



How to Submit a Request

Please contact our legal department at subpoena@facebook.com to inform us that a request may be coming. This is especially important if you are interested in IP logs and the timeframe is approaching 90 days.

Please have as much of the following information as possible available:

- Requestor's (i.e. Law enforcement, law offices) Full Contact Information (Name, Physical Address, Phone and Email):
- Response Date Due (Please allow 2-4 weeks for processing):
- Full name of user(s):
- Full URL to Facebook profile:
- School/networks:
- Birth date:
- Known email addresses:
- IM Account Id:
- Phone numbers:
- Address:
- Period of activity (specific dates will most likely expedite your request):

We may take steps to preserve relevant data, but will not work on producing data until a subpoena or valid warrant is received. These should be faxed to (650) 644-3229 with a follow-up email to subpoena@facebook.com and a paper copy to:

Facebook
Attn: Legal Department
151 University Avenue
Palo Alto, CA 94301

Facebook will generally respond via email. If the volume of returned data is larger than a few megabytes, Facebook will respond via read-only media (CDROM or DVDROM). Responses will be in PDF, Excel or text formats.

Types of Information Available

User Neoprint

The Neoprint is an expanded view of a given user profile. A request should specify that they are requesting a “Neoprint of used Id XXXXXX”.

User Photoprint

The Photoprint is a compilation of all photos uploaded by the user that have not been deleted, along with all photos uploaded by any user which have the requested user tagged in them. A request should specify that they are requesting a “Photoprint of user Id XXXXXX”.

User Contact Info

All user contact information input by the user and not subsequently deleted by the user is available, regardless of whether it is visible in their profile. This information may include the following:

- Name
- Birthdate
- Contact email addresses
- Address
- City
- State
- Zip
- Phone
- Cell
- Work phone
- Screen name (usually for AOL Messenger/iChat)
- Website

With the exception of contact email and activated mobile numbers, Facebook validates none of this information. A request should specify that they are requesting “Contact information of user specified by <some other piece of contact information>”. No historical data is retained.

Group Contact Info

Where a group is known, we will provide a list of users currently registered in a group. We will also provide a PDF of the current status of the group profile page. A request should specify that they are requesting “Contact information for group XXXXXX”. No historical data is retained.

IP Logs

IP logs can be produced for a given user ID or IP address. A request should specify that they are requesting the “IP log of user Id XXXXXX” or “IP log of IP address xxx.xxx.xxx.xxx”.

The log contains the following information:

- Script – script executed. For instance, a profile view of the URL <http://www.facebook.com/profile.php?id=29445421> would populate script with “profile.php”
- Scriptget – additional information passed to the script. In the above example, scriptget would contain “id=29445421”
- Userid – The Facebook user id of the account active for the request
- View time – date of execution in Pacific Time
- IP – source IP address

IP log data is generally retained for 90 days. Although, this data source is under active and major redevelopment and data may be retained for a longer or shorter period.

Special Requests

The Facebook Security Team may be able to retrieve specific information not addressed in the general categories above. Please contact Facebook if you have a specific investigative need prior to issuing a subpoena or warrant.