

Arlo Information Request Report

This bi-annual report provides additional information on the types and volume of information requests we processed during the reporting period.

Types of Information Requests Received by Arlo

Subpoenas. Subpoenas are valid and binding legal demands for information or testimony issued by courts, lawyers, law enforcement agencies, or grand juries, usually without any substantive review by a judge or magistrate. We generally produce non-content basic subscriber information only in response to valid and binding subpoenas. Arlo objects to overbroad or otherwise inappropriate subpoenas as a matter of course.

Search warrants. Search warrants may be issued by local, state, or federal courts upon a showing of probable cause and must specifically identify the place to be searched and the items to be seized. We may produce non-content and content information in response to valid and binding search warrants. Arlo objects to overbroad or otherwise inappropriate search warrants as a matter of course.

Other court orders. Other court orders include valid and binding orders issued by local, state, or federal courts, other than search warrants or court-issued subpoenas. Our responses to other court orders depend on the nature of the request but would generally include only non-content information and only where consistent with the law. Arlo objects to overbroad or otherwise inappropriate orders as a matter of course.

National security requests. National security requests include National Security Letters (“NSLs”) and court orders issued under the Foreign Intelligence Surveillance Act (“FISA”). Our responses to these requests depend on the nature of the request. Arlo objects to overbroad or otherwise inappropriate national security requests as a matter of course. Arlo is prohibited by law from reporting the exact number of NSLs and FISA orders it receives. Therefore, we report the numbers of such requests only within certain ranges set by the government.

Non-U.S. requests. Non-U.S. requests include legal demands from non-U.S. governments, including legal orders issued pursuant to the Mutual Legal Assistance Treaty process, the letters rogatory process, or the CLOUD Act. Our responses to these requests depend on the nature of the request. Arlo objects to overbroad or otherwise inappropriate non-U.S. requests as a matter of course. The numbers below do not include requests received directly from non-U.S. governments received from outside the MLAT, letters rogatory, and CLOUD Act processes, because Arlo does not respond to such requests except to direct the requestor to utilize the appropriate process.

Content v. Non-Content Information

Non-content. “Non-content” information generally means any information other than the “Content” of communications as defined below. By law, it can be grouped into two categories: basic subscriber information as set out in 18 U.S.C. § 2703(c)(2) and other non-content records. Non-content information available from Arlo is generally limited to name, address, email address, billing information, date of account creation, and certain purchase history and service usage information.

Content. “Content” information means the content of data files, such as videos, stored in a customer’s account.

How Arlo Responds to Requests

Full response. Full response means that Arlo responded to valid legal process by providing all of the information requested.

Partial response. Partial response means that Arlo responded to valid legal process by providing only some of the information requested. Reasons for a partial response can vary: it may be that the legal process was insufficient to obtain all the information sought (such as a subpoena for content) or it could be that Arlo did not have all of the records sought.

No response. No response means that Arlo responded to valid legal process by providing none of the information requested. As above, reasons for no response can vary: it may be that the legal process was insufficient to obtain *any* of the information sought or it could mean that Arlo did not have any of the records sought.

For the period July 1, 2019, through December 31, 2019:

Subpoenas:	20
How Arlo responded:	
Full response:	0
Partial response:	0
No response:	20
Search warrants:	52
How Arlo responded:	
Full response:	20
Partial response:	25
No response:	7
Other court orders:	0
How Arlo responded:	
Full response:	0
Partial response:	0
No response:	0
National security requests:	0-249
Non-U.S. requests:	0
How Arlo responded:	
Full response:	0
Partial response:	0
No response:	0

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