



Report on Government Information Requests

January 1 - June 30, 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, and National Security Orders Apple received from January 1 through June 30, 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 January 1 - June 30, 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
ALAC				
Bahamas	-	-	-	n/a
Brazil	12	693	11	92%
Chile	-	-	-	n/a
Jamaica	-	-	-	n/a
ALAC Total	12			
APAC				
Australia	2442	3779	1439	59%
China	291	1664	120	41%
Hong Kong	511	964	310	61%
Japan	214	382	111	52%
Malaysia	4	4	2	50%
New Zealand	243	409	158	65%
Singapore	1619	2016	937	58%
South Korea	94	133	54	57%
Taiwan	34	40	4	12%
Thailand	2	2	0	0%
APAC Total	5454			
USA				
United States of America	4132	13743	3431	83%
CANADA				
Canada	19	154	15	79%

Table 1 (continued): Device Requests January 1 - June 30, 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
EMEIA				
Armenia	3	3	0	0%
Austria	96	157	50	52%
Belgium	122	661	54	44%
Bosnia-Herzegovina	-	-	-	n/a
Botswana	2	2	1	50%
Bulgaria	1	1	0	0%
Cyprus	1	1	1	100%
Czech Republic	45	4333	16	36%
Denmark	59	153	29	49%
Estonia	-	-	-	n/a
Finland	5	6	1	20%
France	902	12127	353	39%
Germany	6315	24957	3480	55%
Greece	5	5	2	40%
Hungary	5	5	5	100%
Iceland	1	2	0	0%
India	29	34	7	24%
Ireland	137	251	73	53%
Israel	1	1	0	0%
Italy	650	1495	366	56%
Kuwait	1	1	0	0%
Luxembourg	41	44	21	51%
Monaco	-	-	-	n/a
Morocco	-	-	-	n/a
Netherlands	58	70	24	41%
Norway	44	69	21	48%
Poland*	28	191699	19	68%
Portugal	38	236	19	50%
Romania	1	1	0	0%
Russia	47	56	13	28%
Slovakia	-	-	-	n/a
Slovenia	7	7	3	43%
South Africa	3	3	1	33%
Spain	538	1332	267	50%
Swaziland	-	-	-	n/a
Sweden	84	304	46	55%
Switzerland	149	708	84	56%
Turkey	4	4	1	25%
Uganda	1	1	0	0%
Ukraine	1	1	0	0%
United Arab Emirates	-	-	-	n/a
United Kingdom	1180	19057	597	51%
EMEIA Total	10604			

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

Table 2: Account Requests January 1 - June 30, 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
ALAC								
Argentina	-	-	-	-	-	-	-	n/a
Bahamas	-	-	-	-	-	-	-	n/a
Brazil	2	3	0	1	2	0	0	0%
Mexico	1	1	0	1	1	0	0	0%
ALAC total	3							
APAC								
Australia	93	111	14	72	80	13	0	14%
China	7	10	1	5	6	1	0	14%
Hong Kong	14	51	35	9	11	3	0	21%
Indonesia	1	2	0	0	1	0	0	0%
Japan	64	142	22	63	57	7	0	11%
Malaysia	2	2	1	0	1	1	0	50%
New Zealand	4	4	1	3	3	1	0	25%
Singapore	24	24	5	22	19	5	0	21%
South Korea	10	10	3	5	7	3	0	30%
Taiwan	7	7	1	6	6	1	0	14%
APAC Total	226							
USA								
United States of America	789	1739	928	86	185	449	155	77%
CANADA								
Canada	14	28	21	3	5	9	0	64%

Table 2 (continued): Account Requests January 1 - June 30, 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
EMEIA								
Austria	6	6	5	0	1	5	0	83%
Belarus	-	-	-	-	-	-	-	n/a
Belgium	4	4	2	1	2	2	0	50%
Bulgaria	1	1	0	0	1	0	0	0%
Czech Republic	-	-	-	-	-	-	-	n/a
Denmark	4	4	0	3	4	0	0	0%
Finland	-	-	-	-	-	-	-	n/a
France	72	92	29	35	50	22	0	31%
Germany	122	254	141	41	70	52	0	43%
India	2	2	0	1	2	0	0	0%
Ireland	7	12	2	1	6	1	0	14%
Italy	22	22	9	12	13	9	0	41%
Luxembourg	-	-	-	-	-	-	-	n/a
Netherlands	6	7	1	2	4	2	0	33%
Norway	2	2	1	0	1	1	0	50%
Poland	3	3	2	1	1	2	0	67%
Portugal	-	-	-	-	-	-	-	n/a
Russia	1	1	0	1	1	0	0	0%
San Marino	-	-	-	-	-	-	-	n/a
Spain	10	11	4	6	7	3	0	30%
Sweden	13	23	5	5	8	5	0	38%
Switzerland	6	6	3	2	3	3	0	50%
Turkey	3	3	2	1	1	2	0	67%
United Kingdom	179	220	95	88	102	76	1	43%
EMEIA Total	463							

Table 3: National Security Requests January 1 - June 30, 2014

	1/1/2014 - 6/30/2014
National Security Orders Received	0 - 249
Total Accounts Affected	0 - 249



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.