

IMVU Subpoena / Search Warrant Request Guideline, version 0.03

IMVU CONFIDENTIAL

For distribution to and use by law enforcement

IMVU, Inc. is eager to assist law enforcement with investigations. This document provides guidance for agencies to provide subpoenas or search warrants in a manner that allows the most efficient response from IMVU.

Available Data

Basic account information provided in response to a subpoena will include an Avatar name, e-mail address and customer ID (all unique) as well as the IP address used to register the account. If account communications are requested, IMVU will provide the text of web-based messages and a summary of real-time chats (via IMVU's 3D client) that will include the accounts participating in chats but not the actual text of the chat.

IMVU does not have a policy for the regular purging or removal of account records but communication data may be missing or incomplete after 6 months.

Please note that IMVU does not verify customer data so it possible that the response to the subpoena may produce limited data or data that was falsified by the person under investigation.

Details of Request

For IMVU to look-up account data we will need either the Avatar name, the e-mail address associated with the account or the account id. In some cases an IP address may be used but, because IMVU only tracks the most recent IP address used and because many network providers change IP assignments or use proxies, this is not always reliable.

When requesting the account data, please have the subpoena or search warrant request:

“Account data for the account(s) matching the Avatar name, e-mail or IP addresses *[insert known data here]* and for any account that appears to be controlled by the same person.”

This will allow IMVU to provide additional data without the need to request an additional subpoena.

In the subpoena please be specify if the account should remain enabled. If IMVU becomes aware of an account with suspicious or illegal activity it will likely be disabled. If leaving an account enabled will assist in an investigation, please make sure this is stated when submitting the subpoena.

Delivery of Subpoena or Summons

To expedite collection of data, please send a copy of the subpoena or search warrant via fax.

Fax:

(650) 321-7263
ATTN: Brett G. Durrett

Mail:

IMVU, Inc.
ATTN: Brett G. Durrett
411 High Street
Palo Alto, CA 94301