

Zendesk Transparency Report

First Half of 2021

ABOUT OUR TRANSPARENCY REPORT

Zendesk, like many 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, or 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.

This transparency report provides information relating to law enforcement requests for personal information that we received during the first half of 2021 (from January 1, 2021 through June 30, 2021). Zendesk will provide updated reports approximately every six months for the prior six-month period.

For more information regarding Zendesk's approach to responding to requests for information from law enforcement, please see our Government Data Request Policy [here](#).

REPORT

Requests from United States Law Enforcement and Governmental Entities

Type of Request	Number of Requests	Content Data Disclosed	Non-Content Data Disclosed
Subpoena	4	0	4
Court Order	1	0	1
Search Warrant	2	2	0

National Security Process

Under United States law, 50 U.S.C. § 1874, Zendesk is prohibited from providing a full accounting of requests issued under FISA or 18 U.S.C. § 2709. Zendesk may only report the aggregate number of process it receives in statutorily-specified bands, subject to a six-month

delay. The following table provides information regarding national security process received by Zendesk in bands as permitted by the law subject to a six month delay in reporting.

Reporting Period	National Security Process	Number of CustomerAccounts Affected
2020 - Second Half	0-249	0-249

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-US 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	8	0
Non-U.S. governmental 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). This type of information is also called “Basic Customer Information” and may be produced to U.S. law enforcement in response to a subpoena. Additionally, if Zendesk receives a court order from U.S. law enforcement, 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) or, occasionally, in a civil investigative case.
- **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 data processed by Zendesk on behalf of a customer.
- 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., issued under 50 U.S.C. § 1801, *et seq.*

HISTORIC VERSIONS

- [January 1, 2021 through February 22, 2021](#)