



Report on Government Information Requests

July 1 - December 31, 2013

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 July 1 through December 31, 2013.

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, 2013

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	20	20	5	25%
Chile	-	-	-	n/a
Jamaica	1	1	0	0%
ALAC Total	21			
APAC				
Australia	1679	3230	1088	65%
China	329	1146	202	61%
Hong Kong	363	570	252	69%
Japan	345	557	118	34%
Malaysia	-	-	-	n/a
New Zealand	201	317	135	67%
Singapore	1359	1437	965	71%
South Korea	170	202	95	56%
Taiwan	41	47	16	39%
Thailand	-	-	-	n/a
APAC Total	4487			
USA				
United States of America	3549	9477	3060	86%
CANADA				
Canada	13	22	10	77%

Table 1 (continued): Device Requests July 1 - December 31, 2013

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	-	-	-	n/a
Austria	52	73	36	69%
Belgium	87	1488	58	67%
Bosnia-Herzegovina	1	1	0	0%
Botswana	-	-	-	n/a
Bulgaria	-	-	-	n/a
Cyprus	-	-	-	n/a
Czech Republic	13	32	6	46%
Denmark	40	596	20	50%
Estonia	-	-	-	n/a
Finland	6	80	3	50%
France	485	2044	274	56%
Germany	3948	9614	2934	74%
Greece	3	4	3	100%
Hungary	18	21	10	56%
Iceland	-	-	-	n/a
India	17	18	9	53%
Ireland	153	434	94	61%
Israel	-	-	-	n/a
Italy	504	892	343	68%
Kuwait	-	-	-	n/a
Luxembourg	51	70	37	73%
Monaco	4	4	2	50%
Morocco	1	1	1	100%
Netherlands	37	76	15	41%
Norway	31	44	19	61%
Poland*	13	47548	10	77%
Portugal	12	21	7	58%
Romania	2	2	0	0%
Russia	167	526	136	81%
Slovakia	1	1	0	0%
Slovenia	5	5	4	80%
South Africa	-	-	-	n/a
Spain	397	2111	264	66%
Swaziland	-	-	-	n/a
Sweden	63	118	36	57%
Switzerland	146	565	107	73%
Turkey	-	-	-	n/a
Uganda	-	-	-	n/a
Ukraine	1	15	1	100%
United Arab Emirates	-	-	-	n/a
United Kingdom	1087	2810	694	64%
EMEIA Total	7345			

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

Table 2: Account Requests July 1 - December 31, 2013

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	2	3	0	2	2	0	0	0%
Bahamas	-	-	-	-	-	-	-	n/a
Brazil	4	6	2	4	2	2	0	50%
Mexico	1	5	5	0	0	1	0	100%
ALAC total	7							
APAC								
Australia	42	45	13	26	30	12	0	29%
China	2	2	0	2	2	0	0	0%
Hong Kong	4	4	1	3	3	1	0	25%
Indonesia	-	-	-	-	-	-	-	n/a
Japan	28	34	5	24	23	5	0	18%
Malaysia	-	-	-	-	-	-	-	n/a
New Zealand	3	3	0	2	3	0	0	0%
Singapore	6	6	1	5	5	1	0	17%
South Korea	2	2	0	2	2	0	0	0%
Taiwan	3	3	0	3	3	0	0	0%
APAC Total	90							
USA								
United States of America	638	1380	795	68	182	355	101	71%
CANADA								
Canada	9	14	8	0	3	6	0	67%

Table 2 (continued): Account Requests July 1 - December 31, 2013

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	1	5	5	1	0	17%
Belarus	-	-	-	-	-	-	-	n/a
Belgium	5	5	1	2	4	1	0	20%
Bulgaria	-	-	-	-	-	-	-	n/a
Czech Republic	5	5	1	4	4	1	0	20%
Denmark	7	7	4	2	3	4	0	57%
Finland	2	2	1	0	1	1	0	50%
France	119	130	39	79	85	34	0	29%
Germany	147	160	71	64	80	67	0	46%
India	-	-	-	-	-	-	-	n/a
Ireland	8	8	2	6	6	2	0	25%
Italy	40	43	11	28	29	11	0	28%
Luxembourg	9	9	8	0	1	8	0	89%
Netherlands	6	7	0	5	6	0	0	0%
Norway	8	10	4	6	6	2	0	25%
Poland	1	1	0	1	1	0	0	0%
Portugal	1	1	1	0	0	1	0	100%
Russia	3	3	3	2	2	1	0	33%
San Marino	-	-	-	-	-	-	-	n/a
Spain	37	41	15	23	24	13	0	35%
Sweden	13	19	7	9	10	3	0	23%
Switzerland	13	15	2	7	11	2	0	15%
Turkey	2	2	3	0	0	2	0	100%
United Kingdom	151	179	74	88	93	58	0	38%
EMEIA Total	583							

Table 3: National Security Requests July 1 - December 31, 2013

	7/1/2013 - 12/31/2013
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.