



## Hosting delivered with passion and expertise

Introducing a service-focussed  
Cloud hosting **partner**

## Transparency Report January – December 2021

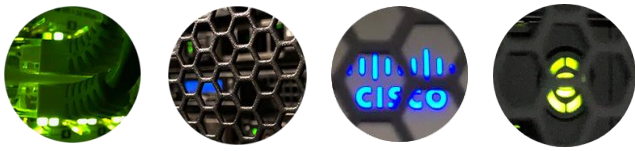
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[support@fyfeweb.com](mailto:support@fyfeweb.com)

[www.fyfeweb.com](http://www.fyfeweb.com)



## **SYNOPSIS**

FyfeWeb is based on the principle that privacy is a fundamental right. We are committed to the protection of information and appropriate management of information which we process, including the maintenance of integrity, availability and confidentiality of all information that we process.

This transparency report outlines the number of confirmed legal, law enforcement, data protection and content removal requests we have received over a one-year period – including government and law enforcement requests, data preservation requests, content removal requests, content data requests and subscriber information requests.

## **OUR VALUES & HOW WE PROCESS REQUESTS**

Respect for privacy, free speech and transparency are some of the core principles which guide FyfeWeb's approach to responding to legal requests for information and maintaining Customer trust. We will not release Customer information to any third party at any time, unless: (a) we have obtained the data subject's (Customer/User) explicit consent; (b) we are required to do so by law; or (c) we have good faith reason to believe that the matter being presented to us involves an imminent or significant risk of serious harm, physical injury or death to any person.

We carefully review, assess and question all legally binding court orders or regulatory requests received and where we feel it is necessary in order to uphold the law or rights of users, we actively push back against requests which are procedurally deficient, overly-broad or are otherwise improper or invalid.

The information we share in our Transparency Report is one of many ways we illustrate our commitment to keeping data subjects, customers & users informed and taking steps to protect their privacy whilst protecting the proprietary rights held by IP, copyright & trademark owners as well as vulnerable individuals and the public.

## **WARRANT CANARY**

As of the date of publication of this report, we have never received any secretive or classified request for user information from any government, law enforcement agency or public authority (i.e. National Security Notice, Technical Capability Notice, Communications Data Retention Notice etc.). We have not been subject to any type of "gag order" nor have we been asked to keep any secrets, regarding requests for information that are not in this transparency report.

No searches, seizures, backdoors or unfettered access of any kind have ever been given, conducted or implemented on or to FyfeWeb assets, networks or systems by any individual, entity, government etc. at any time.

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**REQUEST FIGURES:**

	<b>Law Enforcement &amp; Government Requests</b>	<b>Legal or Legal Process Requests</b>	<b>Emergency Requests</b>	<b>Content Removal</b>
<b>2018</b>	0	1	0	10
<b>2019</b>	0	0	0	35
<b>2020</b>	0	3	0	29
<b>2021</b>	0	2	0	20

**PERCENTAGE (%) OF REQUESTS WHERE SOME DATA WAS PRODUCED OR ACTION WAS TAKEN:**

	<b>Law Enforcement &amp; Government Requests</b>	<b>Legal or Legal Process Requests</b>	<b>Emergency Requests</b>	<b>Content Removal</b>
<b>2018</b>	N/A	100.0%	N/A	100.0%
<b>2019</b>	N/A	0.00%	N/A	96.4%
<b>2020</b>	N/A	66.0%	N/A	81.8%
<b>2021</b>	N/A	100.0%	N/A	75.0%

**PERCENTAGE (%) OF REQUESTS WHERE NO DATA WAS FOUND OR WE HAVE REJECTED IT:**

	<b>Legal or Legal Process Requests</b>	<b>Content Removal</b>
<b>2018</b>	0%	0%
<b>2019</b>	0%	3.6%
<b>2020</b>	33.3%	18.2%
<b>2021</b>	0%	15.0%

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