

# Miro Trust & Reputation Transparency Report

## Annual Transparency Report

As part of Miro's commitment to earning and maintaining our customers' trust, we have begun publishing an annual Transparency Report with information about government requests for users' data as well as government requests to remove content or suspend user accounts.

---

Miro responds to government requests in accordance with our Privacy Policy, Customer Agreement, Acceptable Use Policy, and any applicable Service-Specific Terms. We also provide additional information about our policies and procedures for responding to requests for user data in our Guidelines for Law Enforcement. In responding to any government request (whether a request for user data or a request to remove content/suspend user accounts), Miro follows these guiding principles:

Requesting parties should first attempt to obtain the information directly from the customer or user(s) at issue. If the requesting party comes to Miro for user data, unless prohibited by law, we will notify the customer (so that customer has an opportunity to challenge the legal process) in accordance with our user notice policy.

Miro will scrutinize every request for legal validity, and if required to comply by disclosing user data, we will respond in accordance with applicable law (including the federal Stored Communications Act), and will respond as narrowly as possible to the specific request.

Miro will continue to advocate for reforms that allow us to provide more transparency to our customers.

**Period for Transparency Report is January 1 through December 31 for the applicable year**

### US Government Requests for User Data

YEAR	NUMBER OF REQUESTS	ACCOUNTS TARGETED IN REQUESTS RECEIVED
2020	0	0
2019	0	0
2018	0	0
2017	0	0
2016	0	0
2015	0	0

# Miro Trust & Reputation Transparency Report

## Miro's Responses to US Government Requests for User Data

YEAR	RESPONSE	NUMBER OF RESPONSES
2020	Produced Some User Content	0
	Produced Non-User Content Data Only	0
	No Responsive Data to Produce	0
	Objected to Request and No Data Enclosed	0
2019	Produced Some User Content	0
	Produced Non-User Content Data Only	0
	No Responsive Data to Produce	0
	Objected to Request and No Data Enclosed	0
2018	Produced Some User Content	0
	Produced Non-User Content Data Only	0
	No Responsive Data to Produce	0
	Objected to Request and No Data Enclosed	0
2017	Produced Some User Content	0
	Produced Non-User Content Data Only	0
	No Responsive Data to Produce	0
	Objected to Request and No Data Enclosed	0
2016	Produced Some User Content	0
	Produced Non-User Content Data Only	0
	No Responsive Data to Produce	0
	Objected to Request and No Data Enclosed	0
2015	Produced Some User Content	0
	Produced Non-User Content Data Only	0
	No Responsive Data to Produce	0
	Objected to Request and No Data Enclosed	0

# Miro Trust & Reputation Transparency Report

## US Government Requests for Account Removal/Content Takedown

YEAR	REQUESTS RECEIVED	ACCOUNTS TARGETED IN REQUESTS RECEIVED
2020	0	0
2019	0	0
2018	0	0
2017	0	0
2016	0	0
2015	0	0

## Miro's Response to US Government Requests Received for Account Removal/Content Takedown

YEAR	RESPONSE	NUMBER OF REQUESTS	NUMBER OF ACCOUNTS AFFECTED
2020		0	0
2019		0	0
2018		0	0
2017		0	0
2016		0	0
2015		0	0

## International Government Requests for User Data

YEAR	REQUESTS RECEIVED	ACCOUNTS TARGETED IN REQUESTS RECEIVED
2020	0	0
2019	0	0
2018	0	0
2017	0	0
2016	0	0
2015	0	0

# Miro Trust & Reputation Transparency Report

## Miro's Responses to International Government Requests for User Data

YEAR	RESPONSE	NUMBER OF RESPONSES
2020	Produced Some User Content	0
	Produced Non-User Content Data Only	0
	No Responsive Data to Produce	0
	Objected to Request and No Data Enclosed	0
2019	Produced Some User Content	0
	Produced Non-User Content Data Only	0
	No Responsive Data to Produce	0
	Objected to Request and No Data Enclosed	0
2018	Produced Some User Content	0
	Produced Non-User Content Data Only	0
	No Responsive Data to Produce	0
	Objected to Request and No Data Enclosed	0
2017	Produced Some User Content	0
	Produced Non-User Content Data Only	0
	No Responsive Data to Produce	0
	Objected to Request and No Data Enclosed	0
2016	Produced Some User Content	0
	Produced Non-User Content Data Only	0
	No Responsive Data to Produce	0
	Objected to Request and No Data Enclosed	0
2015	Produced Some User Content	0
	Produced Non-User Content Data Only	0
	No Responsive Data to Produce	0
	Objected to Request and No Data Enclosed	0

# Miro Trust & Reputation Transparency Report

## GLOSSARY

- “Accounts affected” reflects the total number of user accounts for which Miro disclosed user data or suspended.
- “Accounts targeted” reflects the total number of accounts that were subjects of the total number of legal requests (for example, a single subpoena could request information about two user accounts).
- “Non-content user data” is subscriber information, such as the name and email address provided when you register for an account, billing information (if applicable), and IP addresses. This does not include any user-generated content, such as profile pictures or files uploaded by users and stored on Miro's servers.
- “No responsive data” reflects that Miro properly responded to a valid legal request but did not have any responsive records to disclose to law enforcement.
- “Number of requests” reflects the number of times that Miro received legal process requesting either user data or account suspension.
- “Objected” means that Miro received a legal request but did not disclose any user data because we believed the request was not legally valid.