Amazon Information Request Report

This bi-annual report provides information on the types and number of information requests Amazon processed from January 1 to June 30, 2021. Amazon does not disclose customer information in response to government demands unless required to do so to comply with a legally valid and binding order. Amazon objects to overbroad or otherwise inappropriate requests as a matter of course.

Types of Requests

Subpoenas (including their equivalent in non-U.S. countries) are valid and binding legal demands for information or documents usually issued without substantive review by a judge or magistrate. Amazon does not produce content information in response to subpoenas.
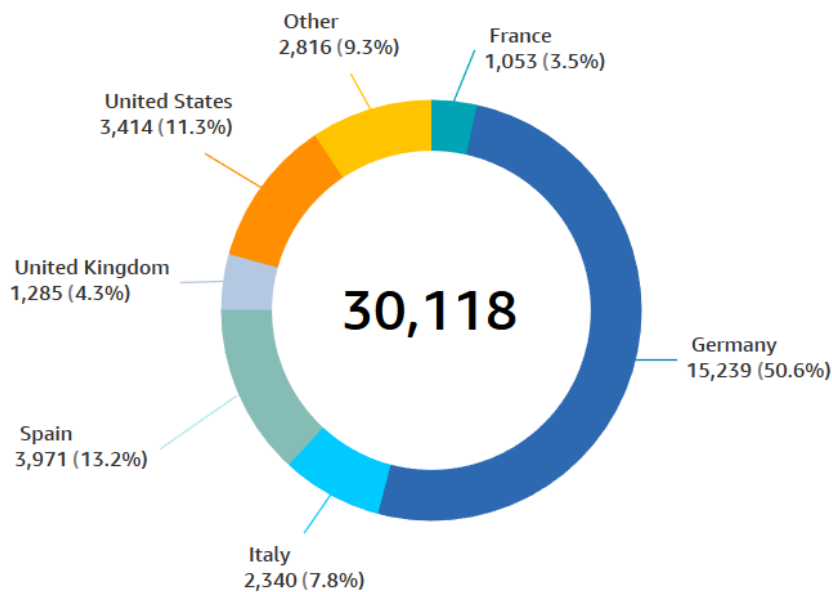
Search warrants (including their equivalent in non-U.S. countries) are issued by courts upon a showing of probable cause or equivalent non-U.S. standards and must specifically identify the information to be produced. Amazon may produce non-content and content information in response to search warrants.

Court orders are valid and binding orders issued by courts other than search warrants. Amazon's response to court orders depends on the nature of the order, and Amazon may produce non-content and content information in response to court orders.
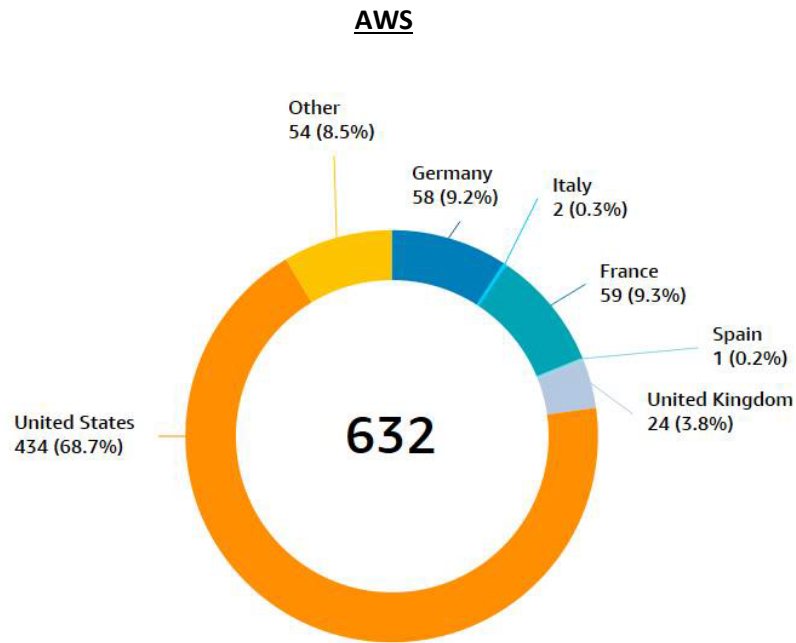
Country of Origin of the Request

This chart shows the number and percentage of information requests processed by Amazon (excluding AWS) broken down by the country of origin of the request.

Amazon, Excluding AWS

Other
2,816 (9.3%)

France
1,053 (3.5%)

United States
3,414 (11.3%)

United Kingdom
1,285 (4.3%)

30,118

Germany
15,239 (50.6%)

Spain
3,971 (13.2%)

Italy
2,340 (7.8%)

This chart shows the number and percentage of information requests processed by AWS broken down by the country of origin of the request.

AWS

Other
54 (8.5%)

Germany
58 (9.2%)

Italy
2 (0.3%)

France
59 (9.3%)

Spain
1 (0.2%)

United Kingdom
24 (3.8%)

United States
434 (68.7%)

632

"Non-Content" and "Content" Information

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.

This chart shows the number and percentage of information requests processed by Amazon (excluding AWS) that resulted in the disclosure of content information, as compared to those requests that did not.

Amazon, Excluding AWS

Content
89 (0.3%)

30,118

Non-Content
30,029 (99.7%)
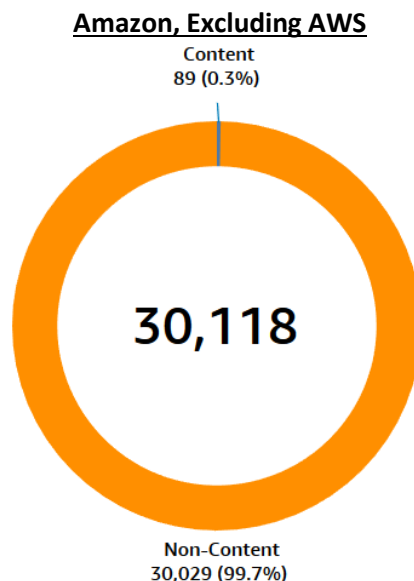
This chart shows the number and percentage of information requests AWS processed that resulted in the disclosure of content information, as compared to those requests that did not.

AWS

Content
12 (2%)

632

Non-Content
620 (98%)
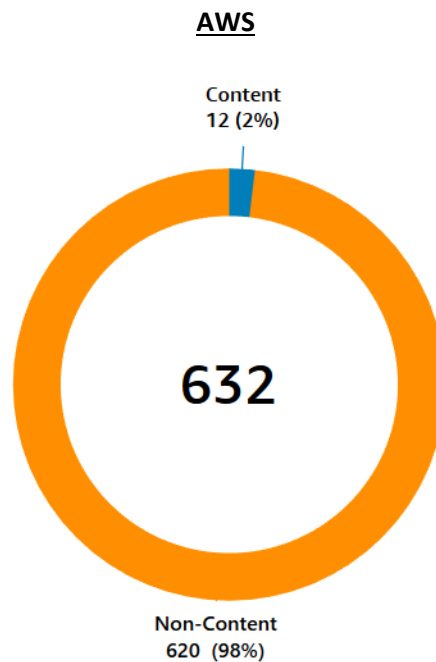
National Security Requests

National security requests include U.S. National Security Letters ("NSLs") and requests issued under the Foreign Intelligence Surveillance Act ("FISA"). Amazon's responses to these requests depend on the nature of the request. Amazon reports the numbers of such requests within certain ranges permitted by law. These requests are not included within the data presented above. The reporting range is 0-249 for all national security requests made to Amazon (including AWS).

Frequently Asked Questions

Does the data above include requests received via the Mutual Legal Assistance Treaty ("MLAT") process?
    Yes. Amazon includes MLAT requests as U.S. requests unless the country of origin is identified in the request.

Does the CLOUD Act change how Amazon responds to requests?
    No. The CLOUD Act amended the Stored Communications Act to clarify that the U.S. government may seek to require U.S.-based service providers to disclose data that is in their "possession, custody, or control" regardless of whether the data is located within or outside of the United States. The CLOUD Act does not change any of the legal and privacy protections that apply to law enforcement requests for data. Amazon continues to object to overbroad or otherwise inappropriate requests as a matter of course regardless of where data is located.

How many requests resulted in the disclosure to the U.S. government of enterprise content data located outside the United States?
    None.

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