

Twilio Transparency Report

Twilio's developer ecosystem, customers, and end users expect Twilio to protect their personal information and sensitive data. As part of our commitment to [your privacy](#) and our core principle of “no shenanigans,” we produce annual transparency reports to show how many government requests for information Twilio receives, how Twilio responds, and how often Twilio is permitted by law to notify its customers of these requests.

This is Twilio's twentieth transparency report. It details requests for customer information made by municipal, state, provincial and federal governments from around the world for the second half of 2024. Current and previous transparency reports are available on the Twilio [website](#).

What types of government legal requests did Twilio receive between July 1 and December 31, 2024?

Requests for disclosure of customer information

Types of government requests for information	Number of requests
U.S. Requests	715
Court Order	9
Civil Investigative Demand	9
Emergency Disclosure Request	15
Pen Register/Trap & Trace Order	1
Search Warrant	60 ¹
Subpoena (or equivalent)	621 ²
Wiretap Order	0
International Requests	1371
Total Worldwide	2086³

Requests for preservation of customer information

Types of government requests for information	Number of requests
U.S. Requests	50 ⁴
International Requests	2
Total Worldwide	52

¹ One of these requests was for ZipWhip customer information.

² One of these requests was for SendGrid customer information, five were for ZipWhip customer information, and one was for Authy customer information.

³ No government requests for Segment customer information were received during this reporting period.

⁴ One of these preservation requests were for SendGrid customer information, and one was for ZipWhip customer information.



Where did these government legal requests originate?

Requests for disclosure of customer information

Jurisdiction	Requests received	Requests for which some customer information was provided	Percentage
Brazil	1	1	
Canada	170	170	
United States	715	575	
Total Americas	886	746	84.1%
Australia	12	12	
Japan	240 ⁵	234	
Singapore	3	3	
Total APAC	255	249	97.6%
Austria	11 ⁶	6	
Belgium	15	14	
Czech Republic	1 ⁷	1	
Finland	2	2	
France	579	569	
Germany	141	134	
The Netherlands	1	0	
Poland	4	3	
Switzerland	31	29	
United Kingdom	160	145	
Total EMEA	945	903	95.5%
Total Worldwide	2086	1898	90.9%

⁵ Nine of these requests were for SendGrid customer information. Some customer information was provided in response to each of these nine requests.

⁶ One of these requests was for SendGrid customer information. Some customer information was provided in response to it.

⁷ This request was for SendGrid customer information. Some customer information was provided in response to it.

Requests for preservation of customer information

Jurisdiction	Requests received	Requests for which some customer information was preserved	Percentage
Canada	1	1	
France	1	1	
United States	50	46	
Total Worldwide	52	48	92.3%

How Did Twilio Respond to These Government Requests for Customer Information?

Of the 2086 government requests for customer information that Twilio received between July 1 and December 31, 2024 Twilio provided some customer information in response to 1898 and did not provide customer information for 188 requests. Twilio does not provide customer information for various reasons, including when Twilio assesses that government requests are legally insufficient; no responsive records are found; and when government agencies withdraw their requests. Sometimes, government agencies withdraw their requests after Twilio informs them of our customer notification policy.

Pursuant to Twilio's [Privacy Notice](#), when Twilio is required by law to disclose the personal information of our customers or their end users, we notify our customers of the disclosure to the extent legally permitted and where Twilio determines such disclosure will not interfere with an ongoing investigation. The rules governing when a provider like Twilio can notify our customers of information disclosure obligations vary by jurisdiction. We therefore evaluate each request individually and notify customers whenever possible. And we provide notice after a legal prohibition ends, such as when a statutory non-disclosure requirement or a court's non-disclosure order expires. Between July 1 and December 31, 2024, Twilio notified customers of 107 government requests.

Twilio's Comment on National Security Letters

In certain circumstances, the United States government can issue National Security Letters (NSLs), which are similar to but more limited in scope than subpoenas. Using an NSL, government agencies can seek limited Twilio customer information, such as the name, address, and length of service of a subscriber. NSLs are typically accompanied by a non-disclosure requirement. Twilio has long had concerns about this type of non-disclosure obligation, particularly when it is indefinite in nature.

Twilio is prohibited by law from providing a full accounting of requests for customer information that we receive via NSLs. However, Twilio reports NSLs within bands permitted by law, and may petition the government to withdraw or modify nondisclosure components of NSLs. For example, Twilio received permission to publish two NSLs issued in 2017 and is able to include these two specific requests in its transparency reporting. Twilio intends to publish any additional NSLs that we are permitted by law to publish. Twilio transparency reports that post-date such approval will include updates to the reporting bands listed below.

Reporting Period	National Security Letters Received and Responded to by Twilio	Accounts Affected by National Security Letter Requests
2024 – Second Half	0-999	0-999
2024 – First Half	0-999	0-999
2023 – Second Half	0-999	0-999
2023 – First Half	0-999	0-999
2022 – Second Half	0-999	0-999
2022 – First Half	0-999	0-999
2021 – Second Half	0-999	0-999
2021 – First Half	0-999	0-999
2020 – Second Half	0-999	0-999
2020 – First Half	0-999	0-999
2019 – Second Half	0-999	0-999
2019 – First Half	0-999	0-999
2018 – Second Half	0-999	0-999
2018 – First Half	0-999	0-999
2017 – Second Half	2-999	2-999
2017 – First Half	0-999	0-999
2016 – Second Half	0-999	0-999
2016 – First Half	0-999	0-999
2015 – Second Half	0-999	0-999
2015 – First Half	0-999	0-999