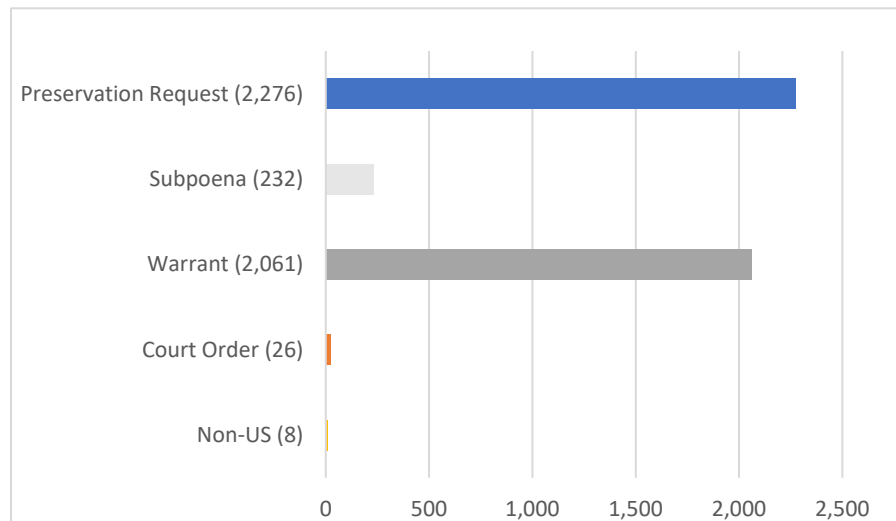Ring Information Request Report

This bi-annual report provides information on the types and number of information requests Ring processed from July 1 to December 31, 2023. Ring does not disclose customer information in response to government demands unless required to do so to comply with a legally valid and binding order. Ring objects to overbroad or otherwise inappropriate requests as a matter of course.

Types of Requests

- **Preservation Requests:** A preservation request is a government request to preserve user information pending the receipt of a legally valid and binding order. Upon receipt of a preservation request, Ring will preserve the requested information for up to 90 days unless Ring receives a preservation extension, in which case the information will be preserved for an additional 90 days (for a total of up to 180 days).
- **Subpoenas:** Subpoenas are valid and binding legal demands for information or documents usually issued without substantive review by a judge or magistrate. Ring does not produce content information in response to subpoenas.
- **Search Warrants:** Search warrants are issued by courts upon a showing of probable cause and must specifically identify the information to be produced. Ring may produce non-content and content information in response to search warrants.
- **Court Orders:** Court orders are valid and binding orders issued by courts other than search warrants. Ring's response to court orders depends on the nature of the order, and Ring may produce non-content and content information in response to court orders.
- **Non-U.S. Requests:** Non-U.S. requests include legal demands from non-U.S. governments. Our responses to these requests depend on the nature of the request.
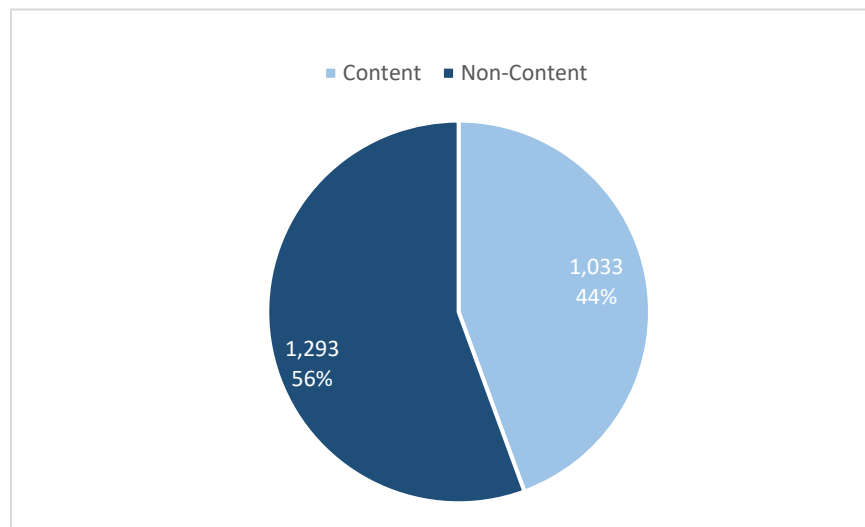
This chart shows the number of information requests processed by Ring, broken down by request type:

"Non-Content" and "Content" Information

- **Non-Content:** Non-content information mainly includes basic subscriber information (such as name, address, email address, billing information, and date of account creation), certain purchase history, and service usage information. A non-content response might include basic subscriber information or no information.
- **Content:** Content information mainly includes the content of data files stored in a user's account such as videos and recordings of customer service calls.

This chart shows the number and percentage of information requests processed by Ring that resulted in the disclosure of content information, as compared to those requests that did not.

Content ■ Non-Content

1,033
44%

1,293
56%

Customer Notifications

Unless Ring is prohibited from doing so or has clear indication of illegal conduct in connection with the use of Ring products or services, Ring notifies users before disclosing user information. Ring notified users in response to 785 information requests.

National Security Requests

National security requests include U.S. National Security Letters and requests issued under the Foreign Intelligence Surveillance Act. Ring's responses to these requests depend on the nature of the request. Ring reports the numbers of such requests within certain ranges permitted by law. These requests are not included within the data presented above. The reporting range is 0-249 for all national security requests made to Ring.

ring