



DATA REQUEST GUIDELINES

This document describes procedures law enforcement authorities and individuals involved in civil litigation should follow to request data from LinkedIn and its affiliated service providers.

Note: The Guidelines are provided for informational purposes only. LinkedIn may revise the Guidelines at any time, and reserves the right to respond or object to any Data Request in any manner consistent with applicable law.

UPDATED January 4, 2018

1. LinkedIn's Commitment to its Members.

In order to maintain the trust of our Members, we strive to ensure that our policies and practices provide clarity, consistency, and control when it comes to their personal information. In keeping with this commitment to our Members, we respond to Requests for Member data in accordance with our Terms of Service, and require that such Requests comply with established legal processes. Read more about the Data Requests we receive, and how we keep our Members informed, in our [Transparency Report](#).

2. What types of Data Requests can I make?

We consider only the following types of Requests:

- **Data Requests:** A Data Request is a request for information or documents relating to Member accounts in connection with official criminal investigations or other official legal proceedings. Except in limited emergency situations (see below), we require Data Requests to be made through formal U.S. legal process and procedures, and we respond to such Requests as required by law. Examples of Data Requests include:
 - Subpoenas
 - Court Orders (under the Electronic Communications Privacy Act)
 - Search Warrants
 - Other forms of formal legal process, such as Requests issued pursuant to a Mutual Legal Assistance Treaty (MLAT) (international Requests are addressed at No. 8 below) or Irish legal process and procedures.

- **Preservation Requests:** A Preservation Request asks LinkedIn to preserve Member account records in connection with official criminal investigations or other official legal proceedings. Preservation Requests must:
 - Identify the account(s) at issue (see No. 4, below, for further details)
 - Identify the investigating agency and/or specific pending official proceedings (signed Requests on law enforcement letterhead preferred)
 - Include assurances that the requesting agency or individual is taking steps to obtain appropriate legal process for access to the data that we are being asked to retain
 - Include a valid return email address

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When we receive a valid Preservation Request we will preserve a one-time snapshot of then-existing account records for 90 days, pending service of formal legal process.

- **Emergency Requests:** Emergency Requests for Member information must be made using the Emergency Disclosure Request Form at the end of the Guidelines. Emergency Requests are only appropriate in cases involving serious bodily harm or death, and we respond to such Requests only when we believe in good faith that such harm may imminently occur if we do not respond without delay. The Emergency Disclosure Request Form must be submitted by a law enforcement officer and signed under penalty of perjury. (Please see No. 9 below). Others aware of an emergency situation should contact their local law enforcement officials.

3. What contact information must I provide in my Request?

To help us ensure that Requests we receive are from legitimate law enforcement authorities, we require each law enforcement Request to include the following information:

- Requesting Agency Name
- Requesting Agent Name
- Requesting Agent Badge/Identification Number
- Requesting Agent Employer-Issued E-mail Address
- Requesting Agent Phone Number (including extension)
- Requesting Agent Mailing Address (P.O. Box will not be accepted)
- Requested Response Date (Please allow at least 3 weeks for processing; see No. 9 below for Emergency Requests)

For other Data Requests in connection with official legal proceedings, we require that the requesting party ensure that the subpoena (or other valid legal process) through which the Data Request is served clearly identify the requesting party and provide the following contact information for the requesting party and/or its counsel of record:

- Name
- Company or Agency, if applicable
- E-mail Address
- Phone Number
- Mailing Address (P.O. Box will not be accepted)
- Requested Response Date (Please allow at least 3 weeks for processing)

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4. What information must be included in a Request?

LinkedIn requires each Request to identify the account(s) subject to the Request by providing the following information. Without this information, we will be unable to fulfill your Request:

- The full (first and last) name of the LinkedIn Member and email address associated with the account; or,
- The LinkedIn public profile URL.

LinkedIn does not at this time accept Requests that seek to identify an account holder, or seek account information, based upon an IP address.

Please note that LinkedIn public profile URLs come in 2 formats:

- Public Profile URL, for example: <http://www.linkedin.com/in/rufufia-mae-a661234b>; and,
Customized Public Profile URL, for example: <http://www.linkedin.com/in/patrickwest1283>

How to find a subject's public profile:

- If you are logged in to your LinkedIn account, you may search for the subject's profile through LinkedIn's search box in the upper left-hand corner of the screen. If you are able to locate the subject and view the subject's profile page, the public profile URL will be identified under the field "Contact and Personal Info" in the upper right-hand corner of the web page.

Contact and Personal Info

- Patrick's profile
linkedin.com/in/patrickwest1283
- Websites
patrickwest.com (Portfolio)
- Twitter
[patrickwest1283](https://twitter.com/patrickwest1283)

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- Alternatively, you may search for the subject's LinkedIn profile via an outside search engine such as Google, Bing, etc., when you are not logged in to your LinkedIn account (for example by searching for "John Doe LinkedIn" via Google). Clicking on the link provided at the search engine's site typically directs you to the public profile of the LinkedIn Member, and the public profile URL will appear at the top of your web browser after clicking.

The image shows a two-part screenshot. The top part is a Google search results page for the query "Patrick West LinkedIn". A red arrow points to the search text. The results show "About 14,300,000 results (0.36 seconds)" and a top result titled "Top 10 Patrick West profiles | LinkedIn" with the URL <https://www.linkedin.com/pub/dir/Patrick/West>. The bottom part is a browser window showing the LinkedIn profile page for Patrick West. A red arrow points to the address bar, which contains the URL <https://www.linkedin.com/in/patrickwest1283>. The profile page features a background image of mountains, a circular profile picture of Patrick West, and the following text: "Patrick West • 3rd Senior Financial Analyst at Mintome", "Mintome • University of Toronto", and "Toronto, Canada Area • 500+". Below the profile information are buttons for "Connect", "Send InMail", and "More...". At the bottom of the profile, there is a short bio: "Experienced analyst specializing in financial analysis, modeling and regulation with can-do attitude and problem-solving skills. Worked for CFO, identified weakness in banks and impacts of regulati... See more".

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5. What types of information may be available in response to a Data Request?

Much of the information on LinkedIn is public, and can be found simply by searching on LinkedIn or using a search engine such as Google, Bing, etc. However, depending on the type of formal legal process provided, we may be able to respond with one or more of the following types of data:

Basic Subscriber Information, which may include:

- Email address(es)
- Member identification number (“Member ID”)
- Date and time of account creation
- Billing information
- Snapshot of Member Profile Page, which may include:
 - Profile Summary
 - Experience
 - Education
 - Recommendations
 - Groups
 - Network Update Stream
 - User profile photo
- IP Logs, which may include:
 - Member ID
 - IP address
 - The date the account was accessed

Pursuant to a valid search warrant from an entity with proper jurisdiction, LinkedIn may be able to provide **Member Content** as well as **Basic Subscriber Information**.

Member Content may include:

- Invitations
- Messages
- Connections

We require a search warrant to produce any Member Content responsive to law enforcement Data Requests.

In the case of civil subpoenas, LinkedIn can provide Basic Subscriber Information (not Invitations, Messages, Connections or other Member Content), only where the requested information is indispensable to the case, and not within a party’s possession, upon service of a valid federal, California or California-domesticated subpoena and after notice to any Member(s) affected. In the normal course, Member data should be sought from the Member directly, who can use automated account tools to download an archive of the relevant data from the LinkedIn Privacy & Settings tab.

6. How long does LinkedIn retain Member data?

LinkedIn generally does not retain a copy of information from a Member's profile page once the information has been revised or removed by the Member. Other categories of data relating to Member accounts, such as account log-in history, are subject to automated deletion cycles after a defined retention period. Additionally, in the normal course, if a Member closes his or her account, we promptly delete or de-personalize information from that account, generally within 20 to 30 days of account closure. LinkedIn cannot recover Invitations or Messages once they are permanently deleted by a Member, and cannot recreate evidence of Connections that have been severed.

7. Will LinkedIn notify Members of Requests for account data?

Yes. LinkedIn's policy is to notify Members of Requests for their data unless we are prohibited from doing so by statute or court order. Law enforcement officials who believe that notification would jeopardize an investigation should obtain an appropriate court order or other valid legal process that specifically precludes Member notification, such as an order issued pursuant to 18 U.S.C. §2705(b). When a Request is accompanied by a nondisclosure order, LinkedIn will notify the affected Member(s) as soon as the order is overturned or expires on its own terms. Please note that nondisclosure orders should be as narrow in scope and duration as circumstances permit, and that LinkedIn does not provide advance notice to the Requesting party that a nondisclosure order is expiring; it is up to the Requesting party to calendar the nondisclosure period and to keep LinkedIn apprised of any modifications or extensions.

If your Data Request draws attention to an ongoing violation of our Terms of Service, we may take action to prevent any further abuse in order to protect the network and other LinkedIn Members, including actions that could notify the Member that we are aware of his or her misconduct.

8. Are there any additional requirements for non-U.S. or non-Irish Data Requests?

Yes. At the present time, a Mutual Legal Assistance Treaty (MLAT) Request or letter rogatory is typically required for disclosure of information in connection with a non-U.S. or non-Irish Data Request.

9. What should I do if I have an Emergency Request for data?

LinkedIn takes significant steps to protect its Members' data, including requiring valid legal process before producing any information about our Members or their accounts. However, we are also aware that certain emergency situations may arise that require the disclosure of Member data. For these purposes, an emergency situation is only one involving imminent and serious bodily harm or death. Where these circumstances are present, Emergency Requests must be made by an authorized law enforcement agent, under penalty of perjury, using the Emergency Disclosure Request Form at the end of the Guidelines. If you are not a law enforcement agent and you are aware of an emergency situation, please notify your local law enforcement officials. LinkedIn will respond to Emergency Requests only if it believes in good faith that serious bodily harm or the death of a person may occur if we do not respond without delay. In all other cases, LinkedIn will disclose information only pursuant to valid legal process that satisfies the requirements set forth above and all applicable legal standards.

10. How do I serve a Request on LinkedIn?

A Data Request may be served by fax to +1 650-810-2897, 353 (0)-1-633-5996 outside of the US, by certified mail, express courier, or in person at one of the following two locations set forth below:

1. For all U.S.-based requests:

LinkedIn Corporation
ATTN: Legal Department
1000 West Maude Avenue
Sunnyvale, CA 94085
USA

2. For all non-U.S. requests:

LinkedIn Ireland U.C.
ATTN: Legal Department
Wilton Plaza
Wilton Place, Dublin 2
Ireland

LinkedIn® EMERGENCY DISCLOSURE REQUEST FORM

Requesting Agency Name:

Requesting Agent Name:

Requesting Agent Badge/Identification Number:

Requesting Agent Employer-Issued E-mail Address:

Requesting Agent Phone Number (including extension or cell phone):

Detailed description of the nature of the emergency and why the threat is imminent and if applicable a link or screenshot of concerning material on LinkedIn (i.e., description of why there is a potential for imminent serious bodily harm or death and why the normal disclosure process would be insufficient):

Identifying Information for Member account ((1) LinkedIn public profile URL or (2) name and email address):

Detailed explanation of information needed to resolve emergency (Please do not respond by asking for all available information as this will likely result in delaying or denying your Request):

I declare, under penalty of perjury, that to the best of my knowledge, the foregoing is true and correct.

Signature and Badge Number

Date

Name