

LAW ENFORCEMENT REQUEST



Transparency Report

2020

2020 Law Enforcement Request Transparency Report

Our Riders and Drivers ("Users") trust us with their personal information; therefore, Lyft is committed to being transparent about when and how U.S. and Canadian government entities ask us for our Users' information. Lyft responds to all valid legal requests.

Lyft receives requests for information from government agencies, including law enforcement, related to criminal investigations. These requests seek information related to a User's account on the platform, such as rides given/taken and payment information. For Lyft to provide responsive information, government agencies are required to follow applicable laws and statutes when requesting user information and data. When responding, Lyft works with the government to ensure that information responsive and necessary to assist a legitimate government need is produced in order to ensure the protection of our community. If Lyft determines that a request does not have a valid legal basis, Lyft requires the government to provide a new request with proper legal authority. If Lyft considers a request to be unclear, inappropriate or overbroad, we will seek to clarify or narrow the request. When Lyft receives a legal process for a user's account, Lyft notifies users of the request in accordance with our privacy policy and applicable laws. More information on Lyft's notification policy and Lyft's Law Enforcement Request Guidelines can be located [here](#).

Our 2020 Transparency Report details the number of requests we received from state and federal authorities, the type of legal process they used, and how we responded. As of this reporting period, Lyft has not received any national security requests.



About Lyft's Law Enforcement Request Transparency Report

Lyft Responds to 100% of All Valid Legal Requests

Lyft has a centralized and standardized process for receiving, tracking, processing, and responding to legal requests from government agencies. Our dedicated team of specialists work to ensure that any information we disclose in response to a request is consistent with our policies and applicable law. With limited exceptions like emergency situations, we require valid and sufficient legal process from official government agencies before we disclose any information about our users. Each and every request we receive is carefully reviewed for legal sufficiency, and we may reject a request or require greater specificity on requests that appear overly broad or vague.

In emergency situations—for example, when there is an imminent threat of harm to a rider or driver—Lyft works expeditiously with the government to ensure the safety of our users. Sometimes these scenarios demand that we provide information without requiring legal process in advance. In those cases, we require the government to provide appropriate legal process after the information is provided.

How we quantify requests and responses

Lyft counts requests received from government agencies, including law enforcement, within the reporting period in which they are received. Overall numbers of requests and responses are reported. A request with a valid legal basis is processed and responded to, and is counted as one request. A request that is withdrawn is counted as one request. Similarly, a request that is rejected for containing invalid legal authority or seeks information that Lyft is unable to locate is also counted as one request. When new legal process is submitted to amend a request, it is counted as a new request.

When responding, Lyft provides all requested data if the request is legally valid and narrowly tailored to a specific law enforcement need. Lyft may provide only some data if the request is overly broad or if there is no legal basis for producing all requested information. Where some or all data is provided, Lyft counts this as one response. Lyft does not provide information if the request lacks proper authority or if Lyft is unable to locate data responsive to the request.



Government and Law Enforcement Requests

Overview (2020)

During a criminal investigation, government agencies, including law enforcement, may ask us for information about users that is relevant to the investigation. These requests can vary from fraud investigations to investigations involving violent crimes. A large number of requests involve circumstances where the government is working on behalf of users to locate lost or stolen items or on behalf of users who have reported a credit card stolen. We produce some or all data in response to valid legal requests about rider and driver safety. Where Lyft is unable to locate responsive data, Lyft notifies the government that it was unable to locate data. Where a request lacks proper legal authority, Lyft notifies the government that it cannot respond to the request until it receives a valid legal request.

Total Requests in 2020: 2,338

- 99% of valid requests fulfilled
- 1% of requests withdrawn by government



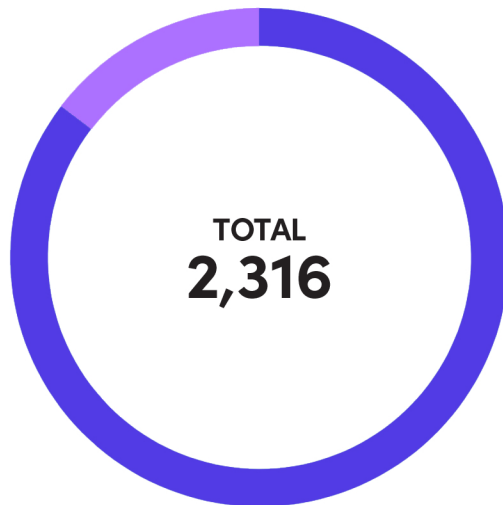
U.S. Information Disclosures (2020)

GOVERNMENT REQUEST TYPE	TOTAL	DATA PRODUCED	NO DATA LOCATED	WITHDRAWN
SUBPOENAS	1,476	1,097	349	30
SEARCH WARRANTS	643	534	108	1
COURT ORDERS	110	87	23	0
EMERGENCY REQUESTS	87	59	27	1

U.S. Requests by Jurisdiction (2020)

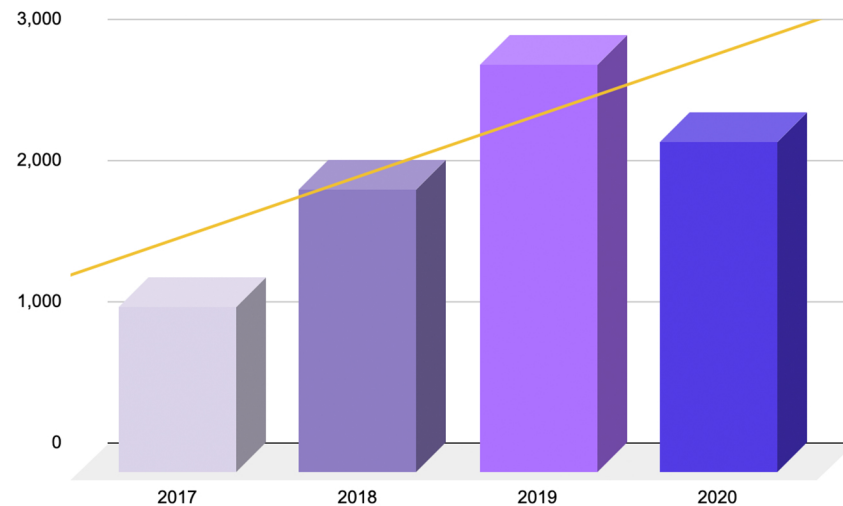
Lyft also tallies marks whether the request is from a state or federal court. Lyft considers all requests from the District of Colombia to be federal.

STATE AND FEDERAL



STATE	1,976
FEDERAL	340

TOTAL REQUESTS BY YEAR



2017	1,178
2018	2,006
2019	2,887
2020	2,338

Canadian Requests (2020)

The Lyft platform first became available to Canada in December 2017. Since then, Lyft has received Canadian legal requests, which come in the form of Production Orders – judicial authorization, which can require Lyft to disclose user information. Lyft reviews and responds to these requests in the same way it does U.S. subpoenas, search warrants, and court orders.

REQUEST TYPE	TOTAL	DATA PRODUCED	NO DATA LOCATED	WITHDRAWN
PRODUCTION ORDER	18	15	3	0
EMERGENCY REQUEST	4	2	2	0

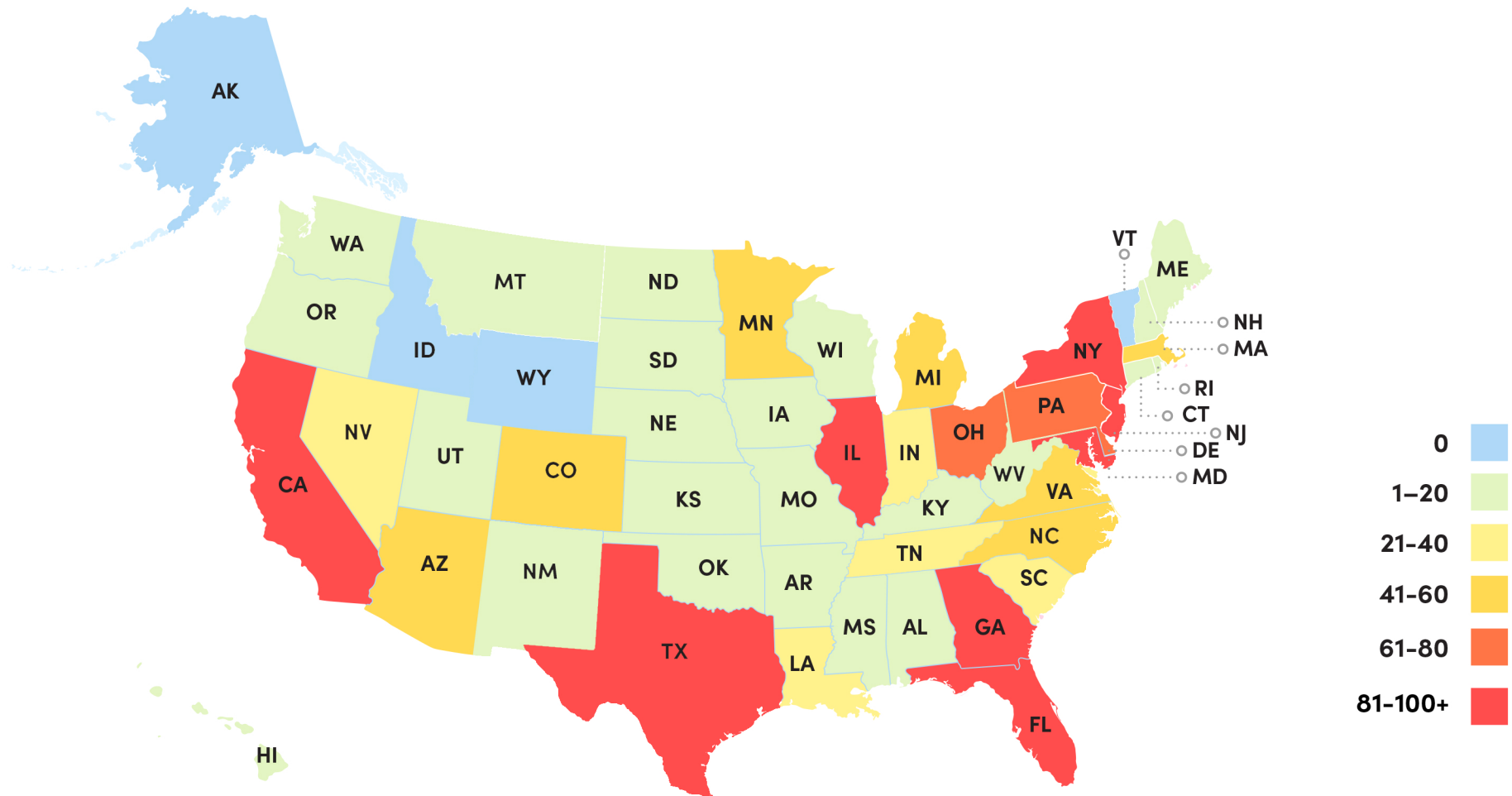
Preservation Requests (2020)

We also accept government requests to preserve account information pending receipt of formal legal process. When we receive a preservation request, we do not disclose any of the preserved records unless and until we receive formal and valid legal process.

TOTAL REQUESTS	
FEDERAL	17
STATE	76
CANADA	2
TOTAL	95



Requests by State (Overview)



Requests by State

ALABAMA	ALASKA	ARIZONA	ARKANSAS	CALIFORNIA
9	0	45	3	198
COLORADO	CONNECTICUT	DELAWARE	FLORIDA	GEORGIA
47	8	9	255	130
HAWAII	IDAHO	ILLINOIS	INDIANA	IOWA
1	0	87	23	9
KANSAS	KENTUCKY	LOUISIANA	MAINE	MARYLAND
5	14	34	2	104
MASSACHUSETTS	MICHIGAN	MINNESOTA	MISSISSIPPI	MISSOURI
48	49	58	5	11
MONTANA	NEBRASKA	NEVADA	NEW HAMPSHIRE	NEW JERSEY
2	6	39	4	134
NEW MEXICO	NEW YORK	NORTH CAROLINA	NORTH DAKOTA	OHIO
2	161	42	1	61
OKLAHOMA	OREGON	PENNSYLVANIA	RHODE ISLAND	SOUTH CAROLINA
5	12	63	7	27

Requests by State

SOUTH DAKOTA	TENNESSEE	TEXAS	UTAH	VERMONT
9	31	118	6	0
VIRGINIA	WASHINGTON	WEST VIRGINIA	WISCONSIN	WYOMING
58	11	4	19	0

End.