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Splunk Data Request Guidelines

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This document outlines Splunk's general practices for responding to requests by government agencies and other third parties ("Requesting Parties") for data belonging to Splunk's customers.

Referral to Customers

Splunk will use reasonable efforts where appropriate to refer the Requesting Party to the affected customer so that the customer can work with the Requesting Party to resolve the matter.

Disclosure Only When Necessary

Splunk will only disclose customer data in response to legally binding process, such as a valid subpoena, court order, or search warrant. Splunk carefully reviews each request to ensure that it complies with applicable law. If a request is overbroad, Splunk will try to narrow it and may object to producing any information at all.

Splunk may voluntarily disclose customer information to a government agency in an emergency involving imminent danger of physical harm or harm to Splunk's services, employees, or customers. Splunk does not voluntarily provide governments with access to any data about users for surveillance purposes. If Splunk receives legal process subject to an indefinite non-disclosure requirement (including a National Security Letter), Splunk will challenge that non-disclosure requirement in court. Splunk has never received a FISA order or authorization or a National Security Letter.

Requirement of Proper Domestication

Splunk requires that any Requesting Party ensure that the process or request is properly domesticated. For data stored in the United States, Splunk does not accept legal process or requests directly from law enforcement entities outside the United States or Canada. Foreign law enforcement agencies seeking data stored within the United States should proceed through a Mutual Legal Assistance Treaty or other diplomatic or legal means to obtain data through a court where Splunk is located.

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These practices are provided for informational purposes only and do not represent a commitment by Splunk to provide information. Splunk reserves its rights to respond and/or object to any request for data in any manner consistent with applicable law. Splunk also reserves its rights to require reasonable reimbursement in connection with its response to requests for customer data. Splunk may revise these guidelines and the underlying processes at any time without notice.