

# Fastly Transparency Report January 1, 2023-July 31, 2024

For our previous Transparency Report [click here](#).

Fastly is committed to transparency and privacy for its customers, including being transparent about government requests for our customers' data and information. This public report provides information about the types of requests Fastly receives and their country of origin.

Any request for information from Fastly is subject to our [Law Enforcement Guidelines](#) which we provide to any government entity or agency seeking information.

Our guiding principles for handling any government request for data reflect Fastly's deep commitment to our customer's privacy and the protection of their data:

- We will notify customers when a legal process requests their information unless legally prohibited from doing so.
- Where appropriate, we will challenge any nondisclosure requirements that prevent us from notifying our customers.
- We take steps to ensure that our services are designed and operated in a way to minimize the amount of information that we need to collect from our customers and only retain that data for a limited period before deleting it.

## Types of Information Fastly Maintains

**Customer Information** means basic information about our customers that is generally provided at signup and for billing purposes (name, email, address). This information also includes information around login information, usage history, URL ownership, and other information about our customers' use of our services. Fastly only shares this information with third parties subject to a valid subpoena and will work to minimize or reduce the scope of any such disclosure. Fastly will provide customers' designated abuse contact information as per our terms and this is not included in Customer Information or any reporting provided below.

**Customer Content** means our customers' data and information which is processed by the Fastly services. This can also include information about visitor IP addresses or other transactional information about a customer's application or website. As noted, Fastly does not host customer content, and does not retain customer data for extensive periods (if at all). In the instance Fastly receives a request for Customer Content we require a valid search warrant or direct the requestor to reach out to the customer directly and will work to minimize or reduce the scope of any disclosure.

## Types of Requests

**Subpoenas** (including their equivalent in countries besides the United States) are legal demands for information or documents usually issued without substantive review by a judge or magistrate. These can come from government entities or via civil litigation. Fastly will not provide Customer Content in response to a Subpoena. When reasonable, Fastly will take steps to challenge any subpoena.

**Emergency Requests** Sometimes, Customer Information or Content is requested by law enforcement on an emergency basis, where the danger of death or serious physical injury to any person requires disclosure without delay. Subject to our Law Enforcement Guidelines, Fastly will evaluate all such requests and respond appropriately, and when appropriate will reject such requests.

**Search Warrants** generally require a judge or magistrate to substantively review for probable cause, and must specify items to be seized as well as specific locations. Fastly will take steps to challenge any search warrant.

**Preservation Requests** are requests to preserve Customer Information or Customer Content for a period not to exceed 90 Days. Fastly accepts preservation requests that meet our Law Enforcement Guidelines and our process for such requests. As noted, Fastly does not generally possess the type of information subject to Preservation Requests.

**International Requests** Fastly responds to requests from governments outside the United States that are issued through a U.S. court by way of a diplomatic process like a mutual legal assistance treaty (MLAT) or through the Cloud Act. The information produced to governments outside the United States in response to these requests is the same process as above.

**Other Kinds of Government Requests** The United States government may apply for court orders from the Foreign Intelligence Service Court (FISA) to require U.S. companies to turn over the content of users' communications to the government. National Security Letters ("NSLs"), are another process by which the U.S. government may request information similar to a subpoena, where Customer Information can be requested. NSLs are subject to additional disclosure and reporting requirements, the number of such requests received by Fastly is between 0-250 and is excluded from the reporting below.

Fastly may receive pen register/trap and trace orders, issued by a court, seeking disclosure of Customer Content such as the IP addresses of visitors to a website. We will report this below as a government request for Customer Content.

As noted above and in our law enforcement guidelines, Fastly does not generally have access to the type of information sought by these processes. In many cases upon receiving a request, Fastly is unable to provide any relevant information, and the requesting entity will withdraw their request without Fastly disclosing any information about our customers. Such instances are not included in the reporting below, as Customer Information and/or Content are not impacted.

## **Fastly's Reporting of Requests for Customer Information and Content**

From January 2023 through July 31, 2024, Fastly received several limited requests. As a result, our reporting below is limited. As we continue to provide more transparency to our customers, we look forward to expanding the granularity and scope of this reporting. Below is a report of all requests received subject to any disclosure requirements and/or orders Fastly may have received.

This report does not include requests for information that are not categorized above. Fastly did not provide any Customer Information or Content in response to these other types of requests.

### **Requests Received by Country**

#### **United States Law Enforcement or Other Orders→**

For the reporting period above, Fastly provided no Customer Content to the US government, and in one circumstance provided billing and contact information for a customer subject to a valid request.

Total Number of Requests Received-13

For the reporting period above Fastly received a total of thirteen (13) requests for Customer Information and Zero (0) request for Customer Content. Fastly provided billing and contact information for a customer in response to zero(0) of those requests after validation was performed on the nature of the requests.

#### **Other Countries→>**

Total Number of Requests Received-4

For this Period 4 International Requests were received; The requesting countries were as follows:

India-2

Germany-1

Switzerland-1

For the reporting period above Fastly received a total of (4) international requests for Customer Information and Zero (0) request for Customer Content. Fastly provided the customer abuse contact information for a customer in response to one (1) of those requests after validation was performed on the nature of the requests.

If you have any questions about this report please contact [support@fastly.com](mailto:support@fastly.com)