

## 3.4 What happens if we get a lawful request from a government for data?

Like other technology and communication companies, Google receives requests from governments around the world to provide subscriber information. Google was the first cloud provider to make public the volume and type of government requests for customer data that we receive in a biannual [Transparency Report](#),<sup>55</sup> and describe how Google responds to those requests. Our reports are industry-leading and have become the standard in the U.S.



If Google receives a government request for cloud customer data, it is Google's policy to **direct the government to request such data directly from the cloud customer**. Each request that Google receives regarding a customer account is reviewed using these guidelines:

- 1 **Respect for the privacy and security of data stored with Google.** We have a team that reviews and evaluates each and every one of the requests we receive based on international human rights standards, our own policies, and the law. Google does not provide any government entity with "backdoor" access.
- 2 **Customer notification.** Except in emergency situations involving a threat to life, it is our policy to notify the customer before any information is disclosed unless such notification is prohibited by law.
- 3 **Consideration of customer objections.** Google will, to the extent allowed by law and by the terms of the request, comply with a customer's reasonable requests regarding its efforts to oppose a request (such as the customer filing an objection to the disclosure with the relevant court and providing a copy of the objection to Google.)

Detailed information is available in our [Transparency Report](#)<sup>56</sup> and [Google Cloud Government Requests whitepaper](#).<sup>57</sup> We provide an overview of the implications of encryption for government data requests in our whitepaper: **Government requests for customer data: controlling access to your data in Google Cloud** (available under NDA).

<sup>55</sup> Page 12, Requests for user information

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