



Report on Government Information Requests

January 1 - June 30, 2015

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, emergency requests, National Security Orders, and requests for account deletion Apple received from January 1 through June 30, 2015.

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

Emergency Requests

Table 3 shows all the emergency and/or exigent requests that we have received globally. Pursuant to 18 U.S.C. §§ 2702(b)(8) and 2702(c)(4) Apple may voluntarily disclose information, including contents of communications and customer records, to a federal, state, or local governmental 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. The number of emergency requests that Apple deemed to be exigent and responded to is detailed in Table 3.

National Security Orders

Table 4 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.

Account Deletion Requests

Table 5 shows the number of account deletion requests we have received and how often we have complied with these demands.



Table 1: Device Requests January 1 - June 30, 2015

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	26	437	22	85%
Panama	1	1	0	0%
Latin America Total	27	438	22	81%
Asia Pacific				
Australia	2986	4332	1777	60%
China	1129	4398	841	74%
Hong Kong	525	908	345	66%
Japan	234	488	136	58%
New Zealand	286	342	186	65%
Singapore	1712	2565	862	50%
South Korea	154	37565	85	55%
Taiwan	36	37	13	36%
Thailand	6	6	4	67%
Asia Pacific Total	7068	50641	4249	60%
USA				
United States of America	3824	9717	3093	81%
Canada				
Canada	25	134	17	68%

**Table 1 (continued): Device Requests January 1 - June 30, 2015**

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	98	219	60	61%
Belgium	84	242	42	50%
Burkina Faso	1	1	0	0%
Cyprus	1	1	1	100%
Czech Republic	25	11258	10	40%
Denmark	79	322	63	80%
Finland	15	53	10	67%
France	1432	16099	528	37%
Germany	9659	21809	5074	53%
Greece	10	18	8	80%
Hungary	25	447	12	48%
Iceland	3	4	2	67%
India	36	45	7	19%
Ireland	200	472	139	70%
Israel	4	12	4	100%
Italy	906	1291	584	64%
Latvia	2	2	0	0%
Lithuania	1	3	1	100%
Luxembourg	10	29	2	20%
Netherlands	25	85	12	48%
Norway	60	140	43	72%
Poland*	53	241509	28	53%
Portugal	64	106	35	55%
Romania	3	19	2	67%
Russia	30	72	7	23%
Serbia	2	2	0	0%
Slovenia	30	69	13	43%
South Africa	5	6	2	40%
Spain	1033	2074	652	63%
Sweden	166	393	108	65%
Switzerland	156	506	105	67%
Turkey	43	60	23	53%
United Kingdom	1791	4496	999	56%
Europe, Middle East, India, Africa Total	16052	301864	8576	53%

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



Table 2: Account Requests January 1 - June 30, 2015

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
Latin America								
Brazil	4	4	3	0	1	3	0	75%
Colombia	1	1	1	0	0	1	0	100%
Latin America Total	5	5	4	0	1	4	0	80%
Asia Pacific								
Australia	98	108	12	75	86	12	0	12%
China	24	85	9	14	17	7	0	29%
Hong Kong	14	50	44	3	3	11	0	79%
Japan	51	879	92	33	31	20	0	39%
New Zealand	4	4	1	2	3	1	0	25%
Singapore	26	41	16	14	17	9	0	35%
South Korea	17	57	33	10	10	7	0	41%
Taiwan	13	13	7	8	6	7	0	54%
Asia Pacific Total	247	1237	214	159	173	74	0	30%
USA								
United States of America	971	2727	1407	116	181	495	295	81%
Canada								
Canada	8	9	9	2	0	7	1	100%

**Table 2 (continued): Account Requests January 1 - June 30, 2015**

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	7	7	4	1	3	4	0	57%
Belarus	2	2	2	0	0	2	0	100%
Belgium	1	1	1	0	0	1	0	100%
Cyprus	2	2	1	1	1	1	0	50%
Denmark	3	3	1	0	2	1	0	33%
France	43	51	25	13	22	20	1	49%
Germany	78	91	33	29	45	33	0	42%
Greece	5	5	4	1	1	4	0	80%
Hungary	3	3	0	3	3	0	0	0%
India	1	1	0	0	1	0	0	0%
Ireland	4	4	0	1	4	0	0	0%
Italy	29	32	14	8	15	14	0	48%
Malta	2	2	2	0	0	2	0	100%
Netherlands	3	3	1	2	2	1	0	33%
Norway	3	5	4	0	1	2	0	67%
Pakistan	2	2	1	0	1	1	0	50%
Portugal	2	3	3	0	0	2	0	100%
Romania	1	1	0	1	1	0	0	0%
Russia	3	3	0	3	3	0	0	0%
Spain	19	24	12	5	9	10	0	53%
Sweden	5	5	1	1	4	1	0	20%
Switzerland	5	5	1	3	4	1	0	20%
Turkey	6	7	0	5	6	0	0	0%
United Kingdom	207	232	140	47	77	130	0	63%
Europe, Middle East, India, Africa Total	436	494	250	124	205	230	1	53%

**Table 3: Emergency Requests January 1 - June 30, 2015**

Country	Total Number of Emergency Requests Received
Latin America	
Brazil	2
Asia Pacific	
Japan	2
USA	
United States of America	107
Canada	
Canada	14
Europe, Middle East, India, Africa	
Austria	1
Belgium	1
France	7
Germany	1
Greece	1
Hungary	1
India	2
Ireland	1
Italy	2
Monaco	2
Netherlands	1
Spain	1
Sweden	2
United Kingdom	98
Total	246

Table 4: National Security Requests January 1 - June 30, 2015

	1/1/2015 - 6/30/2015
National Security Orders Received	750-999
Total Accounts Affected	250-499

Table 5: Account Deletion Requests by Government January 1 - June 30, 2015

(Court order or search warrant required)

Number of Account Deletion Requests Received	Number of Account Deletion Requests Where Apple Objected	Number of Account Deletion Requests Where Account Was Deleted*
1	0	0

*One account deletion request was received, to which Apple did not object; but there was no data in the specified account so it was not deleted.



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.