

## Zendesk Transparency Report

### ABOUT OUR TRANSPARENCY REPORT

Zendesk, like most technology companies, occasionally receives requests from law enforcement agencies in the United States and elsewhere, seeking personal information processed by Zendesk on behalf of a customer. Such requests may take the form of a subpoena, court order, search warrant, National Security Letter, and orders issued under the Foreign Intelligence Surveillance Act. Zendesk must comply with valid governmental requests for personal information.

At the same time, Zendesk cares deeply about maintaining the trust of our customers. One way to maintain that trust is to inform Zendesk customers and the public about valid governmental requests. To do so, we have prepared this transparency report.

When Zendesk receives a request for personal information for which a customer is the controller, where possible we ask law enforcement to serve the customer directly with the request. When that is not possible, we carefully review the request for data, work to narrow that request, consult with outside counsel when appropriate, provide notice to customers when not prohibited from doing so, and produce responsive data only as required.

This transparency report provides information relating to law enforcement requests for personal information that Zendesk processed from January 1, 2021 to the date of this report.

### REPORT

#### Requests from United States Law Enforcement

Type of Request	Number of Requests	Content Data Disclosed	Non-Content Data Disclosed
Subpoena	1	0	1
Court Order	1	0	1
Search Warrant	0	N/A	N/A

National Security Letters or FISA orders	0	N/A	N/A
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### Requests from Non-U.S. Law Enforcement

Although Zendesk is located in the United States, we have a corporate presence in several other countries. When we receive requests from non-U.S. governments we work with U.S. and non-U.S. counsel to determine the validity of the request and our ability to respond under United States and other applicable laws.

Type of Request	Number of Requests	Number of Times Data Provided
Informal requests	5	0
Non-U.S. requests pursuant to an MLAT	0	N/A

### Definitions

- **Content Data:** Includes the contents of End-Users' communications with an Account such as the contents of Zendesk Support Tickets and Zendesk Chats. Content data is generally considered Service Data as defined in [Zendesk's Master Subscription Agreement](#).
- **Non-Content Data:** All data that is not Content Data. It can include Account Information as defined in [Zendesk's Privacy Policy](#) (such as Account Owner name and contact information, Account billing information, length of Service, types of Services utilized, and account login information). Additionally, if Zendesk receives a court order, then Non-Content Data can also include Non-Content metadata related to End-Users' communications with an Account, which is Service Data.
- **Subpoena:** A compulsory demand issued by a governmental entity for the production of documents in a criminal case (such as grand jury subpoenas).
- **Court Order:** An order issued by a judge upon a finding that there are reasonable grounds to believe that the information sought is relevant and material to an ongoing criminal investigation.
- **Search Warrant:** An order issued by a judge upon a finding of probable cause by law enforcement. A search warrant is required to obtain Content Data.

- MLAT: Stands for “mutual legal assistance treaty.” Zendesk requires that non-U.S. government entities use appropriate international law processes, such as through an MLAT, to obtain customer data.
- National Security Letters: A national security letter issued under 18 U.S.C. § 2709.
- FISA Orders: An order or request issued under the Foreign Intelligence Surveillance Act for user information issued in the U.S.

### **For More Information**

For more information regarding Zendesk’s approach to responding to requests for personal information from law enforcement, please see [here](#).