

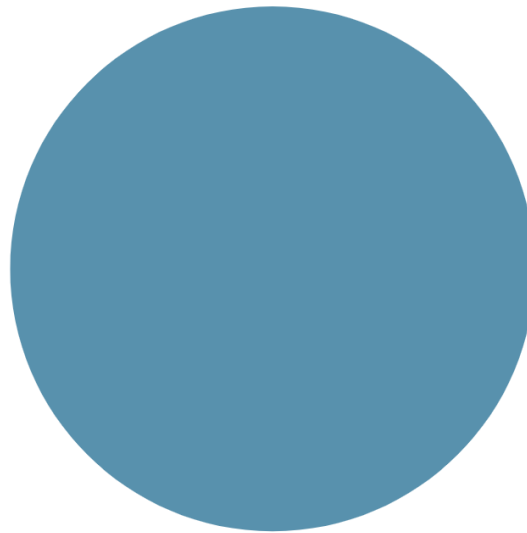


# Law Enforcement Requests Report

January 1 – July 1, 2023

Cloud Software Group<sup>1</sup> values the trust of its customers and is committed to transparency. In furtherance of this commitment, Cloud Software Group publishes this bi-annual report about the number and type of requests it receives from law enforcement agencies for the disclosure of customer data. A variety of laws allow government agencies around the world to request user information for civil, administrative, criminal, and national security purposes. For more information about how Cloud Software Group protects customer data and responds to law enforcement requests, please see our Law Enforcement Guidelines, Privacy Policy and other information available on our website, including the End User License Agreement and Data Processing Addendum.

## SUMMARY OF REQUESTS



● Subpoenas (1) 100%

<sup>1</sup> Cloud Software Group is issuing this report on behalf of Cloud Software Group, Inc., Citrix Systems, Inc. and TIBCO Software Group, Inc. This report includes law enforcement requests received by any of these entities, or their wholly owned subsidiaries.



## TYPES OF REQUESTS

**SUBPOENAS.** These are valid and binding legal demands for limited categories of non-content information or documents, usually issued without substantive review by a judge or magistrate. Cloud Software Group does not produce customer content information in response to subpoenas without customer consent.

- Number of Subpoenas: 1
- Number of Impacted Accounts: 1
- Requests Resulting in Disclosure of Customer Content: 0
- Requests Resulting in Disclosure of Non-Content Data: 1
- Requests Resulting in Disclosure of No Data (None Found): 0
- Requests Resulting in Disclosure of No Data (Request Rejected): 0
- Requests Resulting in Disclosure of No Data (Request Withdrawn): 0

**SEARCH WARRANTS.** These are issued by courts upon a showing of probable cause and must specifically identify the information to be produced. Cloud Software Group may produce non-content data and customer content information in response to search warrants.

- Number of Search Warrants: 0

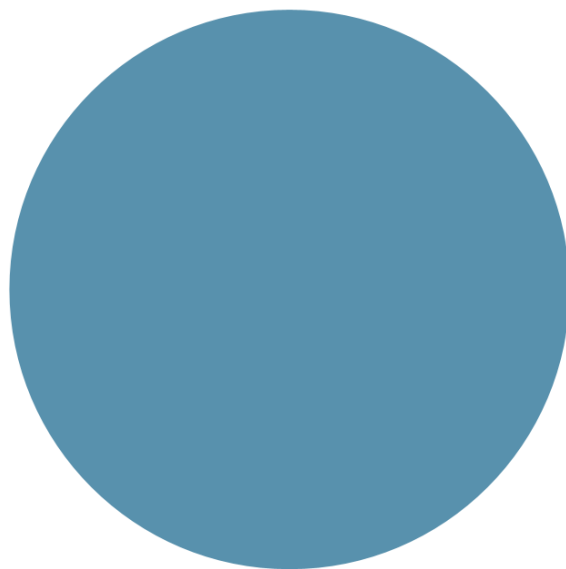
**COURT ORDERS.** These are valid and binding orders issued by courts other than search warrants. Cloud Software Group's response to court orders depends on the nature of the order, and Cloud Software Group may produce non-content data, or customer content information, subject to applicable law or with customer consent, in response to court orders.

- Number of Court Orders: 0

**EMERGENCY DISCLOSURE REQUESTS.** Cloud Software Group may disclose non-content or customer content information to law enforcement without a subpoena or warrant when we believe that doing so is necessary to prevent death or serious harm to an identifiable individual. We require emergency requests to be in writing and to include all available information to assist us in evaluating the urgency of the request. Though a government agency may not compel Cloud Software Group to produce information without written legal process, Cloud Software Group may do so if it determines that an emergency situation exists.

- Number of Emergency Disclosure Requests: 0

## LOCATION



● United States (100%)

## ADDITIONAL NOTES

**International Requests.** International requests include any formal legal process from a non-US government or law enforcement official seeking customer data. Cloud Software Group requires non-US governments or law enforcement officials to use the appropriate legal mechanisms, such as the Mutual Legal Assistance Treaty process or letters rogatory process to request information from Cloud Software Group.

**National Security Requests.** Note that the data in this report does not include national security requests that we may receive, as detailed disclosure is prohibited by law. National security requests include U.S. National Security Letters (“NSLs”) and requests issued under the Foreign Intelligence Surveillance Act (“FISA”). Cloud Software Group’s responses to these requests depend on the nature of the request. The reporting range for all national security requests made to Cloud Software Group during this period is 0-249.<sup>2</sup>

**Disclosure of International Data to U.S. Government.** During this time period, zero requests resulted in the disclosure to the U.S. government of enterprise content data located outside the United States.

Published July 2023

---

<sup>2</sup> Cloud Software Group is prohibited by U.S. Federal statute from reporting the exact number of national security requests received and is instead required to report a range. We have therefore chosen the lowest possible range consistent with statutory requirements.