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 semi-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 nineteenth transparency report. It details requests for customer information made by municipal, state, provincial and federal governments from around the world for the first six months of 2024. Current and previous transparency reports are available on the Twilio website.

What types of government legal requests did Twilio receive between January 1 and June 30, 2024?

Requests for disclosure of customer information

Types of government requests for information	Number of requests
U.S. Requests	**858**
Court Order	16[1]
Civil Investigative Demand	20
Emergency Disclosure Request	31
Pen Register/Trap & Trace Order	3
Search Warrant	54[2]
Subpoena (or equivalent)	734[3]
Wiretap Order	0
International Requests	**1316[4]**
Total Worldwide	**2174[5]**

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[1] One of these court orders was for SendGrid customer information.
[2] One of these search warrants was for ZipWhip customer information.
[3] Four of these subpoenas were for SendGrid customer information, four were for Authy customer information, and six were for ZipWhip customer information.
[4] Twelve of these requests were for SendGrid customer information.
[5] No government requests for Segment customer information were received during this reporting period.

Requests for preservation of customer information

Types of government requests for information	Number of requests
U.S. Requests	66[6]
International Requests	3
Total Worldwide	69

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	213	212	
Colombia	1	0	
United States	858	648	
Total Americas	**1073**	**861**	**80.2%**
Australia	17	12	
India	4	2	
Japan	218	215	
New Zealand	1	1	
Singapore	1	1	
Total APAC	**241**	**231**	**95.9%**
Angola	1	0	

[6] Four of these preservation requests were for SendGrid customer information, and three were for ZipWhip customer information

Austria	10	6	
Belgium	15	14	
France	518	510	
Germany	150	144	
Ireland	1	1	
Poland	1	0	
Qatar	1	0	
Romania	2	0	
Spain	6	6	
Switzerland	14	9	
United Kingdom	141	129	
Total EMEA	**860**	**819**	**95.2%**
Total Worldwide	**2174**	**1911**	**87.9%**

Requests for preservation of customer information

Jurisdiction	Requests received	Requests for which some customer information was provided	Percentage
France	3	3	
United States	66	52	
Total Worldwide	**69**	**55**	**79.7%**

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

Of the 2174 government requests for customer information that Twilio received between January 1 and June 30, 2024 Twilio provided some customer information in response to 1911 and did not provide customer information for 263 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 requirement unless we are prohibited by law from doing so. 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 January 1 and June 30, 2024, Twilio notified customers of 1588 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 – 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	0-999	0-999
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