



Principles for Government Requests for Customer Data

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About these principles

OwnBackup may occasionally receive requests from government agencies or law enforcement authorities seeking access to data belonging to a customer. This document explains the principles that OwnBackup follows if we receive such a request. Our goal is always to protect our customers' data, while complying with applicable laws.

Protecting customer data is what we do

Protecting customer's data is OwnBackup's core mission. We safeguard that data with a robust privacy and security program. Our privacy and security program is designed to protect our customers' privacy and protect data uploaded by our customers to our services ("Customer Data" as defined in our [Subscription Services Agreement](#)), including personal data ("Personal Data" as defined in our [Data Processing Addendum](#)), against unauthorized access or disclosure.

We notify an affected customer of any request for its Customer Data unless we are expressly prohibited from doing so by law

Unless prohibited by law, OwnBackup always notifies a customer when it receives a request for that customer's Customer Data, including a government request, as further set out in the "Protection of Confidential Information" section of our Subscription Services Agreement.

Where possible, we refer the requesting government agency to the affected customer

Our customers should have as much control as possible over their Customer Data. OwnBackup does not own Customer Data, and any governmental agency seeking access to Customer Data should address its request directly to the customer where possible. Accordingly, if we receive a government request for Customer Data, if permitted by law, we try to refer the request to the affected customer so that the customer can work with the governmental agency directly to respond.

We do not disclose Customer Data to government agencies unless compelled by law and we challenge unlawful requests

We review each government request for Customer Data on a case-by-case basis and only comply if and to the extent we determine the request is lawful. When reviewing the lawfulness of a government request, we take into account all applicable laws, including the laws of other jurisdictions, where applicable. We require governmental agencies to follow the required legal process under applicable laws, such as issuing their request via a subpoena, court order, or search warrant. Where we believe a government request for Customer Data is invalid or unlawful, we try to challenge it.