

[Help Resources](#) / [Terms of Service and Rules policies](#) / [Guidelines for Law Enforc...](#)

Guidelines for Law Enforcement

Submitted Jun 17 by crystal

What is Twitter?

Twitter is a free website designed to provide the exchange of public content in the form of 140 character messages sent from the web interface or from a user's phone. All users of Twitter agree to the Terms of Service and Privacy policy at the time of sign up, which allows us to govern the site.

Users may have a public or private account, and choose to view the 140 character messages of other Twitter users, which range from businesses (such as Comcast, Whole Foods, or Zappos) to political figures (such as BarackObama) to celebrities or popular accounts (such as Oprah or Britney Spears) to normal people.

What user information does Twitter have?

Most Twitter profile information is public, so everyone can see it. A Twitter profile contains a profile image, background, and the status updates, or "tweets" of the account owner. In addition, the user has the option to fill out location, include a URL, and write a "one line bio" or short phrase about themselves. The tweets on a profile page update in real time, so the newest information is always available at the top. Public profiles also show a list of whose tweets the account owner "follows" or subscribes to, as well as the account owner's "followers" or, those who subscribe to the tweets of the account owner.

Private information requires a subpoena or court order

In accordance with our [Privacy Policy](#) and [Terms of Service](#), non-public information about Twitter users is not released unless we have received a subpoena, court order, or other legal process document. Some information we store is automatically collected, while other information is provided at the user's discretion. Though we do store this information, it may not be accurate if the user has created a fake or anonymous profile. Twitter doesn't require email verification or identity authentication.

Data retention information

Twitter retains different information for different time periods. Twitter may retain user information longer than usual in the case of preservation requests. Data preservation requests must be accompanied by a subpoena or court order. Preservation requests must be signed and sent on law enforcement letterhead. Requests may be sent via the methods described below, and unless otherwise required, the user will still have access to their account.

How to request user information with a subpoena or court order

Twitter accepts subpoenas delivered by mail or fax. In order to expedite the process, subpoenas should include the URL of the Twitter profile in question, and details about what specific information is required. Twitter conducts most correspondence via email, so please include an email contact so we may contact you. To contact us, email: lawenforcement@twitter.com

Only email from law enforcement domains is accepted. Non-law enforcement requests should be sent through our regular support methods. Non-law enforcement mail will be deleted.

Topic is closed for comments

Welcome!

Welcome to Twitter Support
Use our [Help Resources](#) to find answers to questions, or go back to [Twitter!](#)

Help Resources

- [Getting Started \(25\)](#)
- [Using Twitter with your phone \(10\)](#)
- [Trouble Shooting \(17\)](#)
- [Known Issues \(55\)](#)
- [Terms of Service and Rules policies \(13\)](#)

Search