

**HIDE** *me*

Transparency Report

2013-2023

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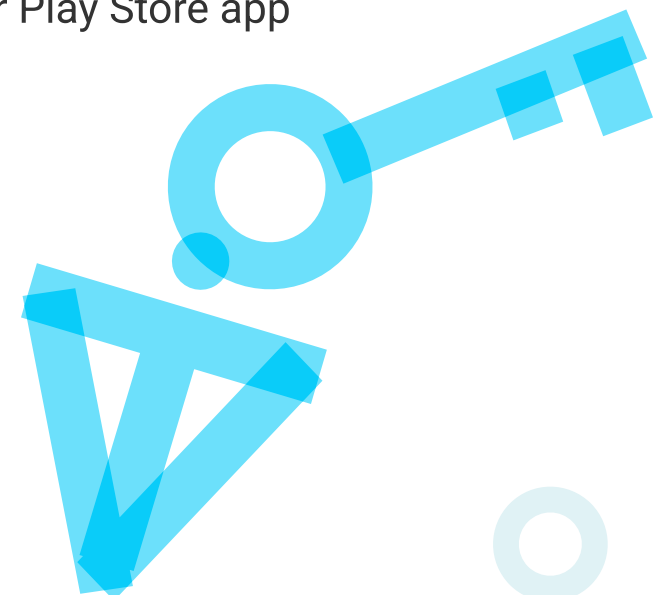
# Trust is key

2023 was a big year for hide.me VPN and our commitment to showing we are a trustworthy VPN provider. People put a lot of trust in their VPN, and we want to make that decision easy when choosing hide.me VPN.

In 2023 we gained the [VTI Trust Seal](#). The seal requires the VPN provider to adhere to best practices in five key areas - Security, Advertising Practices, Privacy, Disclosure and Transparency, and Social Responsibility.

Later in the year we also revealed that [hide.me VPN has passed in an independent MASA audit](#). The Mobile Application Security Assessment (MASA) is about improving the security of apps on mobile. Apps are tested on several criteria including authentication, information handling, encryption implementation, etc. This means we've got a handy badge now on our Play Store app page, showing our app can be trusted.

We hope to continue showing we are trustworthy in 2024 and beyond.



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## Facts and figures

In this transparency report there are three different types of data requests that we receive, these are:

- a Illegal activities – This covers the use of our VPN being used for things such as botnets, DDoS, and scams.
- b Digital Millennium Copyright Act (DMCA) – This category is about the transmission of copyrighted materials such as movies, TV shows, and music.
- c Law enforcement & police requests – These are requests for data specifically from law enforcement and police around the world.

We would like to remind our users, hide.me VPN does NOT provide a service for the commission of criminal acts and illegal activities. It is, in fact, a direct violation of our Terms of Service and we are firmly against such practises.

a

# Illegal activities

This category represents complaints that are made regarding illegal activities originating from a hide.me VPN IP address. 'Illegal activities' includes things such as DDoS attacks, botnets, scams, and spam.

We would like to point out that we do act and reply to every request. But, as we don't store any logs, we have no data to present when requested.

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
January	1	4	8	5	65	30	14	1	0	2	1
February	3	1	9	11	3	37	32	7	11	5	1
March	1	4	12	6	4	60	11	1	31	3	7
April	2	1	4	7	2	85	10	0	5	4	7
May	7	4	3	20	10	57	12	0	6	0	5
June	2	8	7	10	8	57	10	0	6	0	5
July	2	5	2	5	17	63	5	0	6	0	5
August	2	13	3	1	21	33	3	0	13	0	9
September	1	2	4	4	18	30	2	0	5	1	5
October	2	8	14	6	16	21	4	0	4	0	3
November	3	9	8	4	40	45	0	0	3	0	13
December	4	12	22	34	11	18	2	0	1	1	3
<b>TOTAL</b>	<b>30</b>	<b>71</b>	<b>76</b>	<b>113</b>	<b>215</b>	<b>536</b>	<b>105</b>	<b>9</b>	<b>91</b>	<b>16</b>	<b>64</b>

b

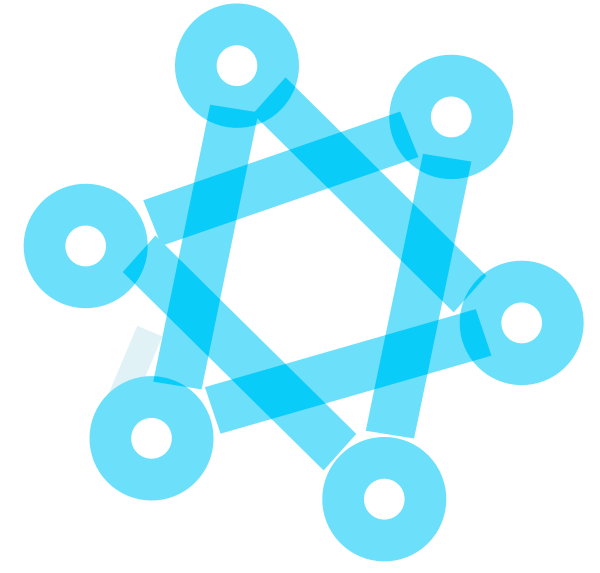
# Digital Millenium Copyright Act (DMCA)

The table below shows the number of DMCA complaints we received between 2013 and 2023. DMCA complaints normally pertain to our VPN being used for things like the torrenting, sharing, or streaming of copyrighted materials (movies, TV Shows, music etc.).

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
January	1	22	2237	4791	5101	3723	1792	730	577	124	4013
February	11	40	2107	4797	3029	3128	1943	651	330	101	5035
March	16	57	3103	5666	4186	4803	3743	751	885	208	4575
April	8	83	3442	5422	3596	3203	2507	895	2284	838	4666
May	28	166	2551	6725	5324	2210	4493	826	525	1827	3427
June	6	184	2364	6237	3844	2038	2058	653	468	1790	3577
July	7	290	1314	6648	4264	2152	2658	493	461	2340	3798
August	12	979	2752	6016	7784	3615	2801	762	654	1995	3174
September	30	1481	3569	5739	6026	2582	1434	748	516	2161	2272
October	14	2482	4220	5667	5634	2264	1121	1230	552	4446	1802
November	16	1796	3895	4331	3603	2598	1338	1108	409	6117	2595
December	14	1830	2941	4005	5105	2011	1431	871	473	5585	3553
<b>TOTAL</b>	<b>163</b>	<b>9410</b>	<b>34495</b>	<b>66044</b>	<b>57496</b>	<b>34327</b>	<b>27319</b>	<b>9718</b>	<b>8134</b>	<b>27532</b>	<b>42487</b>

# c Law enforcement & police requests

This table shows the number of times hide.me VPN received requests for data from law enforcement and police from around the world between 2013 and 2023. We don't store any data, so whilst we do respond to every request made, we have nothing to hand over.



	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
January	0	0	0	0	0	0	1	0	0	0	0
February	0	0	0	0	0	0	0	1	0	0	1
March	1	0	0	0	0	1	0	0	0	0	1
April	0	0	0	9	1	0	1	1	0	0	1
May	1	0	1	2	0	0	0	1	0	1	1
June	0	0	0	0	0	0	0	0	0	0	0
July	0	0	0	1	1	0	0	1	0	0	0
August	0	0	0	0	0	0	0	0	0	2	2
September	0	0	0	0	0	0	0	0	0	0	3
October	0	0	0	0	0	0	0	0	0	2	2
November	0	0	0	0	0	0	0	0	1	5	2
December	0	0	0	1	1	0	0	0	1	0	1
<b>TOTAL</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>13</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>10</b>	<b>14</b>

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## How to contact us

We here at hide.me VPN pride ourselves on swift and open communications. If you have any questions regarding this report, our service, or just about anything else, feel free to contact us at the avenues below:

Website: <https://hide.me>

Email: [support@hide.me](mailto:support@hide.me)





Thank you.

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[www.hide.me](http://www.hide.me)