

# Transparency Report

**Current as of: July 2025**

**Litigation 2025 H1**

## **ABOUT OUR TRANSPARENCY REPORT**

Like other tech companies, Zendesk receives governmental requests (subpoenas, court orders, search warrants) from U.S. and global law enforcement seeking customer information, which Zendesk must legally comply with when valid.

Zendesk publishes this Transparency Report to uphold our commitment to customer trust. We publicly share information about the government requests we receive and respond to between January 1, 2025 to June 30, 2025. Zendesk aims to provide updated reports approximately every six months for the prior six-month period.

For more information regarding Zendesk's approach to responding to requests for information from law enforcement and other government agencies, please see our Government Data Request Policy [here](#).

## **Summary of Legal Requests in 2025**

### **Requests from United States Law Enforcement and Government Entities**

Type of Request	Number of Requests	Content Data Disclosed	Non-Content Data Disclosed
Subpoena	5	0	3
Court Order	0	0	0
Search Warrant	0	0	0
Emergency Requests	0	0	0

### Requests from Non-U.S. Law Enforcement and Government Entities

Although Zendesk is located in the United States, we have a global presence. When we receive requests from non-U.S. governments, we work with U.S. and non-U.S. counsel to determine the validity of the request and our obligation to respond under United States and other applicable laws.

Type of Request	Number of Requests	Number of Data Disclosures
Informal Requests	3	0
Non-U.S. Governmental Requests Pursuant to an MLAT	0	0

#### Definitions

- **Content Data:** Includes the contents of End-Users' communications with an Account such as the contents of Zendesk Support Tickets and Zendesk Chats. Content data is generally considered Service Data as defined in [Zendesk Customer Agreement](#).
- **Non-Content Data:** All data that is not Content Data. It can include Account Information as defined in [Zendesk's Privacy Notice](#) (such as Account Owner name and contact information, Account billing information, length of Service, types of Services utilized, and account login information). This type of information is also called "Basic Subscriber Information" and must be produced in response to a valid government subpoena. Additionally, in response to a court

order, Zendesk may also have to produce Non-Content metadata related to End-Users' communications with an Account.

- Subpoena: A compulsory legal demand for the production of documents.
- Court Order: An order issued by a judge upon a finding that there are reasonable grounds to believe that the information sought is relevant and material to an ongoing criminal investigation.
- Search Warrant: An order issued by a court at the formal request of law enforcement and upon a finding of probable cause. A search warrant is required to obtain Content Data.
- MLAT: Stands for "mutual legal assistance treaty." Zendesk requires that non-U.S. government entities use appropriate international legal process to obtain data processed by Zendesk on behalf of a customer.
- National Security Letters: A national security letter issued under 18 U.S.C. § 2709.
- FISA Orders: An order or request issued under the Foreign Intelligence Surveillance Act (50 U.S.C. § 1801, et seq.) for user information issued in the U.S.