

The Facebook logo, consisting of the word "facebook" in a white, lowercase, sans-serif font, centered on a solid blue rectangular background.

## Facebook Law Enforcement Guidelines

This guide describes the procedures law enforcement authorities should follow to request data from Facebook, Inc. and its corporate affiliates (“Facebook”) and explains the types of data that may be requested.

This guide is **CONFIDENTIAL** and intended for **law enforcement use only**. Please do not redistribute it without the express written permission of Facebook.

As described in the Facebook Statement of Rights and Responsibilities, Facebook “strives to create a global community with consistent standards for everyone but also strives to respect local laws”. (see <http://www.facebook.com/terms.php>). With regard to law enforcement inquiries in particular, Facebook will respond to requests if the company believes in good faith that compliance is required by local law and relates to users from the jurisdiction. (see <http://www.facebook.com/policy.php>)

Facebook’s services continuously change and the company reserves the right to change any of the policies described in these guidelines without notice. Contact Facebook at [subpoena@fb.com](mailto:subpoena@fb.com) to request the latest version of these guidelines.

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## ***Acceptable Use Policy***

Facebook promotes a real name culture and actively monitors the service for accounts that use false identity information or attempt to circumvent user privacy features. In accordance with our Statement of Rights and Responsibilities (see <http://www.facebook.com/terms.php>), we disable all accounts that violate these policies. We encourage you to report false accounts to Facebook, and discourage any use of false accounts by law enforcement.

## ***How to locate the unique Facebook I.D. Number***

You will only receive results from Facebook if you effectively identify the account you are seeking information on. All requests should include a Facebook user ID or group ID and the associated user name or group name. If you do not know the Facebook ID and associated name, an e-mail address associated with the account may serve as an effective account identifier.

With hundreds of millions of users, there are many duplicate names on Facebook, so the company cannot respond to requests that are not based upon a Facebook ID number or email address.

Facebook IDs are intrinsic in site URLs. If you have a subject's profile page URL, you can find the ID by looking for the string "id" in the URL and passing along the number immediately following.

For instance, the user ID for the following profile is "29445421":

<http://www.facebook.com/profile.php?id=29445421>

Group IDs follow a similar pattern, but the string to look for is "gid". The group ID of the following URL is 2204894392:

<http://www.facebook.com/group.php?gid=2204894392>

Instead of a Facebook ID in the URL, you may see a Facebook username. For example:

<http://www.facebook.com/john.smith>.

For Facebook to accept a username as a valid account identifier, you must also supply the date when you viewed the URL in question.

## ***Where to submit your request\*\*\*:***

Please submit your request to the Facebook Security Department through one of the following means:

1. by fax to: (00) 1 (650) 472 8007;
2. via e-mail to: [subpoena@fb.com](mailto:subpoena@fb.com) ; or
3. mail to our Headquarters:

Facebook, Inc.  
Attn: Security Department/Custodian of Records  
1601 S. California Avenue  
Palo Alto, CA 94304  
U.S.A.

**\*\*\*Please note the Facebook Sales Offices DO NOT have access to Facebook user data. Do not contact the Facebook Sales Offices as this will cause a significant delay with your request and investigation.**

Our Law Enforcement Response team currently only provides English-speaking support. We apologize for the inconvenience this may cause you.

## ***What to provide in your request:***

Please incorporate the template form (provided in the guidelines) in your legal documentation so that we may process your request accordingly.

In order to assist us in identifying the requesting agency and the Facebook profile(s) of interest, please provide the following:

### **1. Authorized Law Enforcement Agent Contact Information:**

The following contact information is required for every request:

- Requesting Agency Name and Mailing Address
- Requesting Agent's
  - Name and Badge/Identification number
  - Work-authorized e-mail address\*
  - Phone number including extension
- Response Due Date (Please allow about 2 – 6 weeks for processing)

**\* We generally return data via e-mail, however if the volume of returned data is larger than a few megabytes, we may respond via CDrom or DVDrom.**

## **2. Facebook User Information:**

Please provide, as much as possible, the following information in order to identify the proper accounts. Facebook user IDs are preferred. Submissions without an explicit user ID or vanity name may be delayed.

- Facebook User ID/Group ID/Vanity URL
- Facebook Profile Name
- Full URL to Facebook Profile
- Date of Birth
- All Known E-mail Address(s)
- Period of Activity related to your investigation\* (specific information and date(s) of interest may expedite your request)

**\* Subject to availability, we generally process data for the last 90 days starting from the date of issuance unless a specific date range is requested.**

## **3. Facts of the Investigation:**

In addition to identifying the nature of your investigation, you should provide relevant case facts that will assist us in prioritizing your request and identifying relevant information. This will help us prioritize cases and response times and ensure appropriate information is identified.

## **4. Legal Authority:**

Because we must verify that compliance with your request for information would be mandatory pursuant to local law, we request that you explain in detail the legal authority for your request.

## **5. Disabling of an Account:**

Pursuant to our Statement of Rights and Responsibilities, once Facebook is put on notice that there is illegal activity on its website, we will immediately disable the profile at issue and/or remove the related content. If disabling or restricting

user access to the user's profile will jeopardize your investigation, clearly specify "**DO NOT DISABLE UNTIL XX/XX/XXXX**" on your request. We will take your request into consideration and will not disable the account if we believe the profile and/or content will not pose further liability on Facebook, Inc. and its affiliates. However, if we have been placed on notice that a member of law enforcement has made direct access to the account at issue, regardless of whether the password has been modified, we will immediately disable the account.

In addition, if the matter at issue has already been reported through our Help Center ([www.facebook.com/help](http://www.facebook.com/help)) or by clicking on the "report" link, a separate department will be reviewing the matter and may take a separate action pursuant to our Statements of Rights and Responsibilities (see [www.facebook.com/terms.php](http://www.facebook.com/terms.php)).

**\*\*\*Facebook reserves the right to charge reasonable fees for responding to data requests, where permissible, to cover associated costs\*\*\***

### ***Description of available data***

Upon receipt of a valid subpoena or a legal document with equivalent authority issued through your local court system, the following information may be provided:

- **REGISTRATION DATA: User Basic Subscriber Information (BSI)**

BSI is the registration information from a user profile. It may include the following, depending on the availability at the time of processing of your request:

- User Identification Number
- E-mail address
- Date and Time Stamp of account creation date displayed in **Coordinated Universal Time**
- Most Recent Logins (generally captures the last 2-3 days of logs prior to processing the request) in **Coordinated Universal Time**
- Registered Mobile Number
- Status of whether user profile is publicly indexed by search engines

BSI is delivered in XML format.

- **TRANSACTIONAL DATA: IP Logs**

We have a limited capacity to retrieve specific logs and are technically limited from providing "everything" within a specific date range. In addition, we are unable to testify to the completeness of the data. Please specify the type of log you are seeking (i.e. creation log) so that we can retrieve the log accordingly:

IP logs can be produced for a given user ID or IP address. IP logs contain the following information:

- [Column One] **Viewtime** – Date of execution, in **Pacific Time Zone** (UTC -8 / -7).
- [Column Two] **Userid** – The Facebook user ID of the account active for the request
- [Column Three] **IP** – Source IP address

IP Logs are delivered in a tab delimited text file.

## ***Emergency Disclosures***

Facebook is committed to responding appropriately to emergencies. An Emergency Disclosure Form is provided below and may be submitted by your local law enforcement official or an authorized U.S. legal representative assisting you with your investigation. E-mail the Emergency Disclosure Form to [subpoena@fb.com](mailto:subpoena@fb.com) and include "**Emergency Request**" in the subject header. If we believe in good faith that the matter is regarding *potential bodily harm or death of a person*, the Facebook Security Team will respond within a timely manner.

## ***Special Requests***

The Facebook Security Team may be able to retrieve specific information not addressed in the general categories above. Please contact Facebook at [subpoena@fb.com](mailto:subpoena@fb.com) if you have a specific investigative need prior to issuing a legal request and provide all identifying information as described above.

## Facebook Profile Data Request Template Form

**Note to Law Enforcement:** Please use this template and add it to your legal documentation. This will enable our team to process your legal request accordingly. If this is regarding matter related to potential bodily harm or death, please use our **EMERGENCY DISCLOSURE FORM** provided in the Facebook Law Enforcement Guidelines.

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### 1. Brief description of investigation:

[NAME OF YOUR AGENCY] is currently investigating [DESCRIPTION OF INVESTIGATION], [YOUR CASE/REFERENCE NUMBER], taking place on Facebook.com.

### 2. Legal Authority with details (i.e. local criminal code):

### 3. Profiles:

We request access to the following data, pursuant through our appropriate judiciary court order, the Facebook Statement of Rights and Responsibilities, and the above-mentioned legal authority, for the following Facebook user(s), group(s) and/or event(s):

Profile Name/Group/Event	ID Number/email address

### 4. Data requested:

{Please add an "x"}

- Basic Subscriber Information
- Recent IP Address Login (if available)
- Specific log including date and time zone (if available, i.e. creation log)
- Removal of profile/content (describe the content to be removed below):

[FURTHER COMMENTS/SPECIAL REQUESTS]:

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Authorized Signature and Printed Name with Title





### EMERGENCY DISCLOSURE FORM

Pursuant to Title 18 U.S.C. §2702 (b)(8) and §2702 (c) and the Facebook privacy policy, Facebook may exercise its discretion in providing relevant data after reviewing the provided information below. Please provide as much information in order to enable the Security team to conduct an appropriate search.

1. Describe the nature of the emergency (i.e. potential bodily harm, crime being committed):

2. Provide the identification of all users involved (Facebook user profile name, ID number and Date of Birth):

3. Provide the exact location(s) of the evidence related to the described emergency:

I, \_\_\_\_\_, attest that the above-mentioned facts are true and  
Printed Name of authorized Agent  
accurate to the best of my knowledge.

\_\_\_\_\_  
Signature and Title and Printed Name

\_\_\_\_\_  
Date