



# Report on Government Information Requests

July 1 - December 31, 2014

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 account requests, device requests, National Security Orders, and requests for account deletion Apple received from July 1 through December 31, 2014.

### 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 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 only provide account content when the legal request is a search warrant.

## National Security Orders

Table 3 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 National Security Letters (“NSLs”), in bands of 250. Though we want to be more specific, this is currently the narrowest range allowed by the government. Consistent with the “Update on National Security and Law Enforcement Orders” that we published in January, we are also reporting the actual number of account requests for information related to law enforcement investigations that Apple received from U.S. law enforcement agencies.

**Table 1: Device Requests July 1 - December 31, 2014**

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
Latin America				
Brazil	24	2674	18	75%
Latin America Total	24			
Asia Pacific				
Australia	2853	5165	1634	57%
China	644	2425	490	76%
Hong Kong	462	4641	276	60%
Japan	200	316	114	57%
Malaysia	4	6	2	50%
New Zealand	297	469	192	65%
Singapore	1581	1932	829	52%
South Korea	138	174	71	51%
Taiwan	24	40	13	54%
Thailand	1	1	0	0%
Asia Pacific Total	6204			
USA				
United States of America	4553	17833	3592	79%
Canada				
Canada	12	148	11	92%

**Table 1 (continued): Device Requests July 1 - December 31, 2014**

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
Europe, Middle East, India, Africa				
Austria	51	54	32	63%
Belgium	44	669	16	36%
Czech Republic	44	34661	21	48%
Denmark	57	339	40	70%
Finland	1	1	0	0%
France	950	13020	311	33%
Germany	7478	30402	4264	57%
Greece	11	16	10	91%
Hungary	22	45	8	36%
Iceland	4	5	2	50%
India	24	40	10	42%
Ireland	152	528	117	77%
Israel	4	5	1	25%
Italy	744	1129	452	61%
Kuwait	1	1	0	0%
Latvia	1	1	0	0%
Luxembourg	50	72	21	42%
Monaco	1	1	1	100%
Netherlands	15	53	6	40%
Norway	70	512	43	61%
Poland*	30	534337	18	60%
Portugal	29	62	15	52%
Romania	1	1	1	100%
Russia	36	2778	6	17%
San Marino	1	1	0	0%
Slovenia	19	20	5	26%
South Africa	2	2	2	100%
Spain	593	1373	359	61%
Sweden	133	1077	68	51%
Switzerland	110	268	70	64%
Turkey	12	12	4	33%
Ukraine	2	2	0	0%
United Kingdom	1052	4171	568	54%
Europe, Middle East, India, Africa Total	11744			

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

**Table 2: Account Requests July 1 - December 31, 2014**

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>Latin America</b>								
Argentina	1	2	0	0	1	0	0	0%
Brazil	3	3	1	0	2	1	0	33%
<b>Latin America Total</b>	<b>4</b>							
<b>Asia Pacific</b>								
Australia	82	93	28	59	57	25	0	30%
China	31	39	12	16	21	10	0	32%
Hong Kong	34	67	38	8	8	26	0	76%
Japan	73	438	193	34	29	44	0	60%
Malaysia	1	1	1	0	0	0	1	100%
New Zealand	3	3	1	2	2	1	0	33%
Singapore	24	167	135	9	5	19	0	79%
South Korea	21	24	3	15	18	3	0	14%
Taiwan	6	12	10	2	2	4	0	67%
<b>Asia Pacific Total</b>	<b>275</b>							
<b>USA</b>								
United States of America	788	5267	4662	75	155	445	188	80%
<b>Canada</b>								
Canada	7	9	4	1	3	4	0	57%

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
Europe, Middle East, India, Africa								
Austria	4	4	4	0	0	4	0	100%
Belgium	5	5	1	1	4	1	0	20%
Czech Republic	1	1	0	1	1	0	0	0%
Denmark	6	6	3	1	3	3	0	50%
France	43	43	11	20	32	11	0	26%
Germany	84	90	40	37	49	35	0	42%
India	4	4	1	2	3	1	0	25%
Ireland	1	1	1	0	0	0	1	100%
Italy	20	20	8	10	12	8	0	40%
Luxembourg	9	9	4	1	5	4	0	44%
Malta	1	1	1	0	0	1	0	100%
Netherlands	5	5	2	1	3	1	1	40%
Norway	5	5	1	4	4	1	0	20%
Poland	1	1	0	1	1	0	0	0%
Portugal	1	1	1	0	0	1	0	100%
Spain	19	20	5	12	14	5	0	26%
Sweden	6	8	2	4	4	2	0	33%
Switzerland	3	3	1	0	2	1	0	33%
Turkey	6	6	2	4	4	2	0	33%
United Kingdom	127	152	80	35	60	67	0	53%
Europe, Middle East, India, Africa Total	351							

**Table 3: National Security Requests July 1 - December 31, 2014**

	7/1/2014 - 12/31/2014
National Security Orders Received	250 - 499
Total Accounts Affected	0 - 249

**Table 4: Account Deletion Requests July 1 - December 31, 2014**

Number of Account Deletion Requests Received*	Number of Account Deletion Requests Where Apple Objected	Number of Account Deletion Requests Where Account Was Deleted
2	2	0

\*This number of requests captured does not reflect user requests for deletion



# 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 where, for example, 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 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 iCloud, iTunes, or Game Center data.