
| <b>Europe, Middle East, India, Africa</b>       |                                |   |  |  |   |   |
| Austria   | 8                              | 18                                      | 1  | 6  | 0   | 75%                                       |
| Belarus   | 1                              | 110                                     | 1  | 0  | 0   | 0%  |
| Belgium   | 11                             | 19                                      | 0  | 7  | 0   | 64%                                       |
| Czech Republic                                  | 3                              | 3                                       | 0  | 3  | 0   | 100%                                      |
| Denmark   | 1                              | 1                                       | 1  | 0  | 0   | 0%  |
| Estonia   | 1                              | 1                                       | 0  | 1  | 0   | 100%                                      |
| Finland   | 2                              | 3                                       | 0  | 2  | 0   | 100%                                      |
| France  | 120                            | 127                                     | 9  | 71   | 0   | 59%                                       |
| Germany   | 292                            | 393                                     | 25   | 203  | 2   | 70%                                       |
| Greece  | 10                             | 11                                      | 0  | 9  | 0   | 90%                                       |
| Hungary   | 4                              | 4                                       | 0  | 2  | 0   | 50%                                       |
| India   | 18                             | 971                                     | 3  | 14   | 0   | 78%                                       |
| Ireland   | 5                              | 8                                       | 1  | 2  | 1   | 60%                                       |
| Italy   | 76                             | 85                                      | 12   | 38   | 0   | 50%                                       |
| Mozambique                                      | 1                              | 4                                       | 0  | 1  | 0   | 100%                                      |
| Netherlands                                     | 10                             | 16                                      | 0  | 9  | 0   | 90%                                       |
| Norway  | 6                              | 6                                       | 1  | 3  | 0   | 50%                                       |
| Poland  | 8                              | 15                                      | 0  | 6  | 1   | 88%                                       |
| Portugal  | 2                              | 2                                       | 2  | 0  | 0   | 0%  |
| Russia  | 3                              | 3                                       | 1  | 1  | 0   | 33%                                       |
| South Africa                                    | 1                              | 1                                       | 0  | 0  | 0   | 0%  |
| Spain   | 43                             | 58                                      | 10   | 21   | 0   | 49%                                       |
| Sweden  | 7                              | 9                                       | 2  | 5  | 0   | 71%                                       |
| Switzerland                                     | 12                             | 20                                      | 1  | 10   | 0   | 83%                                       |
| Turkey  | 21                             | 24                                      | 3  | 14   | 0   | 67%                                       |
| Ukraine   | 2                              | 2                                       | 0  | 0  | 0   | 0%  |
| United Arab Emirates                            | 1                              | 1                                       | 1  | 0  | 0   | 0%  |
| United Kingdom                                  | 263                            | 300                                     | 28   | 206  | 0   | 78%                                       |
| <b>Europe, Middle East, India, Africa Total</b> | <b>932</b>                     | <b>2,215</b>                            | <b>102</b>   | <b>634</b>   | <b>4</b>  | <b>68%</b>                                |
| <b>Latin America</b>                            |                                |   |  |  |   |   |
| Argentina                                       | 2                              | 2                                       | 2  | 0  | 0   | 0%  |
| Brazil  | 200                            | 980                                     | 2  | 25   | 150   | 88%                                       |
| Chile   | 3                              | 3                                       | 1  | 2  | 0   | 67%                                       |
| Costa Rica                                      | 2                              | 2                                       | 0  | 2  | 0   | 100%                                      |
| Paraguay  | 1                              | 1                                       | 0  | 1  | 0   | 100%                                      |
| <b>Latin America Total</b>                      | <b>208</b>                     | <b>988</b>                              | <b>5</b>   | <b>30</b>  | <b>150</b>  | <b>87%</b>                                |
| <b>North America</b>                            |                                |   |  |  |   |   |
| Canada  | 15                             | 18                                      | 0  | 12   | 2   | 93%                                       |
| Mexico  | 2                              | 2                                       | 0  | 2  | 0   | 100%                                      |
| United States of America                        | 2,397                          | 16,416                                  | 158  | 1,239  | 849   | 87%                                       |
| <b>North America Total</b>                      | <b>2,414</b>                   | <b>16,436</b>                           | <b>158</b>   | <b>1,253</b>   | <b>851</b>  | <b>87%</b>                                |
| <b>Worldwide Total</b>                          | <b>4,177</b>                   | <b>40,641</b>                           | <b>320</b>   | <b>2,391</b>   | <b>1,006</b>                                      | <b>81%</b>                                |



**Table 6: Worldwide Government Emergency Requests  
January 1 - June 30, 2018**

Table 6 provides information regarding emergency requests received. Under the U.S. Electronic Communications Privacy Act (ECPA) government agencies may request Apple to voluntarily disclose information, including customer information and contents of communications, to a government 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. International agencies may make similar requests to Apple under applicable local law. Examples of such requests are where a person may be missing and law enforcement believes the person may be in danger. Emergency requests generally seek details of customers' connections to Apple services.

| Country or Region                               | # of Emergency Requests Received | # of Requests Rejected/Challenged & No Data Provided | # of Emergency Requests Where No Data Provided | # of Emergency Requests Where Data Provided | % of Emergency Requests Where Data Provided |
|---|----------------------------------|--|--|---|---|
| <b>Asia Pacific</b>                             |                                  |  |  |   |   |
| Australia                                       | 2                                | 0  | 1  | 1   | 50%   |
| South Korea                                     | 1                                | 0  | 0  | 1   | 100%  |
| Taiwan  | 1                                | 0  | 0  | 1   | 100%  |
| <b>Asia Pacific Total</b>                       | <b>4</b>                         | <b>0</b>   | <b>1</b>                                       | <b>3</b>                                    | <b>75%</b>                                  |
| <b>Europe, Middle East, India, Africa</b>       |                                  |  |  |   |   |
| Czech Republic                                  | 1                                | 0  | 0  | 1   | 100%  |
| France  | 9                                | 0  | 0  | 9   | 100%  |
| Germany   | 9                                | 0  | 0  | 9   | 100%  |
| Iceland   | 1                                | 0  | 0  | 1   | 100%  |
| India   | 3                                | 0  | 0  | 3   | 100%  |
| Ireland   | 1                                | 0  | 0  | 1   | 100%  |
| Israel  | 1                                | 0  | 0  | 1   | 100%  |
| Italy   | 4                                | 0  | 0  | 4   | 100%  |
| Netherlands                                     | 2                                | 0  | 0  | 2   | 100%  |
| Norway  | 3                                | 0  | 0  | 3   | 100%  |
| Poland  | 2                                | 1  | 0  | 1   | 50%   |
| Slovakia  | 1                                | 0  | 0  | 1   | 100%  |
| Spain   | 1                                | 0  | 0  | 1   | 100%  |
| Sweden  | 1                                | 0  | 0  | 1   | 100%  |
| Switzerland                                     | 9                                | 0  | 3  | 6   | 67%   |
| United Arab Emirates                            | 1                                | 0  | 0  | 1   | 100%  |
| United Kingdom                                  | 172                              | 0  | 40   | 132   | 77%   |
| <b>Europe, Middle East, India, Africa Total</b> | <b>221</b>                       | <b>1</b>   | <b>43</b>                                      | <b>177</b>                                  | <b>80%</b>                                  |
| <b>Latin America</b>                            |                                  |  |  |   |   |
| Brazil  | 3                                | 1  | 0  | 2   | 67%   |
| Dominican Republic                              | 1                                | 0  | 0  | 1   | 100%  |
| <b>Latin America Total</b>                      | <b>4</b>                         | <b>1</b>   | <b>0</b>                                       | <b>3</b>                                    | <b>75%</b>                                  |
| <b>North America</b>                            |                                  |  |  |   |   |
| Canada  | 24                               | 1  | 1  | 22  | 92%   |
| Mexico  | 9                                | 0  | 1  | 8   | 89%   |
| United States of America                        | 145                              | 6  | 10   | 129   | 89%   |
| <b>North America Total</b>                      | <b>178</b>                       | <b>7</b>   | <b>12</b>                                      | <b>159</b>                                  | <b>89%</b>                                  |
| <b>Worldwide Total</b>                          | <b>407</b>                       | <b>9</b>   | <b>56</b>                                      | <b>342</b>                                  | <b>84%</b>                                  |