



IBM Cloud™

2019 Law Enforcement Requests Transparency Report

For more than a century, IBM has earned the trust of our clients by responsibly managing their most valuable data, and we have worked to earn the trust of society by ushering powerful new technologies into the world responsibly and with clear purpose.

Trust is foundational to our company and how we engage with our clients. IBM's core principles for handling client data and insights, and building trust in AI and emerging technologies are located here: <https://www.ibm.com/blogs/policy/trust-principles/>

IBM clients' data is their data, and their insights are their insights. Client data and the insights produced on IBM's cloud or from IBM's AI are owned by IBM's clients. We believe that government data policies should be fair and equitable and prioritize openness.

GOVERNMENT ACCESS TO DATA

IBM has not provided client data to any government agency under any surveillance program involving bulk collection of content or metadata.

Following the law, protecting client data

- In general, if a government wants access to data held by IBM on behalf of an enterprise client, we would expect that government to deal directly with that client.
- We do not provide access to client data stored outside the lawful jurisdiction of any government requesting such data, unless the request is made through internationally recognized legal channels such as mutual legal assistance treaties (MLATs).
- If we receive a request for enterprise client data that does not follow processes in accordance with local law, we will take appropriate steps to challenge the request through judicial action or other means.
- If we receive a government request for enterprise client data that includes a gag order prohibiting us from notifying that client, we will take appropriate steps to challenge the gag order through judicial action or other means.
- We will continue to work closely with governments and clients to balance the protection of data with law enforcement's obligation to conduct lawful investigations of criminal activity.
- IBM supports measures to increase the transparency, oversight and appropriate judicial review of government requests for data, including modernized international agreements on legal assistance.
- [Read the letter to our clients about government access to data.](#)

For the period January 1, 2019 to December 31, 2019, the IBM Cloud abuse team processed the following number of law enforcement requests:

Agency	# of Requests Received	# Requests Fully Complied With	# Requests Partially Complied With	# Requests No Action Required
United States (Federal)	53	46	0	7
United States (State)	25	22	0	3
International	40	28	0	12

Disclaimers

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IBM Corporation
New Orchard Road
Armonk, NY 10504

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