



Search the help center

- [Search](#)
- [Sign in](#)

English

- [← Back to Report Abuse or Policy Violations](#)
- [Guidelines & Best Practices](#)
- [Safety Center](#)
- [Reporting Violations](#)
- [Policy Information](#)
- [Twitter Ads Policy Information](#)
- [Developer and Media Guidelines](#)

[← Back to Report Abuse or Policy Violations](#)

# Guidelines for Law Enforcement

These guidelines are intended for law enforcement personnel seeking to request information about Twitter users. More general information on Twitter's Rules can be found [here](#).

## Topics Covered:

- [What is Twitter?](#)
- [What User Information Does Twitter Have?](#)
  - [Does Twitter Have Access to User Photos or Videos?](#)
- [Data Retention Information](#)
- [Private Information Requires a Subpoena or Court Order](#)
- [Requests for User Information](#)
  - [Emergency Requests](#)
  - [Requests from Non-U.S. Law Enforcement](#)
  - [Will Twitter Notify Users of Requests for Account Information?](#)
  - [What Information Must Be Included?](#)
    - [How to Make an Emergency Request](#)
- [General Inquiries](#)
  - [Contact Information](#)

## What is Twitter?

Twitter is a real-time information network powered by people all around the world that lets users share and discover what's happening now. Users send 140-character messages through our website and mobile site, client applications, or any variety of third-party applications. For more information, you can also visit <https://twitter.com/about>.

For the latest on Twitter's features and functions please visit our [Help Center](#).

## What User Information Does Twitter Have?

User information is held by Twitter, Inc. in accordance with our [Privacy Policy](#) and [Terms of Service](#). We require a subpoena, court order, or other valid legal process to disclose information about our users.

Most Twitter profile information is public, so anyone can see it. A Twitter profile contains a profile photo, header photo, background image, and status updates, called Tweets. In addition, the user has the option to fill out location, a URL, and a short "bio" section about themselves for display on their public profile. Please see our [Privacy Policy](#) for more information on the data we collect from users.

## Does Twitter Have Access to User Photos or Videos?

Twitter provides photo hosting for some image uploads as well as a user's profile photo, header photo, and account background image; Twitter does not, however, provide hosting for videos, nor is Twitter the sole photo hosting provider for images that may appear on the Twitter service. More information can be found on our [photo](#) and [video](#) sharing pages.

## Data Retention Information

Twitter retains different types of information for different time periods. Given Twitter's real-time nature, some information may only be stored for a very brief period of time. Information on our retention policies can be found in our [Privacy Policy](#).

Preservation requests in accordance with applicable law must be signed, include the username and URL of the Twitter profile in question (e.g., @safety and <https://twitter.com/safety>), a **valid return email address**, and be sent on law enforcement letterhead. Requests may be sent via the methods described below.

## Private Information Requires a Subpoena or Court Order

In accordance with our [Privacy Policy](#) and [Terms of Service](#), non-public information about Twitter users is not released except as lawfully required by appropriate legal process such as a subpoena, court order, or other valid legal process.

Some information we store is automatically collected, while other information is provided at the user's discretion. Though we do store this information, it may not be accurate if the user has created a fake or anonymous profile. Twitter doesn't require email verification or identity authentication.

## Requests for User Information

Twitter, Inc. is located in San Francisco, California and will only respond in compliance with U.S. law to valid legal process. For example, requests for contents of communication require a U.S. search warrant.

## Emergency Requests

Twitter evaluates emergency disclosure requests on a case-by-case basis. If we receive information that

gives us a good faith belief that there is an emergency involving the death or serious physical injury to a person, we may provide information necessary to prevent that harm, if we have it.

## Requests From Non-U.S. Law Enforcement

U.S. law authorizes Twitter to respond to requests for user information from foreign law enforcement agencies that are issued via U.S. court either by way of a mutual legal assistance treaty or a letter rogatory. It is our policy to respond to such U.S. court ordered requests when properly served.

## Will Twitter Notify Users of Requests for Account Information?

**Yes.** Twitter's policy is to notify users of requests for their information prior to disclosure unless we are prohibited from doing so by statute or court order (e.g., an order under [18 U.S.C. § 2705\(b\)](#)).

## What Information Must Be Included?

When requesting user information, your request must include:

- The username and URL of the Twitter profile in question (e.g., @safety and <https://twitter.com/safety>);
- Details about what specific information is requested and its relationship to your investigation;
  - **Note:** Please ensure that the information you seek is not available from our public [API](#). We are unable to process overly broad or vague requests.
- A **VALID EMAIL ADDRESS** so we may get back in touch with you upon receipt of your legal process.

## How To Make an Emergency Request

If there is an emergency that involves the danger of death or serious physical injury to a person that Twitter may have information necessary to prevent, you may make an emergency disclosure request by email to [lawenforcement@twitter.com](mailto:lawenforcement@twitter.com) (which we continuously monitor) with the subject: **Emergency Disclosure Request**. Please include **all** of the following information:

- Identify the person who is in danger of death or serious physical injury;
- The nature of the emergency (e.g., report of suicide, bomb threat);
- Twitter @username **and** URL (e.g., @safety and <https://twitter.com/safety>) of the subject account(s) whose information is necessary to prevent the emergency;
- Any [specific Tweets](#) you would like us to review;
- The specific information requested and why that information is necessary to prevent the emergency; **and**
- All other available details or context regarding the particular circumstances.

**NOTE:** Our support system **removes all attachments**, you must include the contents in the body of the message; you will receive an automated response that you **must reply to** in order for us to see your request.

Alternatively, you may fax emergency requests to: 1-415-222-9958 (faxed requests *may* result in a delayed response; for the quickest turnaround, we **strongly suggest** emailing all emergency requests).

## General Inquiries

Other general inquiries can be sent via email to: [lawenforcement@twitter.com](mailto:lawenforcement@twitter.com); you will receive an automated response that you must reply to in order for us to see your inquiry. **NOTE:** We do **not** accept legal process via email; our support system removes all attachments.

## Contact Information

You may fax Twitter, Inc., c/o Trust & Safety, at: 1-415-222-9958.

Our mailing address is:

Twitter, Inc.  
c/o Trust & Safety  
1355 Market Street  
Suite 900  
San Francisco, CA 94103

Receipt of correspondence by any of these means is for convenience only and does not waive any objections, including the lack of jurisdiction or proper service.

**Only email from law enforcement domains will be accepted. All others will be disregarded. Non-law enforcement requests should be sent through our regular support methods (<https://support.twitter.com>).**

Was this article helpful?

- © 2013 Twitter
- .
- [Back to Twitter](#)
- Language:
  
- [About Us](#)
- [Contact](#)
- [Blog](#)
- [Status](#)
- [Goodies](#)
- [API](#)
- [Business](#)
- [Help](#)
- [Jobs](#)
- [Terms](#)
- [Privacy](#)