



# LAW ENFORCEMENT GUIDELINES

## **What is Wickr?**

Wickr is a free app that provides military-grade encryption of text, picture, audio and video messages. Senders control who can read their messages and how long their message will live for. Encrypted messages are stored on our servers and are deleted after they are downloaded by the recipient's devices. We do not have plaintext copies of messages exchanged by anybody on our system. We also don't have the keys to decrypt users' communications. We can't read any of the messages sent through Wickr, nor do we know who our users are, or with whom they communicate.

Wickr is committed to operating in an environment of complete transparency and to cooperating with law enforcement while respecting each individual's right to privacy.

## **Requests for Wickr Account Information**

Requests for user account information from U.S. law enforcement should be directed to Wickr in San Francisco, California. Wickr responds to valid legal process issued in compliance with U.S. law.

## **Private Information Requires a Subpoena or Court Order**

Non-public information about Wickr users' accounts will not be released to law enforcement except in response to appropriate legal process such as a subpoena, court order, or other valid legal process.

## **Contents of Communications Are Not Available**

Requests for the contents of communications require a valid search warrant from an agency with proper jurisdiction over Wickr. However, our response to such a request will reflect that the content is not stored on our servers or that, in very limited instances where a message has not yet been retrieved by the recipient, the content is encrypted data which is indecipherable.

## **Will Wickr Notify Users of Requests for Account Information?**

Wickr's policy is to notify users of requests for their account information prior to disclosure including providing user with a copy of the request, unless we are prohibited by law from doing so. As soon as legally permitted to do so, we will notify our users of requests for their information.

## **What Information Does Wickr Store?**

Wickr has the following information about user accounts:

- Date an account was created
- Type of device(s) on which such account was used

- Date of last use
- Total number of sent/received messages
- A ciphertext copy of any undelivered encrypted messages which have not been deleted yet from our server, which we are not able to decrypt
- Privacy list mode setting (allow/block list)
- Number of users on the privacy list
- Number of external ID's (email addresses and phone numbers) connected to the account, but not the plaintext external IDs themselves
- Limited records of recent account activity (does not include data and message content or routing and delivery information)
- Wickr version number
- Emails associated with certain customer service inquiries<sup>1</sup>

## **What Must Be Included in Account Information Requests?**

When requesting user account information, you must include ALL of the following:

- Identifying information (user ID) for account being investigated
- Description of account information being sought
- Valid official email address
- The request must be made in writing on official law enforcement letterhead

## **Service of Process**

We do not accept legal process via email. Receipt of correspondence and communication with law enforcement by email do not waive any objections to the lack of jurisdiction or proper service inherent in attempted service of process via email.

## **Address**

Wickr Inc., 1459 18<sup>th</sup> St., #313, San Francisco CA 94107

## **Production of Records and Authentication**

We provide responsive records in electronic format and believe that any records produced in response to a valid law enforcement request are self-authenticating. If you require a declaration, please explicitly note that in your request. We reserve the right to seek reimbursement for the costs of producing records where appropriate.

## **Mutual Legal Assistance Treaties**

Wickr's policy is to promptly respond to requests that are issued via U.S. court upon proper service of process either by way of a mutual legal assistance treaty or letter rogatory.

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<sup>1</sup> These email addresses cannot be linked to Wickr accounts, unless users voluntarily include their Wickr account information in their customer service-related requests, which we strongly discourage.