

## **Amazon Law Enforcement Guidelines**

These guidelines are intended for use by law enforcement when seeking information from Amazon.com and Amazon Web Services (“Amazon”).

### *Required Legal Process*

Amazon will not release customer information without a valid and binding legal demand properly served on us. Amazon objects to overbroad or otherwise inappropriate demands as a matter of course.

Amazon distinguishes between content and non-content information. We produce non-content information only in response to valid and binding subpoenas. We do not produce content information in response to subpoenas. We may produce non-content and content information in response to valid and binding search warrants.

“Non-content” information mainly includes basic subscriber information (such as name, address, email address, billing information, and date of account creation), certain retail purchase history, and AWS service usage information. A non-content response might include basic subscriber information or no information.

“Content” information mainly includes the content of data files stored in a retail customer’s account (such as a customer’s photos) or, in the case of AWS, the content that a customer transfers for processing, storage, or hosting in connection with AWS services and any computational results.

### *Method of Service*

Amazon does not accept service of subpoenas, search warrants, or other legal process except through the Amazon Law Enforcement Request Tracker (“ALERT”). An individual account can be created [here](#). Legal process must be served by uploading the appropriate documentation through ALERT.

### *Requests from Non-U.S. Law Enforcement*

A non-U.S. law-enforcement agency seeking to obtain data from Amazon must work through the available legal and diplomatic channels in its jurisdiction, including through bi-lateral or multi-lateral legal assistance treaties (“MLATs”) or letters rogatory processes. Such international requests may be made to the U.S. Department of Justice Office of International Affairs.

### *Other Information*

*Preservation.* Upon receipt of a lawful and binding request, Amazon will preserve requested information for up to 90 days.

*Notification.* Unless it is prohibited from doing so or has clear indication of illegal conduct in connection with the use of Amazon products or services, Amazon notifies customers before disclosing content information.

*Emergencies.* Amazon reserves the right to respond immediately to urgent law enforcement requests for information in cases involving a threat to public safety or risk of harm to any person. These requests must be submitted through the [Amazon Law Enforcement Request Tracker](#) (“ALERT”) by selecting the emergency request button. During the emergency, ALERT will grant law enforcement temporary account access.

*Amazon Devices.* Amazon will assist law enforcement to return lost or stolen Amazon devices to their rightful owners. Law enforcement agencies should provide Amazon with the serial number of the device, in which case Amazon will attempt to contact the rightful owner directly and provide law enforcement contact information.

*Fraudulent and Other Unauthorized Conduct.* Amazon reserves the right to assist law enforcement agencies in their investigation of fraudulent and other unauthorized conduct, such as fraudulent use of a payment instrument or a stolen credit card, including by providing certain non-content information without a subpoena.

*Reimbursement.* Amazon may seek reimbursement for costs associated with responding to law enforcement requests for information, particularly if the costs incurred are the result of responding to burdensome or unique requests.