	twitter_	facebook	facebook	facebook	myspace'	myspace com	amyspace som	** myspace	msn <sup>™</sup>	msn <sup>M</sup>	YAHOO!	AOL 🌭	craigslist	en PayPal	□photobucket	myYearbe®k	:Ö:NING	STIEKAM	TAGGED	gwaa
Date, length, link (if available) and other info	Electrical Invalidation on Twitter site at: INTEL//support.twitter.com/entries/41849- undelines for tax-enforcement	2006 February 2008, five pages	2009 2009, 11 pages	2010 May 2010, 5 pages	September 2, 2005, 7 pages	March 2006 March 13, 2006, 16 pages	June 23, 2006, 16 pages	2607 November 1, 2007, 15 pages	2006 3uly 2006, 2 pages	2005 March 2008, 22 pages	Undated, 17 pages	March 2010, 19 total pages, but were only given 12 (appear to be missing pages 4-6 and 15-18)	Jan 29 2010 Jan. 29, 2010, online document, 1 page, also available at http://www.craigelat.org/about/he	Undated, two pages	Undated Undated, eight pages	April 2010 April 2010, four pages	July 2009 July 2009, four pages	April 26, 2010, 16 pages	Undated, 16 pages	Undated undated, 2 pages
How does Guide address Legal Process	Addresses but does not distinguish: "We equine a subpoena, court order, or other said legal process to disclose information	Does not say	Subpoena for non- content (basic subscriber info),	"we will provide records as required by law." (p.2)	Most profile information is publicly viewable and available. Publicly available information	"Must profite information is publicly viewable and available." (Guide Includes	Mysigace is both an SCS and RCS (p.4) • subpoena for "basic user identity,	Depending on the type of information cought, \$CMs may require the use of a different form of legal process, and the period Mylippice retains the	SCPA "governs what legal documentation is required in order for Microsoft's Online Service records	SCPA "sets forth the appropriate legal process required to compel Microsoft's Online Service Records Custodians to disclose customer records and consents"	"SCS for communications including but not firmled to email and Messenger" / "RCS for purposes including but not limited to storage	Distinguishes between  • subpoons for "subcorber information," including "name, email addresses, and screen names,	Does not say	<ul> <li>signed fax (non-subposes) "ellay or provide the following information for users under investigation of flegal activity only: contact name, ctp, ettas 239, and belegation on under, all entail address and ellay blair 25% added to</li> </ul>	"The types of process necessary to permit Photobucket to produce each	<ul> <li>No legal process required for "Public Information," such as profile page, profile images.</li> </ul>	"Ming can provide you with the following information once we receive a	Non-public information requires legal process in compliance with ECM.	"To request private (non-public) information from Tagged about a specific profile or user, we required a subpoena,	subposes for "basic account information" will include "svatar name, e-
Requirements under Electronic Communications Privacy Act (ECPA)?	by default, most fluitter profile information is public. This includes, according to the involve policy, name and username. It also		ECPR 2703(d) order for Smith Content (e.g. messages over 150 days), essarch warrant for remaining content (p. 3)		cases), images, user comments, and public profile information.* (p.3) • Ms requires a subcomma for	enforcement to download this infu)  • Non-public information	<ul> <li>§ 2703/(2) court order for "user's date of birth, gender, hometown, and occupation, as well as historical private message header</li> </ul>	subpoens or § 2002(c)(2) demand for "Bacc user identity information," including "date profile created, first and last name provided by user; use (b): e-mail address provided by user; 229 code.	account information and email content."  - subponse for basic subscriber information, including "name address.	*name, address, length of service (start date), screen names, other email accuract, IP address/IP logs/stage- logs, billing information content (other than e-mail, such thindows Live Stander and MSN Groups) and e-mail conten-	in places are line.  - subpoens for "basic subscriber information, contents of communications on RCS, contents in electronic storage for over 18th days."  - 2783/16 under for "transactional records."	destino times and durations, length of service (including start date) and types of service utilized, belephane or instrument number or other subscriber number or identity, including any temporarily assigned			the SCA differs only slightly."  - subpoens for "first name, last name, user/screen name, 23P code, country, email	Information," including user name, user ID, DOB, age, location (if known), school (if known), ernal address.	or court order"  • subpoens for the registration ernall of the flattering County and		billowing list is private content that is not publicly accessible.  • "IP lags (vecorded at time of login), bus profile overand, butes and times of login.	(all unique) as well as the 9º address used to register be the account and any device fingerprints on file
	nay include a chort bio, cell phone number, ocasion, address book, a picture, "the nessages you Tweet and the installata sociated with Tweet out has when you				(p.2)  • Ms requires a subpoena for following info:  •IP logs (incorded at time of login), Dates and times of login (PST), Simal address, 22P code, name, private messages (pp.2-2)	requires subpoens, search warrant, or other legal process	information."  - search warrant for private user communications less than 180 days and	city, and country provided by user; account creation date and time; and the IP address at the time of app-up."	length of service (ctart date), soreen cames, other email accounts, IP address/IP logs/stage logs, billing information, and e-mail contents	more than 180 days old as long as the governmental esti- folious the customer notification provisions in ECPA (see 18 U.S.C. §§ 270(b), 2705) 270(b) code: "will competition out of bit of the basis."	contents of communications on RCS, contents in electronic storage for over 100 days."  - 2703(d) under for "bankactional records (e.g., Messegner or Chat logs, P address enformation accorded with any activity other than log-vil), synthing obtainable with a subposes."  - cearch warrant for "Contents in electronic storage for 100 days or locs, angithing according for 100 days or locs, angithing according to a subpose of 2703(d) under according to the contents of the contents	netowick address, and the means and source of payment for such service (including any credit card or dark account number).*		subpoens for "full ellay contact details, including the billing and mails abbest ellay it addresses hims of	address, account creation date/time*  • subpoens for "taste and IP for most property account."	hame, user ID, DOB, age, location (if known), school (if known), email address, password, date joined, user name changes, DOB changes, valiations of terms of service, IP long of lart 6 months (box).	Members who upleaded the content, registration 18 addresses, usernames, could could information (if		publicly accessible"  - "This log (recorded at time of logis), buts profile overed, observed and times of logis; profile overed, observed and times of logis; profile overed, observed by user, time code provided by user, time observed by user, time of the by user, time of the profile of the observed by user, times provided and the observed by user, times provided by user, times place times provided by user, times provided by user, times place times provided by user, times place times and the observed by user, times the provided by user, times the provided by user, times the provided by user, times times to be user to be user to be user, times the provided by user, times times to be user, times the provided by user, times times to be user, times to be user, times times to be user, times times times to be user, times ti	() If account d communications are requested, IMVU will committee the trust of water
	weeted, but also the lists you create, the seople you follow, the fluests you mark as avortes or flutweet and many other bits of mornation."				name, private messages (pp.2-1)	logs (recorded at time of login), bute profile created, butes and times of login, s- mail address. 28° code.	<ul> <li>Subpoens or court order with prior socice to the subscriber (or delayed socice under till U.S.C. § 2705) for Stored user files (shoos, videos.</li> </ul>	"logs showing the IP address assigned to the user and the date stamp at the time the user accessed this or her profile."  • Pen recipror/trop and trace order to "caputre log	greater than 180 days sid as long as the governmental entity follows the customer notification provisions in 629A (see 18 U.S.C. § 2705)." (p. 2) • 2702(s) order "will compet	subscriber information available under a subpoena pluse the e-mail address book, Messenger contact lists, the rest of customer's profile not alread listed above, internet usage loos (e.g., Williffy or MSN Internet Access), and e-	<ul> <li>search warrant for "Contents in electronic strange for 180 days or less, anything obtainable with a struppena or 2703(d) order" (p. 11)</li> </ul>	disclosure of a range of Prosinection logic." (p. 12)  - search warrant for "subcoriber information" obtainable under subponena, "transactional information, including: logic of internet Protocoli ("IP")		registration and at time of tem listing complete listing and/or bid history - 2 year max (including bidder information if specifically requested), credit card	access, Registration IP; Blanned date/time (if account banned), base/Time of Upload or Modification of file.	times only), IP addresses, date and time logged in, all profile pictures in account (though accounts deleted by MYR or the	any)  - search warrant for all images and videos of suspected child		user has not deleted their from their page: Confessions, Buxwes, Journals.* (p. 4)	device fragerprints on file [] If account of communications are required to the communication are required to the communication and a communication of materials and a communication of materials are communication of materials are communication of communication of the chart for not the account of the chart for the account of the
	hiso-public information about Ywitter users is not released unless we have received a subpoena, court order, or other valid legal process document."					<ul> <li>Non-public info includes: IP logs (recorded at time of logs), trate putilis created, Dates and times of login, 5- mail address, ZP code, Name, Prusate Messages, Private blogs (some info may not be accurate) (p. 6)</li> </ul>	subce to the subscriber (or delayed soldce under 28 U.S.C. § 2003) for Stored user files (photos, videos, slogs, classifieds, rescapes poined on forums or groups, address book and calendar contents) • pen register/trop and trace order	in IPs prospectively."  • Search warrant for messages less than 180 days asd.  • Subpoena or court order (or delayed notice)	<ul> <li>27th(t) order "will compet disclosure of all of the Basic Subscriber information available under a sbulpoena plus the Address Book,</li> </ul>	mail header information (to/from) excluding subject line."  - shearch warrant "will compet disclosure of all information a switchle with a court order lossed pursuant to 2703(d) (a listed above), plus all contents (if prior notice is not		address connections, including dates, times, and time zones, and any AM Information made available to ACL, address books, buildays lasts, and account history, including contacts with ACL support services and		wildows for the displayment adding, was vehicles for the village control was control serviced from the village control serviced from village control serviced from the village control serviced from the village control from the	**Abpoints for "Text Yallin," **Der Charle, very Chicken Same, 23° Code, caucety, email addesse, account creation ** subposes for "table and by ** subposes for "table and by ** subposes for "table and by **Subposes for "table and by **Subposes for "table and by **Subposes for table and by Subposed by for face subposed and abbre Jane 1, 2007" **Subposes for the subposed abbre Jane 1, 2007" **Subposes for the subposed provides pror notice to **Subposes where governed provides pror notice to **Subposes where governed \$100 country (5p. 3-4) **Subposes for Texage and \$100 country (5p. 3-4)	variations of service of service, IP logs of text 6 months (login times only), IP addresses, date and time logged in, all profile procure in account (though account detend by Mriti or the user without have any images available) a water for "Communications," private	images and videos of suspected child pomography, date; imme tramped IP addresses of time member uploaded content in question, any and all messages received from creators and members, subject line and date; time and publication (pp. 2-3)			accounts participating in chats but not the actual test of the chat" (page 1)
	recess document."					Information provided in response to subpoena: email address, IP Logs, private messages (p.10)	for cogoning information about users for cogoning information about users IP address each time they log-in to their account (op. 4-7) - Lies enforcement can obtain publicly available info without Mylipace's assistance. (p. 4,5)	under 18 U.S.C. § 2705) for messages over 180 days old. • Subpoena, civil investigative demand, or court order for "profile information including photos,	Buddy Lists, the rest of a customer's profile not already listed above, internet usage logs (NVBITV), e-mail header information (to/from)	provided or an order for desiryed notice is not obtained), and is the only means to compel the disclosure of e-mails including subject line, in electronic storage 180 days or less." (p. 22)		necods of action taken unline by the subcriber or by ACL support staff in connection with the service." • search warrant for "all electronic or wire communications (including e-mail text, attachments,		PoyPal user, including "all PayPal account information including, SSN, names, addresses, phone numbers, email addresses, PayPal IP addresses	provides prior notice to subscriber for "image and video content in a user's account" (pp. 3-4)	Information," including private mescagees, including private mescagees, including embedded images in mescages. (pp. 1-2)	and all messages received from creators and members, subject line and date/time stamp of all			
							Publicly available 100 without Mysspace's assistance. (p. 4,5)	elabor, blogs, baig comments by other users, the identifies for the finends and "Mout Me" entries." • § 2703(d) court order for "user's date of birth, gender, hometisen, and occupation, as well as harborial network manners have from the harborial network manners and the properties.	excluding subject line, and e-mail content greater than 180 days old as long as the governmental entity follow the customer notifications provisions of 5798 (see 1818 C. 6.7995)."	"Se Microsoft received and processes legal process for its colline services in the Neith Circuit, (pursuant to Theofel et al v. Farey-Jones, 341 K.3d 978 (95 Cir. 2003)) Microsoft discours both opened and consequence of the desire of the services.		and enhanced treely in electronic duringle by Arcs, and healt by Arts, as a remote computing service, within the meaning of the Stored Communications Arts, all photos, files, data, or inflammation in whatever form and by whatever means they have been created or stored, all profiles." (pp 7-6)	1	(at each ragin), francoil instruments added to PayPal account, complete PayPal transactional information (including complaints if requested and availables (in. 1).			econications (pp. 2-3)			
Mour does site	au Enforcement Guide. 100 & Privacy	boes not distinguish	User ID number, email	Sker ID number, email	faulde only distinguished between	Guide only distinguishes	basic "user" ID info including user's	excluding subject."(pp. 5-6)  Basic user ID (subcoens): date profile created.	2)  - search warrant is required for all fists: (subcorna): name, address.	only upon pursuant to a search warrant.  Basic (subconna): name, address, tenoth of service, some	Subcoma: bacc subscriber information.	Subspens will set "subscriber information." names.	Does not say			Public info available without leas	Subcorna: email. 27	Subcoma required for	Subocena : IP loos, date profile created.	Matric account information
define and/or distinguish different types or user information	rolicy only distinguish between public and ion-public information	between basic subscriber information and other information (p. 4)	User ID number, email address, time account was created, most recent liggins, registered mobile number, whether account is publicly viewable (p. 6)	User ID number, entail address, date/time account was created, most recent logins, registered mobile number (p. 4)	public and non-public information (p.2)	between public and non-public information (p. 4)	name, email address, 21P code, city & country, account creation date, time, 1P address at time of signup all available via subpoera	name, user ID, ernall address, 23P code, city, country, account creation date, IP address; other (court order) IP logs, birthday (pp. 5-6)	length of service, screen names, IP address, IP logs, billing info, email greater than 190 days (p. 2)	names, 9' address, 19 logs, billing info, email greater than 180 days (p. 22) Full profile (court order): address book, buddy list, email	contents of communications stored as a remote computing service provider, contents in electronic storage over 180 days (p. 11)	email, physical address, billing records, length of service, phone number, credit card or bank account numbers, 2P addresses (pp. 7-8)		<ul> <li>No legal service required to access: Contact information, day, state, 23P code, email addresses, fished complaints, account listings, and bid bistory (p. 2)</li> </ul>	user name, 23P code, country email, account creation date (p. 4)	process: Profile page, profile stranges; General offs (subpoeta): user name, 32, birthday, age, location password, date jumed, changes to profile, 3P logs, profile pictures (pp. 1-2)	address, username, credit card information (if available) (pp. 2-3)	tacic user information, ic in information, and store files (p. 4)	g dates of login, email address, 23P code, trame, coreen name (p. 6) Unclear what level of legal process is required for messages (p. 6)	(subpoena): avatar name, email address, customer ID, IP addresses and device fingerprint (p. 1)
			is publicly viewable (p. 6) "User Neoprint": Contact information, mini-feed,	"Expanded Subscriber Content (cometimes referred to as Neoprint)": Contact information, min-			(pp. 6-7) user's birthday, gender, hometown, occupation, private message header afformation; search warrant: messages less than 180 days old— all available via court order (p. 6)	Search warrant: private messages less than 190 days old (p. 5)	Full profile (court order): address book, buddy list, email header info, email content great than 180 days; Email (warrant): all mestages less than 180 days old (b. 2)	header info, email content great than 180 days; fimali (warrant): all messages less than 180 days old (p. 22)	Court order: Yansactional records such as 3P logs, messenger or chat logs; search warrant: contents in electronic storage less than 180 days (p. 11)	Search warrant will get "transactional" and "communications" into: IP logs, address books, buddy lists, account history, emails (including attachments), photos or files stored with ACL (p. 4)		Subpoena, court order, or warrant traceoc billing and mailing address, traditional countries, credit card, checking account information, Social Security	IP logic subpoens, court order, search warrant or user consect (p. 4)	date juined, changes to profile, IP logs, profile pictures (pp. 1-2) Communications (search	Search warrant: Smages, ) videos, 3P address, all messages (p. 3)	Court order required for full access to profile; search warrant required for private user message (p. 4)	required for messages (p. 6)	device tingerprist (p. 1) Unclear what legal process is required for text of web- messages and chat logs (s. 1)
			"User Neoprint": Contact information, mini-feed, etheus update history, stance, note of etheus, stance, noted lixtings (including their IDX), group lixtings (including group member IDX), fixure and past events, who lixtings (ji.e., and lixtings).	feed, status update finitiony, shares, notes, wall postings, friend listings			messages less than 180 days old all available via court order: (p. 4)		than 180 days oid (p. 2)					numbers		Communications (search warrant): private messages, instant messages, any irrages embedded in messages (p. 2)		(p. 4)		(9. 1)
			IDs), future and part events, video listings (p. 6)	settings (including group member IDs), future and past events, video listings (n. 4)																
What other info is available?	witter does not host any content other than weets. This includes any video or images hat user may share through their converse.	User photos, group contact information (p. 4)	"User Photoprist": User uploaded photos and photos tagged with user's name, group contact information, private	"User photos (cometimes referred to as User Photoprint)": User uploaded photos and photos and photos and photos and	unclear	Unclear whether photos and other content are released (p. 6)	Photos, videos, blogs, classifieds can be disclosed with a subpoena (pages 6-7)	Photos, videos, blogs available with subpoens or court order (p. 6)	Mint groups and spaces are considered public, and will be disclosed with subpoena (p. 2)	Can get this information from all of MiRs services, such as 3box Live, Windows Live, etc. (p. 4)	Can provide files uploaded on Flickr (p. 9)	ACL's Bebo service can only be searched with proper 10. Data retained for past 500 days (p. 19)	Does not say	May be able to get information on accounts linked/related to subject (p.:	bringer and video available by subpoens if subcorber given notice; available with court order or warrant otherwise (p. 4)	Does not say	Images available with search warrant (p. 3)	video, audio, and photo files available via subpoena (p. 2)	Not clear what level of legal process is required for this information	Does not say
Moor does LS	letter's servers automatically record	Loos are available and	messages (p. 7)	name, group information, private messages (o. 4) • 37 loos contain came	IF Loos are available for up to	Available through subscens.	Can be produced with subspens (s.	Can be produced with court order (c. 5)	Can be produced with subspens (b. 2)	3 Can be produced with subscienz (s. 22)	IF loos available with a court order (s. 11)	2703(d) court order required (p. 9)	Does not saw	Can be provided (p. 2)		Can be produced with subscens	P addresses can be	IF loos available with	IP loos are available with subocerta (c. s)	Does not say
duide address IP and other logs?	information ("Log Data"), which may include information such as IP address, browser yee, the inferring domain, pages visited, and easing terms. Other actions, such as	include: Soript - soript executed, Soriptget - additional information passed to the script,	capacity of retrieving specific logs and are technically limited in providing "everything"	data as 2009/09 and also include Session Cookie HTTP cookie set by user session	ninety days after a user's last logis. (p.3)	Info includes time and date stamp (p. 10)	<ul> <li>6) Info includes IP address, date and time of log-in at time user accesses profile. Historic IP logs are available, and Myripace can capture</li> </ul>								9 topic suspeers, court order, search warrant or user consent (p. 4)	(p. 2)	produced (p. 1)	IF logs available with subpoeana (p. 1, 4)		
	iteractions with advertisements, may also be included in Log Data.	additional information passed to the corpt, transit - Facebook user id of the account active for the request, view time - date of execution in Pacific Time, IP - source address.	range. We are unable to	Logs are often incomplete, but if available will be provided (p. 4)			3P logs prospectively with Pen/Stap order.													
			tectry to the computence of the data. • Lags include same data as 2008 • 39 logs contain content and are treated as such under ECPA.										1							
Mow long is data generally	Twitter retains different types of information for different time penads. Given	90 days (page 3), though 3º data may be retained shorter or lunger depending (p. 5)	under ECPA (p. 7) 90 days, but an extension can be made if necessary (p. 6)	90 days, but an extension can be made if necessary.	IP Logs are available for up to sinety days after a user's last	"Hylipace does not retain information that is altered on	Messages retained as long as not deleted; sent mail netained for 14	Mescages retained as long as not deleted; sent mail retained for 14 days; brash mail retained 30	90-days from date of request, but can preserve for up to 270 days (p. 2)	90 days from date of request, but can preserve for up to 270 days (p. 22)	"tahoor this preceive information related to a subscriber or customer for 90 dyss, which	Sample precervation request asks ACL to preserve data for 90 days. (p.11)	Does not say	ellay keeps most account records indefinitely and transactional records for two years. PayPal keeps all records indefinitely (p. 1)	Data is retained one year; will preserve files requested for 90 days (p. 4)	Active accounts kept indefinitely, IP logs retained for 6 months (p.	90 days unless preservation request has been made (op. 1-2)	Most data retained 90 days but will be retained longer if given a	"Tagged retains information on its users to certain periods of time. [] To the extent	or "24VU does not have a golloy for the regular."
How long is data generally retained? How long in reposes to precervation request?	wave a rest-time nature, some information may only be stored for a very brief period of line."	depending (p. 5)	sr- 40	90 days, but an extension can be made if necessary. "By default we will return data no older than 90 days prior to the date we secsive the request." (p.	login.  • Private Messages in an active account User's Indox - Retained until uter removes them.  • Sect Mail - Retained for 14	profile. Once a change is made, existing information is cook-wiston." (p.7)	ways, trash mair retained 30 days or less unless user empties trash, which permanently deletes message (page 7)	days or less unless user empties trash, which permanently deletes message (page 7) "Myligace honors all law enforcement preservation requests made during the period the data is available. Myligace also automatically			way we extended for an additional 90 days by a request to extend the preservation." (p. 11)		1	indefinitely (p. 1)	ow days (p. 4)	*)	well made (pp. 1-2)	preservation request (p.	"Bugged retains information on its users if the chartest periods of orms, () It is the extinct periods of orms, () It is the extinct chartest periods of orms, () It is the discontinuous chartest of orms, () It is discontinuous chartest of orms, () It is a vertice to the endormonist presentation as well as the endormonist presentation - I I fings "are saved for 6 months" - I fings "are saved for 6 months" - I fings "are saved for 6 months or - I fings "are saved for 6 months" - I fings "are saved	or "2MVU does not have a policy far the regular purging or removal of account records but communication data may be missing or incomplete above in records." (s. 1)
				2)	- Send Mail - Retained for 14 days Trian Mail - Retained 30 days of the County of	made, existing information is believe titler, (G.F).  • Mysispace has different reteation titler for different reteation titler for different speed of rish but law enforcement can request preservation for longer (G. 8).  • Messages residend as tong as not deleted, eart made retained by 10 days or less unless user empties tools, which permanently deleted message (G.F.).	page 7)  Law enforcement can request preservation for longer (p.7)  Pursuant to preservation request: 90 days but can be extended an extra 90 (p. 8)	Each is available. Myspace also automatically preceives the data of users who are identified as registered sex offenders and removed from the Myspace site pursuant to Myspace's Sentinel SAPS											to 3 written the enforcement precession request."  • IF logs "are saved for 6 months"  • Provide messages "are retained until the	arser & months." (p. 1)
					Deleted Accounts - No mail is available for deleted accounts.     User ID, IP Address, Login date.  Transport are personed for up to life.	Messages retained as long as not deleted; sent mail retained for 14 days; track	and 40 (p. s)	Pursuant to preservation request: "Hydipace will preserve the specific information identified in the request for up to 180 days and will extend the											to recover them if the cender's Tagged User 30 or email address is provided." • Sent Mail "is only retained if the user	
					days after account  • Profile information is available for up to ten days after account deletion.(p. 3)	unless user empties trash, which permanently deletes message (p. 7)		, , , , , , , , , , , , , , , , , , , ,											Trach Mail "(mail that has been read and discarded) is retained 30 days or less."     Deleted Accounts "mail is available for	d
Is content that	ndear	Content available as long	• If user has caved			Myspace doesn't retain	User can delete and modify account	User can delete and modify (p. 6)	Does not say	• "A preservation creates a snapshot of the information in	"tahoor will be unable to search for and	Does not say whether deleted email can be recovered	Does not say	Does not say	Active users can delete files	Describes that "accounts which	Does not say	Adhe users can modify	active accounts.* (pp. 7-4)  - Users can delete or modify information	Does not say
Is content that has been changed or deleted by user (including private mescages) still available?		Content available as long as not deleted by user (page 4)	<ul> <li>If user has caved treatages, they can be recovered. If deleted by uses, they cannot be recovered (page 7)</li> <li>If a profile is changed or updated, deleted content is not retained (page 6)</li> </ul>	If mestages are retained by user, they are available (page 4)	<ul> <li>MS cannot recover deleted messages unless it is in another user's lent Mail;</li> <li>"Myligace.com does not retain information that is altered/</li> </ul>	altered or removed info. However, Mylipace may be able to retreive deleted messages from another user	(p.R) If user deletes account:  "User identity and date in the user profile is generally available for up	<ul> <li>"Upon receipt of a precentation request, towner, Mylgace will cape as all user data available at that time, and future actions by the ster will not affect the preserved data."(p. 6)</li> </ul>		* Is preservation created a coaperact of the information in or about the account at a particular point in time, but the ki on update of the information throughout the preservation period.* (p. 20) • Fine MSX and Historiaa Scoburts are "spicially deleted after foldings of inactivity. Then if the user does not reactivate their account, the fine MSX Motional and formation that we consider the common section of the common section of the deleted account with Sections inactive after indicates the Hostical account with Sections inactive after in the consideration of	"rathout will be ustable to earch for and produce deleted material, including small and Group posts, unless each required is received written 24 bounds of the deleted on and is specifically requested by prior legal process. Is most cases where deleted carbon is requested, 'tahoot will seek relimbursament for any engineer three locured in connection with the request." (p. 7)				Active users can dente files. from account (p. 4)	have been drieted by either Mris staff or the user will not have any images available." (p. 1) • "Accounts which have been	1	and delete account information and files (p Does not say whether there is a different retention schedule for email messages.	<ul> <li>there can delete or modify information (p. 7)</li> <li>Mail is retained until user deletes the messages, though undeleted mail can be accessed after users delete accounts with Tagged (p. 7)</li> </ul>	
messages) still available?			If a printe is changed or updated, deleted content is not retained (page 6)		Once a change is made, existing information is overwritten." (p.3)	able to introve deleted messages from another user who sent or received email. User 10, IP Address, Login date stamps are intraned for up to 90 days after account deletion. Profile information is	If view deletion accounts:  "Tower identify and date in the user profile is generally available for up \$10 days have account deletion."  Cities stored files, such as photos, may be lost of the time of account deletion.  "Tower ID, IP Address and Logis date storage are reclaimed for up to days affect account deletion of the profile in the profile of the profile date storage are reclaimed for up to the days affect account deletion.	<ul> <li>Open specify intomation is available for one year after account deletion. Other stored files, such as photos, may be lost at the time of account deletion."</li> </ul>		after 40 days of readings, then if the user does not reachister their account; the fire Milki Hotmail and fire thindows Live Hotmail account will become inactive after a period of time." (g. 7) — Microsoft only downs the "e-mails a user has elected to "Microsoft only downs the "e-mails a user has elected to	In most cases where desired contact is requested, Yahoo! will seek reimbursament for any engineer time incurred in connection with the request." (p. 7)					by the user cannot be seen on the site. Like active accounts, all information is still available		email messages	tagget (p. 7)	
						available for up to ten days after account deletion. (p. 7)	date stamps are retained for up to 90 days after account deletion. • no mail is available for deleted	Login time and date stamps dating back one year.  "No private messages (inbox or sent mail) are available for deleted accounts (except those dated by the control of selfs money)." (in. Y.		maintain in the account." (p. 8)						Does not say regarding private messages.				
							2000m (p.4)	service consequence are services.								"You general records are kept on instant messages. If a member is reporting a violation of Yos, the movement in it award and				
Challes	Towns only 11 to 12 to 1	Note to Fall	Will accomply distribute	Will country deside	W surrotton the near's broass to	Will look account but base	- Parks of some management of the same		Does not the	Proper part page	house out any	Pour sur su	Does not the	Pour nor derives has anticonnect	Pour sor row	the conversation is saved and provided to MYB. Those IM conversations are retained.*	To decimen of these	Does not say		4 The the beaut
enforcement monitor user account without user knowledge?	or their information prior to disclosure unless we are prohibited from doing so by tatute or court under."		account unless law enforcement clearly specify that doing so will hurt investigation (page 5)	account unless law account unless law enforcement clearly specify that doing so will burt investigation (page 2)	the profile will impede an investigation, you can request that private messages be output to flat file for preservation before	them viewable upon receiving preservation request. Law enforcement can ask not to lock but then user still has	is that account is still publicly viewable but user will no longer be able to log into account (p. 8) • upon law enforcement request	account is still publidly viewable but user will no langer be able to log into account (p. 8) • upon law enforcement request that user not be confied of investigation, MS "will output to a flat						inquiries to account holders (p. 1)			activity, account is disabled and member is informed that law enforcement have been contacted (p. 2)		account will still be publicly viewable, the user will not be able to log into higher account, information in the Sent Mail/Trad folder is still subject to automatic	documentation please be specific if the account thould remain enabled. If DMVU becomes aware of
					a subpoena is served." (p.4)	ability to delete and modify (pp. 8, 9)	that user not be notified of investigation, Mi "will output to a flat file the specific information for which preservation is cought that is available at the time the request is	file the specific information for which preservation is sought that is available at the time the request is processed. In this situation, user retains access to account, and "interim changes may not be									contacted (p. 2)		deletion." "If restricting the user's access to the profile will impede and investigation, you may request that private messages be output to a flate file for pecervation before	an account with euspicious or illegal activity it will likely be disabled. If leaving an account
							processed." In this situation, user estains access to account, and interim changes may not be recorded." (p. 8)	moorant." (p. 10)											cusport to a taste the for pecer-lation better a subpoeta it is served. You must specifically request in the letter that the user not be routled of the investigation if you do not saint the subject account to be locked."	<ul> <li>investigation, please make sure this is stated when submitting the subpoens.</li> </ul>
Does site have exception for emergency disclassive?	Does not say.	Does not say	Can provide upon answering 2 questions:	Can provide upon anoverno 3	"Mylipace may disclose private information to law enforcement."	Does not say	Myligace can disclose info when it "believes in good faith that an	MySpace can disclose info when it "believes in good faith that an emercency involving discour of	Mich "will respond to emergency requests outside normal business	Milk "will respond to emergency requests outside normal business hours if the emergency involves "the immediate	"tahoor is permitted, but not required, to voluntarily declare information, including	"The Stored Communications Act permits an Internet service provider to disclose the content of electronic or	Does not say	Has a "First Responder" service that can return calls within 24 hours and	"Photobucket will also exercise its discretion under	Does not say	Does not say	Can release when it Seleves in good fasts st	(p. 8) Does not say	court-ordered demand." (a. 3) Does not say
disclasure?			Can provide upon anowering 2 questions: becombe ennergency? Provide ID of warrs strollwed? Provide location of evidence? (pp. 8, 10)	questions Describe emergency? Provide ID of users involved? Provide location of evidence? (p.	without a subpoens in limited, emergency situations in which the safety of a Mylipace user or member of the public is at rick		emergency involving danger of death or serious physical injury to any person requires such disclosure without delay." Must meet "SCPA's	death or serious physical injury to any person requires such disclosure without detay." Must meet "SCHN's threshold requirements." (p. 11) • NS has special 24/7 emergency phone totine	hours if the emergency involves the immediate danger of death or physical injury to an person 'as defined in 18 U.S.C. § 2702(c)(4) and (b)(6).	danger of death or physical injury to an person 'as il defined in 18 U.S.C. § 2702[5](ii) and (c)(i), kineagency are limited to obtations like kidnapping, murder threats, bonts threats, terrorist threats, etc." (p. 1)	contents of communications and customer records () If transor belowes in good fath that an emergency involving imminent danger of death or serious physical injury to any	wire communications or customer records to law enforcement. If the provider, in good faith, believes that an emergency involving danger of death or serious physical injury to any person requires		process complaints quickly (pp. 1-2)	"Photobucket will also evention its discretion under the SCA to release information without legal process where an imminent threat of death or serious process injury to a person exists that necessitated			Can release when it "believes in good faith th an emergency involving danger of death or seriou physical injury" (p. 4)		
				s)	emergency abustions in which the safety of a Hydipace user or member of the public is at risk and there is insufficient time for the law enfuncement agency to obtain a subpoena." (p. 3)		any person requires such disclosure without delay.* Next meet "ECPA's threshold requirements." (ECPA's threshold requirements." (ECPA's + PIG has special 24/7 emergency phone hotiline (E.12) • Form asks: 3 questions: nature of emergency? Whose destitylamous	(p.11) • Form asks 2 questions: nature of emergency? Whose death/serious physical injury is threatened What information that MS has is needed? (p. 14)	Simergencies are limited to situations like kidnapping, munder threats, bomb threats, berrorist threats, etc." (p. 1)		person requires out: disclosure without delay." (p. 12) • Emergency disclosure request has set of seven questions: Nature of emergency? Who	disclosure withoust delay of communications (or records) relating to the emergeocy." "3s the event of an emergeocy, please telephone ACL's Public Safety and Criminal Investigations unit at:	ł		physical injury to a person exists that necessitates disclosure" Asked to provide information					
							emergency? Whose death/sensus physical injury is threatened? What information that MS has is needed? (page 16)				<ul> <li>Einergeicy disclosure request has set of femes questions: Nature of einergeicy). Who is threatment? What is nature of threath this ecoal normal disclosure be insufficient? What is to recently supplie how life will awart threat? Attach any electronic evidence of threat? (in 1997).</li> </ul>	greatched and provide us with specific table concerning the emergency that you believe required immediate disclosure of communications or records relating to the emergency." The specific facts should include: description of the			on the nature of the emergency, the name of the person who is threatened, the specific information in	1				
Does site char	DOME DOE SAY.	Reserves right to chave	Regenues the visite to	Does not say	Does not say	Does not say	boes not say	boes not say	Does not say	Does not say		emergency, explanation that the danger is imminent, what specific records are needed (a. 13). Does not say	Does not say	Does not say	related to the emergency. (p. S)  Does not say	Does not say	boss not sa-	Does not sp-	Does not say	bass not say
law enforcement fees?		Reserves right to charge reasonable fees (p. 2)	Reserves the right to charge reasonable fees (p. S)								Header law - "Migrace law efficiences" to resource proposed in subject for con- cern set reported by a subposed an expense, such relative (see a subject as subjects, such relative (see a subject as subjects, subject, sub						l		1	
											<ul> <li>Basic subscriber records: "approx. \$20 for the first ID, \$10 per 10 thereafter"</li> <li>Basic discup Information (including information about moderators): "approx \$20</li> </ul>		1							
											for a group with a single moderator*  • Contents of subcorber accounts, including entall: "apprix. \$30-\$40 per user*  • Contents of Groups: "apprix. \$40-\$80 per account is. 170.									
											<ul> <li>Also, where deleted content is requested, tahoot will seek reimbursement for any engineer time incurved in connection with the request; (p. 7)</li> </ul>									
What are the requirements to begin preserving	Preservation requests must be signed, octude a valid return email address, and and on law enforcement letterhead."	Request to preserve that includes law enforcement officer ID, contact information, name of	Request to preserve from law enforcement with 15, name of agency, and contact info (p. 5)	Request to preserve from law enforcement, with 30, name of agency, and contact info (p. 3)	boes not say	Signed fax on law enforcement letterhead with contact info (pp. 8, 13)	Signed fax on letterhead (page III)	Signed fax or email on letterhead (p. II)	boes not by out specific requirements but fax numbers and notice are listed (p. 1)	Preservation request from law enforcement (p. 22)	Sent by fax (p. 11)	Signed fax on department letterhead with law enforcement ID (pp. 11-12)	"Official requests for release of records can be submitted by email, fax, or mail."	Signed fax on department letterhead for user contact info, subpoets, court order, or search warrant required for	Correspondence must include contact information where files will be sent (p. 6)	Faxed requests (p. 1)	Requests involving legal process must be sent via fax and certified mail (p.	Correspondence must identify officer and information cought (pp. 4	Faued letter on department letterhead (pp 6, 12)	When requesting account data, subpoens or search warrant are required (p. 2)
Does site	sut addressed specifically, but fluitter scknowleges that users may create take or	information, name of scenary to. 35 Will disable account that violate terms of service, including take police accounts (p. 2)	contact info (p. 5) Will disable fake police accounts (p. 3)	contact info (p. 3)  finit "siways disable accounts that supply falce or micleading profile information or	tio warning about deleting fake police accounts	No warning about deleting fake police accounts	tio warning about deleting fake police accounts	No warning about deleting take police accounts	No warning about deleting fake police accounts	No warning about deleting fake police accounts	No warning about deleting fake police accounts	No warning about deleting fake police accounts	No warning about deleting fake police accounts	full records (p. 2)  No warning about deleting fake police accounts	No warning about drieting fake police accounts	No warning about deleting fake police accounts	1) to warning about deleting fake police accounts	to warning about deleting take police accounts.	g No warning about deleting fake police accounts	No warning about deleting take police accounts
accounts created by law enforcement?	nonymous profiles rowever, Twitter's "Rules" prohibit impersonation: "You may not impersonate others through the Twitter service in a	Including fake police accounts (p. 2)		or miceading profile information or attempt to technically or accustly circumvent ste									1							
	markers, or deceive others.			prodicy measures." (p. 2)									1							
Can user consent to data release?	tec - flutter may "share or diodose your information with your consent, such as when ou use a third party web-client to access our flutter account"	Does not say	Will release data upon user consenting through form (pp. 8, 11)	Does not say	Does not say	Can get user consent (p. 14)	Can get user consent (page 15)	Can get user consent (p. 13)	Does not say	Does not say	Can get user consent (p. 13)	Will release data upon user consent through form (p. 14)	Does not say	Does not say	Can get user consent (p. 4)	triil accept user consent (page 3)	Does not say	Does not say	Can get user consent (p. 14)	base not say
How will site deliver detail Other info?	DONE FOR CBY.	Generally through email (a. 3). Facebook may be able to retrieve specific information not described in guide (p. 5).	Generally through email (o. 5). "Special Requests": Facebook may be able to	The are required to deable accounts environ-	boes not say  • Mis "recommend(s)" that law enforcement agents creams an	Delivered in electronic files (sposedsheet) (p. 50) "Myligace is committed to a high level of cooperative with	Delivered in electronic files (9-11)  "Mylipace is committed to a high level of cooperation with ID—	Chillivered via email in Sucer spreadsheet (p. 8)  - Guide potentially contains a quick reference sheet for law enforcement, including a chart	Does not say	Does not say  Much of guide is devoted to describing the various online services othered by MSM, each as Mindows from More to	Unclear how Yahoor delivers information	orali (p. 8)  Contains a search warrant directory page, listing fix issumbers for fed and military warrants, gross or local	Can respond via fax, email, or mail the guide is a page from Craigolist website:	Provides records electronically, via secura website, or CD via Fed Six Fe. 1 • Law enforcement must provide a minimum of name, email advisors and	• The guide lays out how it	Does not say  Mink takes a snap shot of the sits every mint and is kept ** **	Can send via mail (p. 2) Ming's guide is particularly directed toward the	Delivered via email (p. 5)	Looks like it is delivered electronically (pp. 18-11) Guide contains a page devoted to "Lindevitanding IP Addresses" (p. 15) and a page with "Websites and Resources" for its (p. 16).	Does not say     Doublainer that 34VU     does not verify outpress
		information not described in guide (p. 5)	"Special Requests": Facebook may be able to estrieve specific information out described in guide (p. 9)	disable accounts engaged in lingal activity, even if that activity is brought to our attention through a request for records." (p.S)	account "to understand the full functionality of the obs." (p.1) + approximately a 2-week turnaround for responding to	"Myrlipace is committed to a high level of cooperation with law enforcement to assist in investigating and identifying those involved in electronic orime and other crime with an	enforcement to assist in investigating and identifying those involved in activity that undermines this vision." (p. 3)	showing what legal process this threat is required for different types of information. (p. 16) • First time Psylipson's Sentinel SWFS project is detailed. The project removes users identified as		Mink, Mink Groups, Windows Live Spaces (p. 4)		numbers for fed and military warrants, state or local agencies, and particular junedictions, including California, Pluncia, Montesuta, Machington (state), New York: (p. 10)	http://www.craigdist.org/about/he p/subpoenac_and_search_warrants	minimum of name, email address and locate the correct account (p. 1) - Surnaround time for requests is typically 10-15 business days (p. 2)	reports accounts containing child pornography, using NCMiC Reporting. (p. 5)  - The guide contains an Fitty for law enforcement along	every night and is kept on a backup file for 7 days. After 7 days, the file is deleted. Mrit also keeps the file talen on the last calendar day of the month	Mony's guide is particularly directed toward the discovery of child pomagnaphy, suttining NCMSC Reporting requirements, as well as outlining ways internations jurisdictions can use SCPM, to set information (o. 3)		a page with "twoother and Resources" for Lik (p. 16)	does not verify customer data (p. 1) • If request is related to 30 theft, victims can request information without a subpoena or wantait (page 2)
					"court-requested information" (p. 4) • User info on site "is not secessarily accurate. Users do no	electronic component*(p.4)		sex offenders. "The information contained in and seased to the profile, including photos, private messages, etc. are preserved by Myšpace." (p. 6) Myšpace also automatically preserves the data of				The site also has a three paragraph description of BBBD searches and the information it can provide to LB (p. 19)		<ul> <li>but libay/YoyPai make* listing and</li> </ul>	with information on how the data it sends to LS is formatted (pp. 6-7) • This guide has what	for two months before deleting is. (p. 4)	outlining ways internations jurisdictions can use ECPA to get information (p. 3) Ning also says that if LE			without a subpoena or warrant (page 2)
					necessarily accurate, there do not need to confirm their email address, nor provide verified information. Users may also fake IP addresses of they use a princy." (p. 3) • Mit terms of service allows Mit 3 "review lyrivator content at our discretion." (p. 6)			uters who are identified as registerd sex offenders. (p.ki) - Guide includes information telling law enforcement agents where to find Myligace					1	available to law enforcement via Leadsonline's First Responder Service (p. 1)	NCMIC Reparting, (p. 1)  - The quide contains an FRQ for law enforcement along with information on how the data it sends to Lis it furnitated (pp. 6-7)  - This quide has what appears to be the same informace quide (p. 8)  Myligace guide (p. 8)		to get information (p. 3) ting also says that if Lis wants child pernography mailed to it, it must directly mandate so in the search wantant, as Ning			
					Mis terms of service allows Mis to "review 'private' content at our discretion." (p. 6)			such as Mylipace Messenger IM client logs, cookie data, cached Mylipace pages, and stared logs information. (pp. 7-8)					1				search warrant, as Ning does not want to be prosecuted for transmission of child pornography (p. 2)			
													1							
Sample forms ~	QA.	A/A	Emergency Discours	Emergency Discourse	"The time will come when y'	Sample Suppersa (p. 12).	Sample subpoets and search	Sample subpoents and search warrant letter re-			Tabout provides sample preservation (************************************	Sample subpoets longuage and subcoets for	<u> </u>		Language for oreservation				sample subpoena (p. 121. camore	Guide Instructs that "Areas
Kample forms or cample language?			Form, User Consent to Release Form	Form	"The time will come when you need to draft a subpoens in order to request private information" or Ms includes info on how to draft subpoense and court orders (p.4)	Preservation Request Letter (pd 3), Consent Form (p. 14)	sample subposts and search warrant language (p. 12), Preservation Request Letter (p. 14), Consent Form (p. 15), Emergency Disclosure Form (p.16)	11-12), preservation request letter (p. 12), cancert form (p. 13), emergency disclosure form (p. 14).			fathor provides earnine preservation request letter (p. 14), sample language for subpoenas, court orders, and search warrants (p. 15), emergency disclosure request (p. 14), and sample consent form (p. 17)	stamps cuspoets long-lage and cuspoens format nequirement (pp. 7-8), cample earnth warrant (p. 9), cample presentation request (pp. 11-12), emergency voluntary disclosure request (p. 13), user consent form (p. 24)	1		Language for preservation and emergency requests (pp. 4-5)				preservation request letter (p. 13), cample consent form (p. 14)	requesting account data, please have the subponna or search warrant request: 'Account data for the
					(JA)								1							in majoriting account data, please have the subponts or easeth warrant request? You out the successive account; data for the account; data for the account; or matching the Avizzir sames, e-near or IP Avizzir sames, e-near or IP addissessed pleaser shown data here) and fir any account; or mat appears to be controlled by the came eases.
$\Box$																				account(s) that appears to be controlled by the came person." (p. 2)



#### **SOCIAL MEDIA—A Guide to the Law Enforcement Guides**

	twitter	facebook.	facebook.	facebook.	myspace® a place for friends	myspace .com
Date	Undated	2008	2009	2010	2005	March 2006
Date, length, link (if available) and other info	Available on Twitter site at: http://support.twitter.com/entries/41949- guidelines-for-law-enforcement	February 2008, five pages	2009, 11 pages	May 2010, 5 pages	September 2, 2005, 7 pages	March 13, 2006, 16 pages
How does Guide address Legal Process Requirements under Electronic Communications Privacy Act (ECPA)?	Addresses but does not distinguish: "We require a subpoena, court order, or other valid legal process to disclose information about our users."  By default, most Twitter profile information is public. This includes, according to the privacy policy, name and username. It also may include a short bio, cell phone number, location, address book, a picture, "the messages you Tweet and the metadata provided with Tweets, such as when you Tweeted, but also the lists you create, the people you follow, the Tweets you mark as favorites or Retweet and many other bits of information."  "Non-public information about Twitter users is not released unless we have received a subpoena, court order, or other valid legal process document."	Does not say	Subpoena for non-content (basic subscriber info), ECPA 2703(d) order for limited content (e.g. messages over 180 days), search warrant for remaining content (p. 3)	"we will provide records as required by law." (p.2)	Most profile information is publicly viewable and available. Publicly available information includes journal entries (in most cases), images, user comments, and public profile information." (p.2)     MS requires a subpoena for following info:     -IP logs (recorded at time of login), Dates and times of login (PST), Email address, ZIP code, name, private messages (pp.2-3)	"Most profile information is publicly viewable and available." (Guide includes instructions for law enforcement to download this info)  • Non-public information requires subpoena, search warrant, or other legal process  • Non-public info includes: IP logs (recorded at time of login), Date profile created, Dates and times of login, Email address, ZIP code, Name, Private Messages, Private blogs (some info may not be accurate) (p. 6)  • Information provided in response to subpoena: email address, IP Logs, private messages (p.10)
How does site define and/or distinguish different types of user information	Law Enforcement Guide, TOS & Privacy Policy only distinguish between public and non-public information	Does not distinguish between basic subscriber information and other information (p. 4)	User ID number, email address, time account was created, most recent logins, registered mobile number, whether account is publicly viewable (p. 6) "User Neoprint": Contact information, mini-feed, status update history, shares, notes, wall posts, friend listings (including their IDs), group listings (including group member IDs), future and past events, video listings (p. 6)	was created, most recent logins, registered mobile number (p. 4) "Expanded Subscriber Content (sometimes referred to as Neoprint)": Contact information, minifeed, status update history, shares, notes, wall postings, friend listings (include friend IDs), group listings (including group	Guide only distinguishes between public and non-public information (p.2)	Guide only distinguishes between public and non-public information (p. 6)

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#### **SOCIAL MEDIA—A Guide to the Law Enforcement Guides**

	twitter	facebook.	facebook.	facebook.	myspace® a place for friends	myspace .com
What other info is available?	Twitter does not host any content other than tweets. This includes any video or images that users may share through their accounts.	User photos, group contact information (p. 4)	name, group contact information, private	"User photos (sometimes referred to as User Photoprint)": User uploaded photos and photos tagged with user's name, group information, private messages (p. 4)	unclear	Unclear whether photos and other content are released (p. 6)
How does LE Guide address IP and other logs?	type, the referring domain, pages visited, and search terms. Other actions, such as interactions with advertisements, may also be included in Log Data.	Logs are available and include: Script - script executed, Scriptget - additional information passed to the script, Userid - Facebook user id of the account active for the request, View time date of execution in Pacific Time, IP - source address	specific logs and are technically limited in providing "everything" within a requested date range. We are unable to testify to the completeness of the data.  Logs include same data as 2008  IP logs contain content and are treated as such under ECPA (p. 7)	IP logs contain same data as 2008/09 and also include Session Cookie HTTP cookie set by user session     Logs are often incomplete, but if available	IP Logs are available for up to ninety days after a user's last login.(p.3)	Available through subpoena. Info includes time and date stamp (p. 10)
How long is data generally retained? How long in reponse to preservation request?	real-time nature, some information may only	IP data may be retained	can be made if necessary (p. 6)	prior to the date we receive the request." (p. 2)	account User's Inbox - Retained	"MySpace does not retain information that is altered on or removed from an active profile. Once a change is made, existing information is overwritten." (p.7)     MySapce has different retention times for different types of info but law enforcement can request preservation for longer (p. 8)     Messages retained as long as not deleted; sent mail retained for 14 days; trash mail retained 30 days or less unless user empties trash, which permanently deletes message (p. 7)

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#### **SOCIAL MEDIA—A Guide to the Law Enforcement Guides**

	twitter	facebook.	facebook.	facebook	myspace® a place for friends	myspace .com
Is content that has been changed or deleted by user (including private messages) still available?	unclear	Content available as long as not deleted by user (page 4)		If messages are retained by user, they are available (page 4)	MS cannot recover deleted messages unless it is in another user's Sent Mail;     "MySpace.com does not retain information that is altered/removed on an active profile. Once a change is made, existing information is overwritten." (p.3)	Myspace doesn't retain altered or removed info. However, MySpace may be able to retreive deleted messages from another user who sent or received email. User ID, IP Address, Login date stamps are retained for up to 90 days after account deletion. Profile information is available for up to ten days after account deletion. (p. 7)
Can law enforcement monitor user account without user knowledge?	"Twitter's policy is to notify users of requests for their information prior to disclosure unless we are prohibited from doing so by statute or court order."	Does not say	Will normally disable account unless law enforcement clearly specify that doing so will hurt investigation (page 5)	Will normally disable account unless law enforcement clearly specify that doing so will hurt investigation (page 2)	"If restricting the user's access to the profile will impede an investigation, you can request that private messages be output to flat file for preservation before a subpoena is served." (p.4)	Will lock accounts but keep them viewable upon receiving preservation request. Law enforcement can ask not to lock but then user still has ability to delete and modify (pp. 8, 9)
Does site have exception for emergency disclosure?	Does not say.	Does not say	Can provide upon answering 3 questions: Describe emergency? Provide ID of users involved? Provide location of evidence? (pp. 8, 10)	Can provide upon answering 3 questions:Describe emergency? Provide ID of users involved? Provide location of evidence? (p. 5)	"MySpace may disclose private information to law enforcement without a subpoena in limited, emergency situations in which the safety of a MySpace user or member of the public is at risk and there is insufficient time for the law enforcement agency to obtain a subpoena." (p.3)	Does not say

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#### **SOCIAL MEDIA—A Guide to the Law Enforcement Guides**

	twitter	facebook.	facebook.	facebook.	myspace® a place for friends	myspace .com
Does site charge law enforcement fees?		Reserves right to charge reasonable fees (p. 2)	Reserves the right to charge reasonable fees (p. 5)	Does not say	Does not say	Does not say
What are the requirements to begin preserving records?	include a valid return email address, and sent on law enforcement letterhead."	includes law enforcement officer ID, contact	law enforcement with ID, name of agency, and	Request to preserve from law enforcement, with ID, name of agency, and contact info (p. 3)	Does not say	Signed fax on law enforcement letterhead with contact info (pp. 8, 13)
by law enforcement?	acknowleges that users may create fake or anonymous profiles However, Twitter's "Rules" prohibit impersonation: "You may not impersonate others through the Twitter service in a manner that does or is intended to mislead, confuse, or deceive others"	violate terms of service, including fake police accounts (p. 2)	accounts (p. 3)	Will "always disable accounts that supply false or misleading profile information or attempt to technically or socially circumvent site privacy measures." (p. 2)	No warning about deleting fake police accounts	No warning about deleting fake police accounts
to data release?	information with your consent, such as when you use a third party web client to access your Twitter account"	,	Will release data upon user consenting through form (pp. 8, 11)	·	Does not say	Can get user consent (p. 14)
How will site deliver data?		Generally through email (p. 3)	Generally through email (p. 5)	Does not say	Does not say	Delivered in electronic files (spreadsheet) (p. 10)



#### **SOCIAL MEDIA—A Guide to the Law Enforcement Guides**

	twitter	facebook.	facebook	facebook.	myspace <sup>®</sup> a place for friends	myspace .com
Other info?	N/A	Facebook may be able to retrieve specific information not described in guide (p. 5)	"Special Requests": Facebook may be able to retrieve specific information not described in guide (p. 9)	accounts engaged in illegal activity, even if that activity is brought to our attention through a request for records." (p.5)	approximately a 2-week turnaround for responding to	"MySpace is committed to a high level of cooperation with law enforcement to assist in investigating and identifying those involved in electronic crime and other crime with an electronic component" (p.4)
Sample forms or sample language?	N/A	N/A	Emergency Disclosure Form, User Consent to Release Form		"The time will come when you need to draft a subpoena in order to request private information" so MS includes info on how to draft subpoenas and court orders (p.4)	Sample Supoena (p.12), Preservation Request Letter (p13), Consent Form (p.14)

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#### **SOCIAL MEDIA—A Guide to the Law Enforcement Guides**

	myspace .com	myspace .com	msn.v.	msn.
Date	June 2006	2007	2006	2008
Date, length, link (if available) and other info	June 23, 2006, 16 pages	November 1, 2007, 15 pages	July 2006, 2 pages	March 2008, 22 pages
How does Guide address Legal Process Requirements under Electronic Communications Privacy Act (ECPA)?	old. • Subpoena or court order with prior notice to the subscriber (or delayed notice under 18 U.S.C. § 2705) for Stored user files (photos, videos, blogs, classifieds, messages posted on forums or groups, address book and calendar contents) • pen register/trap and trace order	information may differ." (p. 4)  • subpoena or § 2703(c)(2) demand for "Basic user identity information," including "date profile created; first and last name provided by user; user ID; e-mail address provided by user; ZIP code, city, and country provided by user; account creation date and time; and the IP address at the time of sign-up."  • subpoena or § 2703(c)(2) demand for historical "logs showing the IP address assigned to the user and the date stamp at the time the user accessed his or her profile."  • Pen register/trap and trace order to "caputre log-in IPs prospectively."  • Search warrant for messages less than 180 days old.  • Subpoena or court order (or delayed notice under 18 U.S.C. § 2705) for messages over 180 days old.  • Subpoena, civil investigative demand, or court order for "profile information including photos, videos, blogs, blog comments by other users, the identities fo the friends and 'About Me' entries."	information and email content."  • subpoena for basic subscriber information, including "name address, length of service (start date), screen names, other email accounts, IP address/IP logs/Usage logs, billing information, and e-mail content greater than 180 days old as long as the governmental entity follows the customer notification provisions in ECPA (see 18 U.S.C. § 2705)." (p. 2)  • 2703(d) order "will compel disclosure of all of the Basic Subscriber information available under a sbupoena plus the Address Book, Buddy Lists, the rest of a customer's profile not already listed above, internet usage logs (WEBTV), e-mail	ECPA "sets forth the appropriate legal process required to compel Microsoft's Online Service Records Custodians to disclose customer records and contents"  • subpoena for basic subscriber information, including "name, address, length of service (start date), screen names, other email acounts, IP address/IP logs/Usage logs, billing information content (other than e-mail, such as Windows Live Spaces and MSN Groups) and e-mail content more than 180 days old as long as the governmental entity follows the customer notification provisions in ECPA (see 18 U.S.C. §§ 2703(b), 2705)  • 2703(d) order "will compel disclosure of all of the basic subscriber information available under a subpoena pluse the e-mail address book, Messenger contact lists, the rest of a customer's profile not alread listed above, internet usage logs (e.g. WEBTV or MSN Internet Access), and e-mail header information (to/from) excluding subject line."  • Search warrant "will compel disclosure of all information available with a court order issued pursuant to 2703(d) (as listed above), plus all contents (if prior notice is not provided or an order for delayed notice is not obtained), and is the only means to compel the disclosure of e-mails, including subject line, in electronic storage 180 days or less."(p. 22)  • "as Microsoft receives and processes legal process for its online services in the Ninth Circuit, [pursuant to Theofel et al v. Farey-Jones, 341 F.3d 978 (9th Cir. 2003)]Microsoft discloses both opened and unopened e-mail in electronic storage for 181 days or less only upon pursuant to a search warrant.
		Basic user ID (subpoena): date profile created, name, user ID, email address, ZIP code, city, county, account creation date, IP address; other (court order) IP logs, birthday (pp. 5-6)  Search warrant: private messages less than 180 days old (p. 5)	Basic (subpoena): name, address, length of service, screen names, IP address, IP logs, billing info, email greater than 180 days (p. 2)  Full profile (court order): address book, buddy list, email header info, email content great than 180 days; Email (warrant): all messages less than 180 days old (p. 2)	Basic (subpoena): name, address, length of service, screen names, IP address, IP logs, billing info, email greater than 180 days (p. 22)  Full profile (court order): address book, buddy list, email header info, email content great than 180 days; Email (warrant): all messages less than 180 days old (p. 22)

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#### **SOCIAL MEDIA—A Guide to the Law Enforcement Guides**

	myspace .com	myspace .com	msn <sup>V</sup>	msn.
What other info is available?	Photos, videos, blogs, classifieds can be disclosed with a subpoena (pages 6-7)	Photos, videos, blogs available with subpoena or court order (p. 6)	MSN groups and spaces are considered public, and will be disclosed with subpoena (p. 2)	Can get this information from all of MSN services, such as Xbox Live, Windows Live, etc. (p. 4)
How does LE Guide address IP and other logs?	Can be produced with subpoena (p. 6) Info includes IP address, date and time of log-in at time user accesses profile. Historic IP logs are available, and MySpace can capture IP logs prospectively with Pen/Trap order.		Can be produced with subpoena (p. 2)	Can be produced with subpoena (p. 22)
How long is data generally retained? How long in reponse to preservation request?	less unless user empties trash,	Messages retained as long as not deleted; sent mail retained for 14 days; trash mail retained 30 days or less unless user empties trash, which permanently deletes message (page 7)     "MySpace honors all law enforcement preservation requests made during the period the data is available. MySpace also automatically preserves the data of users who are identified as registerd sex offenders and removed from the MySpace site pursuant to MySpace's Sentinel SAFE Project." (p.6)     Pursuant to preservation request: "MySpace will preserve the specific information identified in the request for up to 180 days and will extend the preservation as necessary at your request." (p. 8)		90 days from date of request, but can preserve for up to 270 days (p. 22)

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#### **SOCIAL MEDIA—A Guide to the Law Enforcement Guides**

	myspace .com	myspace .com	msn <sup>M</sup>	msn.v.
Is content that has been changed or deleted by user (including private messages) still available?	Tuser identity and date in the user profile is generally available for up to 10 days after account deletion. Other stored files, such as photos, may be lost at the time of account deletion.  Tuser ID, IP Address and Login date stamps are retained for up to 90 days after account deletion.  no mail is available for deleted	User can delete and modify (p. 6)  "Upon receipt of a preservation request, however, MySpace will capture all user data available at that time, and future actions by the user will not affect the preserved data."(p. 6)  "User identity information is available for one year after account deletion. Other stored files, such as photos, may be lost at the time of account deletion."  "MySpace retains Friend ID, IP Address and Login time and date stamps dating back one year."  "No private messages (inbox or sent mail) are available for deleted accounts (except those deleted through our Sentinel SAFE project)." (p. 7)	Does not say	"A preservation creates a snapshot of the information in or about the account at a particular point in time, but there is no update of the information throughout the preservation period." (p. 22)     Free MSN and Hotmail accounts are "typically deleted after 60 days of inactivity. Then if the user does not reactivate their account, the free MSN Hotmail and free Windows Live Hotmail account will become inactive after a period of time." (p. 7)     Microsoft only stores the "e-mails a user has elected to maintain in the account." (p. 8)
Can law enforcement monitor user account without user knowledge?	is that account is still publicly viewable but user will no longer be able to log into account (p. 8) • upon law enforcement request that user not be notified of investigation, MS "will output to a flat file the specific information for which preservation is sought that is	Default upon preservation request is that account is still publicly viewable but user will no longer be able to log into account (p. 8)     upon law enforcement request that user not be notified of investigation, MS "will output to a flat file the specific information for which preservation is sought that is available at the time the request is processed." In this situation, user retains access to account, and "interim changes may not be recorded." (p. 8)	Does not say	Does not say
Does site have exception for emergency disclosure?	"believes in good faith that an emergency involving danger of death or serious physical injury to any person requires such disclosure without delay." Must meet "ECPA's threshold requirements." (p.12)  MS has special 24/7 emergency phone hotline (p.12)	requires such disclosure without delay." Must meet "ECPA's threshold requirements." (p.11)  MS has special 24/7 emergency phone hotline	injury to an person ' as defined in 18 U.S.C. § 2702(c)(4) and (b)(8). Emergencies are limited to situations like kidnapping, murder threats, bomb	MSN "will respond to emergency requests outside normal business hours if the emergency involves 'the immediate danger of death or physical injury to an person' as defined in 18 U.S.C. § 2702(b)(8) and (c)(4). Emergencies are limited to situations like kidnapping, murder threats, bomb threats, terrorist threats, etc." (p. 3)

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	myspace .com	myspace .com	msn	msn <sup>M</sup>
Does site charge law enforcement fees?	Does not say	Does not say	Does not say	Does not say
What are the requirements to begin preserving records?	Signed fax on letterhead (page 8)		Does not lay out specific requirements but fax numbers and hotline are listed. (p. 1)	Preservation request from law enforcement (p. 22)
Does site address fake accounts created by law enforcement?			accounts	No warning about deleting fake police accounts
Can user consent to data release?	Can get user consent (page 15)	Can get user consent (p. 13)	Does not say	Does not say
How will site deliver data?	Delivered in electronic files (9-11)	Delivered via email in Excel spreadsheet (p. 8)	Does not say	Does not say

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#### **SOCIAL MEDIA—A Guide to the Law Enforcement Guides**

	myspace .com	myspace .com	msn <sup>v</sup>	msn <sup>M</sup>
Other info?	"MySpace is committed to a high level of cooperation with law enforcement to assist in investigating and identifying those involved in activity that undermines this vision." (p.3)	Guide potentially contains a quick reference sheet for law enforcement, including a chart showing what legal process MS thinks is required for different types of information. (p. 16)     First time MySpace's Sentinel SAFE project is detailed. The project removes users identified as sex offenders. "The information contained in and related to the profile, including photos, private messages, etc. are preserved by MySpace." (p. 6) MySpace also automatically preserves the data of users who are identified as registerd sex offenders. (p.6)     Guide includes information telling law enforcement agents where to find MySpace information that may reside on a user's computer, such as MySpace Messenger IM client logs, cookie data, cached MySpace pages, and stored login information. (pp. 7-8)		Much of guide is devoted to describing the various online services offered by MSN, such as Windows Live, Xbox Live, MSN, MSN Groups, Windows Live Spaces (p. 4)
Sample forms or sample language?	Sample subpoena and search warrant language (p.12), Preservation Request Letter (p.14), Consent Form (p.15), Emergency Disclosure Form (p16)	Sample subpoena and search warrant letter (pp. 11-12), preservation request letter (p. 12), consent form (p. 13), emergency disclosure form (p. 14).		

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#### **SOCIAL MEDIA—A Guide to the Law Enforcement Guides**

	YAHOO!	AOL.	craigslist	epiY PayPal
Date	Undated	March 2010	Jan 29, 2010	Undated
(if available) and other info		March 2010, 19 total pages, but were only given 12 (appear to be missing pages 4-6 and 15-18)	Jan. 29, 2010, online document, 1 page, also available at http://www.craigslist.org/about/hel p/subpoenas_and_search_warrants	Undated, two pages
How does Guide address Legal Process Requirements under Electronic Communications Privacy Act (ECPA)?	,	Distinguishes between  • subpoena for "subscriber information," including "name, email addresses, and screen names, addresses, detailed billing records or records of session times and durations, length of service (including start date) and types of service utilized, telephone or instrument number or other subscriber number or identity, including any temporarily assigned netowrk address, and the means and source of payment for such service (including any credit card or bank account number)."  • 2703(d) court order "is required to compel disclosure of a range of IP connection logs." (p. 12)  • search warrant for "subscriber information" obtainable under subpoena, "transactional information, including: logs of Internet Protocol ("IP") address connections, including dates, times, and time zones, and any ANI information made available to AOL, address books, buddys lists, and account history, including contacts with AOL support services and records of action taken online by the subscriber or by AOL support staff in connection with the service."  • search warrant for "all electronic or wire communications (including e-mail text, attachments, and embedded files) in electronic storage by AOL, or held by AOL as a remote computing service, within the meaning of the Stored Communications Act, all photos, files, data, or information in whatever form and by whatever means they have been created or stored, all profiles." (pp 7-9)		signed fax (non-subpoena) "eBay can provide the following information for users under investigation of illegal activity only: contact name, city, state, ZIP, and telephone number, all email addrsses and eBay User ID's added to account with date/time stamps, eBay Fraud complaints (if requested)" subpoena for "full eBay contact details, including the billing and mailing address, eBay IP addresses: time of registration and at time of item listing, complete listing and/or bid history - 2 year max (including bidder information if specifically requested), credit card and checking acount information added to an eBay account (if available)" subpoena for all records relating to a PayPal user, including "all PayPal account information including, SSN, names, addresses, PayPal IP addresses (at each login), financial instruments added to PayPal account, complete PayPal transactional information (including complaints if requested and available)" (p. 2)
How does site define and/or distinguish different types of user information	Subpoena: basic subscriber information, contents of communications stored as a remote computing service provider, contents in electronic storage over 180 days (p. 11)  Court order: Transactional records such as IP logs, messenger or chat logs; search warrant: contents in electronic storage less than 180 days (p. 11)	Subpoena will get "subscriber information:" names, email, physical address, billing records, length of service, phone number, credit card or bank account numbers, IP addresses (pp. 7-8)  Search warrant will get "transactional" and "communications" info: IP logs, address books, buddy lists, account history, emails (including attachments), photos or files stored with AOL (p. 9)	Does not say	No legal service required to access: Contact information, city, state, ZIP code, email addresses, fraud complaints, account listings, and bid history (p. 2)  Subpoena, court order, or warrant to access: billing and mailing address, IP addresses, credit card, checking account information, Social Security numbers

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#### **SOCIAL MEDIA—A Guide to the Law Enforcement Guides**

	YAHOO!	AOL.	craigslist	epi PayPal
What other info is available?	Can provide files uploaded on Flickr (p. 9)	AOL's Bebo service can only be searched with proper ID. Data retained for past 500 days (p. 19)	Does not say	May be able to get information on accounts linked/related to subject (p.1)
How does LE Guide address IP and other logs?	IP logs available with a court order (p. 11)	2703(d) court order required (p. 9)	Does not say	Can be provided (p. 2)
How long is data generally retained? How long in reponse to preservation request?	"Yahoo! Will preserve information related to a subscriber or customer for 90 dyas, which may be extended for an additional 90 days by a request to extend the preservation." (p. 11)	Sample preservation request asks AOL to preserve data for 90 days. (p.11)	Does not say	eBay keeps most account records indefinitely and transactional records for two years. PayPal keeps all records indefinitely (p. 1)

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#### **SOCIAL MEDIA—A Guide to the Law Enforcement Guides**

	YAHOO!	AOL.	craigslist	epi PayPal
Is content that has been changed or deleted by user (including private messages) still available?	"Yahoo! will be unable to search for and produce deleted material, including email and Group posts, unless such requrest is received within 24 hours of the deletion and is specifically requested by prior legal process. In most cases where deleted content is requested, Yahoo! will seek reimbursement for any engineer time incurred in connection with the request." (p. 7)	Does not say whether deleted email can be recovered	Does not say	Does not say
Can law enforcement monitor user account without user knowledge?	Does not say	Does not say	Does not say	Does not disclose law enforcement inquiries to account holders (p. 1)
Does site have exception for emergency disclosure?	"Yahoo! Is permitted, but not required, to voluntarily disclose information, including contents of communications and customer records [] if Yahoo! believes in good faith that an emergency involving imminent danger of death or serious physical injury to any person requires such disclosure without delay." (p. 12)  • Emergency disclosure request has set of seven questions: Nature of emergency? Who is threatened? What is nature of threat? Why would normal disclosure be insufficient? What info is needed? Explain how info will avert threat? Attach any electronic evidence of threat? (p. 16)	"The Stored Communications Act permits an Internet service provider to disclose the content of electronic or wire communications or customer records to law enforcement 'if the provider, in good faith, believes that an emergency involving danger of death or serious physical injury to any person requires disclosure withouot delay of communications [or records] relating to the emergency."  "In the event of an emergency, please telephone AOL's Public Safety and Criminal Investigations unit at [redacted] and provide us with specific facts concerning the emergency that you believe requires immediate disclosure of communications or records relating to the emergency."  The specific facts should include: description of the emergency, explanation that the danger is imminent, what specific records are needed (p. 13)	Does not say	Has a "First Responder" service that can return calls within 24 hours and process complaints quickly (pp. 1-2)

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#### **SOCIAL MEDIA—A Guide to the Law Enforcement Guides**

	YAHOO!	AOL.	craigslist	epi PayPal
	Federal law "requires law enforcement to reimburse providers like Yahoo! for costs incurred responding to subpoena requests, court orders, or search warrants."  Lists a fee schedule:  Basic subscriber records: "approx. \$20 for the first ID, \$10 per ID thereafter"  Basic Group Information (including information about moderators): "approx \$20 for a group with a single moderator"  Contents of subscriber accounts, including email: "approx. \$30-\$40 per user"  Contents of Groups: "approx. \$40-\$80 per group" (p. 12)  Also, where deleted content is requested, Yahoo! will seek reimbursement for any engineer time incurred in connection with the request." (p. 7)	Does not say	Does not say	Does not say
What are the requirements to begin preserving records?	Sent by fax (p. 11)	Signed fax on department letterhead with law enforcement ID (pp. 11-12)	fax, or mail."	Signed fax on department letterhead for user contact info, subpoena, court order, or search warrant requierd for full records (p. 2)
Does site address fake accounts created by law enforcement?	No warning about deleting fake police accounts	No warning about deleting fake police accounts	No warning about deleting fake police accounts	No warning about deleting fake police accounts
Can user consent to data release?	Can get user consent (p. 13)	Will release data upon user consent through form (p. 14)	Does not say	Does not say
How will site deliver data?	Unclear how Yahoo! delivers information	mail (p. 8)	Can respond via fax, email, or mail	Provides records electronically, via secure website, or CD via Fed Ex (p. 1)

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#### **SOCIAL MEDIA—A Guide to the Law Enforcement Guides**

	YAHOO!	AOL.	craigslist	epiY PayPal
Other info?		Contains a search warrant directory page, listing fax numbers for fed and military warrants, state or local agencies, and particular jurisdictions, including California, Florida, Minnesota, Washington (state), New York (p. 10) The site also has a three paragraph description of BEBO searches and the information it can provide to LE (p. 19)	The guide is a page from Craigslist's website: http://www.craigslist.org/about/help/subpoenas_and_search_warrants	Law enforcement must provide a minimum of name, email address and User Name (for eBay investigations) to locate the correct account. (p. 1)     Turnaround time for requests is typically 10-15 business days (p. 2)     but Ebay/PayPal make" listing and member information immediately available to law enforcement via Leadsonline's First Responder Service." (p. 1)
Sample forms or sample language?	Yahoo! provides sample preservation request letter (p. 14), sample language for subpoenas, court orders, and search warrants (p. 15), emergency disclosure request (p. 16), and sample consent form (p. 17)	Sample subpoena language and subpoena format requirements (pp. 7-8), sample search warrant (p. 9), sample preservation request (pp. 11-12), emergency voluntary disclosure request (p. 13), user consent form (p. 14)		

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#### **SOCIAL MEDIA—A Guide to the Law Enforcement Guides**

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Date	Undated	April 2010	July 2009	April 26, 2010	Undated	Undated
	Undated, eight pages	April 2010, four pages	July 2009, four pages	April 26, 2010, 16 pages	Undated, 16 pages	Undated, 2 pages
How does Guide address Legal Process Requirements under Electronic Communications Privacy Act (ECPA)?	"The types of process necessary to permit Photobucket to produce each category of information under the SCA differs only slightly."  • subpoena for "first name, last name, user/screen name, ZIP code, country, email address, account creation date/time"  • subpoena for "Date and IP for most recent account access, Registration IP, Banned date/time (if account banned), Date/Time of Upload or Modification of file, Upload IP for files uploaded after June 1, 2007"  • court order, search warrant, or subpoena where governent provides prior notice to subscriber for "image and video content in a user's account" (pp. 3-4)	Information," including user name, user ID, DOB, age, location (if known), school (if known), email address, password, date joined, user name changes, DOB changes, violations of terms of service, IP logs of last 6 months (login times only), IP addresses, date and time logged in, all profile pictures in account (though accounts deleted by MYB or the user willnot have any images available)  • search warrant for "Communications/private Information," including private messagees, instant messages, embedded images in messages. (pp. 1-2)	the following information once we receive a subpoena, search warrant or court order" • subpoena for the registration email of the Network Creator and Members who uploaded the content, registration IP addresses, Usernames, credit card information (if any)	Non-public information requires legal process in compliance with ECPA	"To request private (non-public) information from Tagged about a specific profile or user, we requires a subpoena, search warrant or other legal process. The following list is private content that is not publicly accessible"  • "IP logs (recorded at time of login), Date profile created, Dates and times of login (PST), E-mail address provided by user, ZIP code provided by user, Name provided by user, Screen Name, Private Messages"  • "The following are only retained if the user has not deleted them from their page: Confessions, Boxxes, Journals."  (p. 6)	• subpoena for "basic account information" will include "avatar name, e-mail address, customer ID (all unique) as well as the IP address used to register the account and any device fingerprints on file [ ] If account communications are requested, IMVU will provide the text of webbased messages and a summary of realt-time chats (via IMVU's 3D client) that will include the accounts participating in chats but not the actual text of the chat" (page 1)
How does site define and/or distinguish different types of user information	Basic user (subpoena): name, user name, ZIP code, country, email, account creation date (p. 4)  IP logs: subpoena, court order, search warrant or user consent (p. 4)	(subpoena): user name, ID, birthday, age, location password, date joined, changes to profile,	address, username, credit card information (if available) (pp. 2-3) Search warrant: Images,	Subpoena required for basic user information, log-in information, and stored files (p. 4)  Court order required for full access to profile; search warrant required for private user messages (p. 4)	Subpoena: IP logs, date profile created, dates of login, email address, ZIP code, name, screen name (p. 6) Unclear what level of legal process is required for messages (p. 6)	Basic account information (subpoena): avatar name, email address, customer ID, IP addresses and device fingerprint (p. 1) Unclear what legal process is required for text of web messages and chat logs (p. 1)

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#### **SOCIAL MEDIA—A Guide to the Law Enforcement Guides**

	photobucket	myYearbø <mark>9</mark> k	∷∷NING	STICKAM	TAGGED	gwaa.
What other info is available?	Images and video available by subpoena if subscriber given notice; available with court order or warrant otherwise (p. 4)	Does not say			Not clear what level of legal process is required for this information	Does not say
How does LE Guide address IP and other logs?	IP logs: subpoena, court order, search warrant or user consent (p. 4)		IP addresses can be produced (p. 3)	IP logs available with subpoeana (p. 1, 4)	IP logs are available with subpoena (p. 6)	Does not say
How long is data generally retained? How long in reponse to preservation request?		Active accounts kept indefinitely, IP logs retained for 6 months (p. 3)		if given a preservation request (p. 3)	"Tagged retains information on its users for certain periods of time. [] To the extent information that was scheduled to be deleted needs to be retained by Tagged due to an on-going law enforcement investigation, Tagged will do so in response to a written law enforcement preseration request."  • IP logs "are saved for 6 months"  • Private messages "are retained until the user removes them. Tagged may be able to recover them if the sender's Tagged User ID or email address is provided."  • Sent Mail "is only retained if the user saves their outgoing messages."  • Trash Mail "(mail that has been read and discarded) is retained 30 days or less."  • Deleted Accounts "mail is available for deleted accounts with the same rules as active accounts."  (pp. 7-8)	after 6 months." (p. 1)

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#### **SOCIAL MEDIA—A Guide to the Law Enforcement Guides**

	photobucket	myYearb <b>®</b> ®k	∷NING	STICKAM	TAGGED	gwaa,
Is content that has been changed or deleted by user (including private messages) still available?	Active users can delete files from account (p. 4)	Describes that "accounts which have been deleted by either MYB staff or the user will not have any images available." (p. 3)     "Accounts which have been deleted by MYB staff or deleted by the user cannot be seen on the site. Like active accounts, all information is still available except for profile pictures." (p. 3)     Does not say regarding private messages.     Regarding instant messages "No general records are kept on instant messages. If a member is reporting a violation of TOS, the conversation is saved and provided to MYB. Those IM conversations are retained."	Does not say	Active users can modify and delete account infomration and files (p. 3)     Does not say whether there is a different	Users can delete or modify information (p. 7)     Mail is retained until user deletes the messages, though undeleted mail can be accessed after users delete accounts with Tagged (p. 7)	Does not say
Can law enforcement monitor user account without user knowledge?	Does not say	Does not say	On discovery of illegal activity, account is disabled and member is informed that law enforcement have been contacted (p. 2)		folder is still subject to automatic deletion." "If restricting the user's access to the profile will impede and investigation, you may request that private messages be	"In the legal documentation please be specific if the account should remain enabled. If IMVU becomes aware of an account with suspicious or illegal activity it will likely be disabled. If leaving an account enabled will assist in an investigation, please make sure this is stated when submitting the subpoena, search warrant, or other court-ordered demand." (p. 2)
Does site have exception for emergency disclosure?	"Photobucket will also exercise its discretion under the SCA to release information without legal process where an imminent threat of death or serious physical injury to a person exists that necessitates disclosure"  Asked to provide information on the nature of the emergency, the name of the person who is threatened, the specific information in Photobucket's possession related to the emergency. (p. 5)	Does not say	Does not say	Can release when it "believes in good faith that an emergency involving danger of death or serious physical injury" (p. 4)	Does not say	Does not say

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Does site charge law enforcement fees?	Does not say	Does not say	Does not say	Does not say	Does not say	Does not say
What are the requirements to begin preserving records?	Correspondence must include contact information where files will be sent (p. 6)	,	Requests involving legal process must be sent via fax and certified mail (p. 1)		Faxed letter on department letterhead (pp. 6, 13)	When requesting account data, subpoena or search warrant are required (p. 2)
Does site address fake accounts created by law enforcement?	No warning about deleting fake police accounts	police accounts	fake police accounts	No warning about deleting fake police accounts	No warning about deleting fake police accounts	No warning about deleting fake police accounts
Can user consent to data release?	Can get user consent (p. 4)	Will accept user consent (page 3)	Does not say	Does not say	Can get user consent (p. 14)	Does not say
How will site deliver data?	Delivered via CD (p. 6)	Does not say	Can send via mail (p. 2)	Delivered via email (p. 5)	Looks like it is delivered electronically (pp. 10-11)	Does not say



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Other info?	• The guide contains an FAQ for law enforcement along with information on how the	backup file for 7 days. After 7 days, the file is deleted. MYB also keeps the file taken on the last calendar day of the month for two months before deleting it. (p. 4)	directed toward the discovery of child		Guide contains a page devoted to "Understanding IP Addresses" (p. 15) and a page with "Websites and Resources" for LE (p. 16)	Disclaimer that IMVU does not verify customer data (p. 1)     If request is related to ID theft, victims can request information without a subpoena or warrant (page 2)
sample	Language for preservation and emergency requests (pp. 4-5)				sample subpoena (p. 12), sample preservation request letter (p. 13), sample consent form (p. 14)	Guide instructs that "When requesting account data, please have the subpoena or search warrant request: 'Account data for the account(s) matching the Avatar name, e-mail or IP addresses [insert known data here] and for any account(s) that appears to be controlled by the same person." (p. 2)

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