

The Facebook logo, consisting of the word "facebook" in a white, lowercase, sans-serif font, centered on a solid blue rectangular background.

## **Facebook Law Enforcement Guidelines**

This document describes procedures law enforcement authorities should follow to request data from Facebook.

This document is **CONFIDENTIAL** and intended for law enforcement use only. Please do not redistribute it without the express written permission of Facebook.

Facebook services continuously change and the company may modify these policies without notice. This version was released in May, 2010. Contact Facebook at [subpoena@facebook.com](mailto:subpoena@facebook.com) to request the latest version of these guidelines.

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**Address**

All requests for records must be sent one of three ways:

- By fax to (650) 644-3229
- By e-mail to [subpoena@facebook.com](mailto:subpoena@facebook.com)
- By mail to: Facebook, Inc.  
Attn: Security Department/Custodian of Records  
1601 California Avenue  
Palo Alto, CA 94304

**Type of Request**

All requests for records should clearly identify the type of request in the subject line. Only the following types of requests will be accepted:

- Preservation Requests. For requests that identify an account by User ID, Username or email address, we will preserve then-existing account records for 90 days, pending service of formal legal process.
- Formal Legal Requests. For requests pursuant to formal compulsory legal process issued under U.S. law, we will provide records as required by law. Response times vary depending on case complexity and records requested.
- Emergency Requests. Emergency requests must be made using the attached Emergency Request Form, and will only receive a response if we believe in good faith that serious bodily harm or death of a person may occur if we do not respond quickly.

**Important Considerations**

You should review the Facebook Statement of Rights and Responsibilities to understand more about rules of conduct on Facebook. In particular you should be aware of the following, as they may impact your investigation:

- We will always disable accounts that supply false or misleading profile information or attempt to technically or socially circumvent site privacy measures.
- We are required to disable accounts engaged in illegal activity, even if that activity is brought to our attention through a request for records.

If disabling or restricting user access to the user's profile will jeopardize your investigation, you should clearly specify "**DO NOT DISABLE UNTIL XX/XX/XXXX**" on your request. Please note however, if the matter has already been reported independently to our operations team, they may take independent action.

By default we will return data no older than 90 days prior to the date we receive the request. You must specify a date range or specific date if you need information outside that range.

**Request Requirements**

Formal requests for records must address each of the following 3 areas:

**Authorized Law Enforcement Agent information:**

The following contact information is required for every request:

- Requesting Agency Name
- Requesting Agent Name and Badge/Identification number
- Requesting Agent work-authorized e-mail address
- Requesting Agent phone number including any extension
- Requesting Agent Mailing Address
- Requested response due date (Please allow at least 2 – 6 weeks for processing)

**Facebook User Information:**

We only respond to requests that identify an account by email address, user ID or username. Facebook IDs are intrinsic in site URLs. If you have a subject's profile page URL, you can find the ID by looking for the string "id" in the URL and passing along the number immediately following.

For instance, the user ID for the following profile is "29445421":

<http://www.facebook.com/profile.php?id=29445421>

Group IDs follow a similar pattern, but the string to look for is "gid". The group ID of the following URL is 2204894392:

<http://www.facebook.com/group.php?gid=2204894392>

Instead of a Facebook ID in the URL, you may see a Facebook username. For example:

<http://www.facebook.com/john.smith>.

In order for us to accept a username as a valid account identifier, you must also supply the date when you viewed the URL in question.

**Investigation Details:**

We review each request for records individually and prioritize requests based upon case circumstances and other factors not always obvious from the formal process. Please provide any additional details about the case that you can, so that we can make sure that your case is prioritized appropriately and the records you receive are most relevant to your case.

**Types of Data**

Depending on the type of formal legal process provided, we will be able to respond with one or more of the following types of data:

*Basic Subscriber Information* (sometimes referred to as Neoselect) will be delivered in XML format and may include:

- User Identification Number
- E-mail address
- Date and Time Stamp of account creation date displayed in **Coordinated Universal Time**
- Most Recent Logins (generally captures the last 2-3 days of logs prior to processing the request) in **Coordinated Universal Time**
- Registered Mobile Number

*Expanded Subscriber Content* (sometimes referred to as Neoprint) will be delivered in PDF format and may include:

- Profile Contact Information
- Mini-Feed
- Status Update History
- Shares
- Notes
- Wall Postings
- Friend Listing, with Friends Facebook ID's
- Groups Listing, with Facebook Group ID's
- Future and Past Events
- Video Listing, with filename

*User Photos* (sometimes referred to as User Photoprint) is delivered in PDF format and may include photos uploaded by the user and photos uploaded by other users that have the requested user tagged in them.

*Group Information* will include the BSI of the group creator/administrator in XML format and the current status of the group in a PDF format.

*Private Messages* if retained will be in PDF format.

*IP Logs* are very limited and frequently incomplete, but when available are provided in a tab delimited text file and include:

- [Column One] **Viewtime** – Date of execution, in **PACIFIC TIME ZONE** (UTC -8 / -7).
- [Column Two] **Userid** – The Facebook user ID of the account active for the request
- [Column Three] **IP** – Source IP address
- [Column Four] **Script** – Script executed. For instance, a profile view of the url “http://www.facebook.com/profile.php?id=29445421” would populate script with “profile.php” and **Scriptget** – Additional information passed to the script. in the above example, scriptget would contain “id=29445421”
- [Column Five] **Session Cookie** – HTTP cookie set by user session.



## EMERGENCY DISCLOSURE REQUEST FORM

Requesting Agency Name  
Requesting Agent Name  
Requesting Agent Badge #  
Requesting Agent work-authorized e-mail  
Requesting Agent phone number including any extension

Detailed description of the nature of the emergency (i.e. potential bodily harm, crime being committed):

Identifying Information for user account (Facebook User ID, Username, Email & DOB):

Detailed explanation of information needed to resolve emergency:

I, \_\_\_\_\_, attest that the above-mentioned facts are true and accurate to the best of my knowledge.

\_\_\_\_\_  
Signature and Badge #

\_\_\_\_\_  
Date