

## Hosting delivered with passion and expertise

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

## 2019 Transparency Report

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## **Transparency Report**

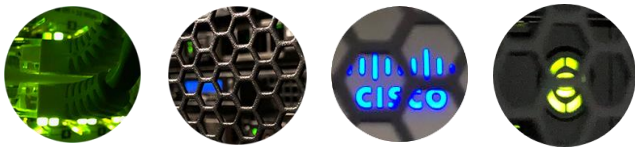
At FyfeWeb, we're committed to the safety and security of our users. This transparency report illustrates the number of legal, emergency, data protection and abuse requests we have received – including government and public authority requests, other data & preservation requests, content removal requests, service information and usage requests and abuse reports. Respect for customer privacy and transparency are core principles that guide FyfeWeb's approach to responding to legal and abuse requests and maintaining Customer trust. Unless required to do so by law, we will not release a Customer's personal information to any third party without asking for and receiving that Customer's explicit consent. More specifically, we will carefully and closely question and review all court orders and regulatory requests and we actively push back requests that are procedurally deficient, overly-broad or otherwise improper or invalid. The information we share in our Transparency Report is one of many ways we illustrate our commitment to keeping our customers informed, protecting their privacy, protecting the content of copyright and trademark owners, data subjects and the general public.

## **Voluntary Disclosure & Reporting**

FyfeWeb may voluntarily disclose information to law enforcement where we have a good faith reason to believe that the matter involves imminent risk of serious physical injury or death. For all requests we receive – such as data requests, non-content data requests (subscriber information), emergency, legal, disclosures and other government requests - we report the number of requests received, and the percentage of requests where we produced some data as well as the percentage of requests we have rejected or there was no data.

## **Warrant Canary**

As of the date of publication of this report, we have never received a National Security Notice, or any other secretive or classified request for user information from any government or public authority. We have not been subject to any type of gag order nor have we been asked to keep any secrets, regarding requests, that are not in this transparency report. No searches, seizures or backdoors of any kind have ever been undertaken by any persons, entities or agencies at any time.



**Overall Request Figures:**

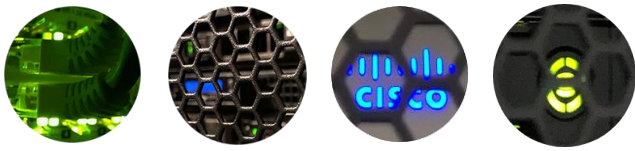
Requests	Government Requests	Miscellaneous Legal Requests	Emergency Requests	Content Removal	Abuse Reports
<b>2018</b>	0	1	0	3	7
<b>2019</b>	0	0	0	28	35

**% of requests where at least some data was produced or action was taken:**

Year	Government Requests	Miscellaneous Legal Requests	Emergency Requests	Content Removal	Abuse Reports
<b>2018</b>	0%	100%	0%	100%	100%
<b>2019</b>	0%	0%	0%	96.4%	94.3%

**% of requests where no data was found or we have rejected the request:**

Requests	Miscellaneous Legal Requests	Content Removal	Abuse Reports
<b>2018</b>	0%	0%	0%
<b>2019</b>	0%	3.6%	5.7%



**Document Control**  
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