

Transparency

Report H23

AstroVPN is committed to upholding the principles of due process, privacy, and user protection. This transparency report provides a comprehensive overview of the legal and law enforcement requests we receive, while emphasizing our dedication to maintaining the integrity of your personal information.



Explore the legal requests AstroVPN has responded to

All legal and law enforcement requests that we receive must strictly adhere to the due process of law and be subject to judicial oversight. **It is not AstroVPN's intention to make law enforcement's job any easier or harder.**

AstroVPN limits the amount of personal information collected about its users in the interest of offering the highest level of user-sided privacy. This document was created with the intention of quantifying requests received from law enforcement in the interest of full transparency with our user base and the public. It is our absolute priority to maintain the integrity of and protect the personal information the AstroVPN service collects about its users. We do not sell, rent, or give away any of your personal information.

It is our policy and obligation to notify the public and our customers of subpoenas and other legal processes requesting their personal information, whether that legal process comes from the government or private parties involved in civil litigation unless prohibited.

Report data and our commitments to you

The United States government and other government agencies around the world control the amount of information that organizations (like AstroVPN LLC) can disclose to the public/a user base with regards to legal inquiries such as, but not limited to, subpoenas. For this reason, we as an organization display information about these inquiries to the highest level we are able to under current law in the United States, through recurring half-year transparency updates.

The statements listed below are commitments we stand by as an organization that stand true as of the last revision date. Should a commitment change in concurrence with a legal process, the statement will be redacted in the next revision.

1. AstroVPN has never sold, traded, shared, or distributed personal information about its customers with a third party.
2. AstroVPN has never lowered or altered levels of encryption at the request of a government entity.
3. AstroVPN has never shared customer information with a government agency with regards to a pending or ongoing investigation.
4. AstroVPN has never deployed or installed software/hardware as instructed by the government.
5. AstroVPN has never provided or installed backdoor system access to a third party to critical IT infrastructure.

“Your eyes can deceive you. Don’t trust them.”

- Obi-Wan Kenobi

U.S. Administrative Subpoenas

A U.S. Administrative Subpoena is a legal tool used by government agencies, such as the FBI or the IRS, to obtain information or documents from individuals or organizations during an investigation. It is a written request that requires the recipient to provide the requested information or documents, which can include things like records, reports, or other relevant data. Unlike a regular subpoena, an administrative subpoena does not require approval from a judge, making it easier and quicker for government agencies to gather information for their investigations. However, it is important to note that administrative subpoenas have limitations on the types of information that can be requested and the scope of their enforcement.

| YEAR | RECEIVED | ANSWERED | IN PROCESS | ACCOUNTS AFFECTED |
|-----------|----------|----------|------------|-------------------|
| 2023 1H ★ | 0 | 0 | 0 | 0 |
| 2022 2H | 0 | 0 | 0 | 0 |
| 2022 1H | 0 | 0 | 0 | 0 |
| 2021 2H | 0 | 0 | 0 | 0 |
| 2021 1H | 0 | 0 | 0 | 0 |
| 2020 2H | 0 | 0 | 0 | 0 |
| 2020 1H | 0 | 0 | 0 | 0 |
| 2019 2H | 0 | 0 | 0 | 0 |

“Privacy is the foundation of all other rights.”

- Linda Tripp

Civil Subpoenas

A Civil Subpoena is a legal document issued by a court that requires an individual or organization to provide specific information or evidence in a civil case. It is used to gather evidence or testimony from witnesses, obtain documents, or compel someone to appear in court. The subpoena outlines what is being requested and sets a deadline for compliance. Failure to comply with a civil subpoena can result in legal consequences. Essentially, it is a way for parties involved in a civil lawsuit to obtain the necessary information or evidence to support their case and ensure a fair resolution in court.

| YEAR | RECEIVED | ANSWERED | IN PROCESS | ACCOUNTS AFFECTED |
|-----------|----------|----------|------------|-------------------|
| 2023 1H ★ | 0 | 0 | 0 | 0 |
| 2022 2H | 0 | 0 | 0 | 0 |
| 2022 1H | 0 | 0 | 0 | 0 |
| 2021 2H | 0 | 0 | 0 | 0 |
| 2021 1H | 0 | 0 | 0 | 0 |
| 2020 2H | 0 | 0 | 0 | 0 |
| 2020 1H | 0 | 0 | 0 | 0 |
| 2019 2H | 0 | 0 | 0 | 0 |

“The only way to deal with Big Data is to make it small.”

- Roger Burkhardt

Court Orders

A Court Order is a formal directive issued by a judge or a court that legally commands a person, organization, or government entity to take a specific action or refrain from doing something. It is an authoritative decision that must be followed under the law. Court orders can cover a wide range of matters, such as child custody arrangements, payment of debts, eviction notices, or the enforcement of legal rights. They carry the weight of law and non-compliance with a court order can result in penalties or further legal actions. In essence, a court order is a binding instruction from a judge that must be obeyed to ensure the fair administration of justice and the resolution of legal disputes.

| YEAR | RECEIVED | ANSWERED | IN PROCESS | ACCOUNTS AFFECTED |
|-----------|----------|----------|------------|-------------------|
| 2023 1H ★ | 0 | 0 | 0 | 0 |
| 2022 2H | 0 | 0 | 0 | 0 |
| 2022 1H | 0 | 0 | 0 | 0 |
| 2021 2H | 0 | 0 | 0 | 0 |
| 2021 1H | 0 | 0 | 0 | 0 |
| 2020 2H | 0 | 0 | 0 | 0 |
| 2020 1H | 0 | 0 | 0 | 0 |
| 2019 2H | 0 | 0 | 0 | 0 |

“Privacy is not a privilege, it’s a fundamental human right.”

- Larry Page

Mutual Legal Assistance Treaty (MLAT) Requests

A Mutual Legal Assistance Treaty (MLAT) Request is a formal process through which two or more countries cooperate to gather and exchange information or provide legal assistance in criminal investigations or legal proceedings. When a country needs evidence or assistance that is located in another country, they can use an MLAT Request to seek cooperation. This request typically involves sharing information, obtaining witness testimony, executing search warrants, freezing assets, or facilitating the extradition of individuals. MLATs help countries work together to combat international crime, ensure justice is served across borders, and enable the sharing of crucial evidence and legal procedures in a coordinated and lawful manner.

| YEAR | COUNTRY | RECEIVED | ANSWERED | IN PROCESS | ACCOUNTS AFFECTED |
|-----------|---------|----------|----------|------------|-------------------|
| 2023 1H ★ | N/A | 0 | 0 | 0 | 0 |
| 2022 2H | N/A | 0 | 0 | 0 | 0 |
| 2022 1H | N/A | 0 | 0 | 0 | 0 |
| 2021 2H | N/A | 0 | 0 | 0 | 0 |
| 2021 1H | N/A | 0 | 0 | 0 | 0 |
| 2020 2H | N/A | 0 | 0 | 0 | 0 |
| 2020 1H | N/A | 0 | 0 | 0 | 0 |
| 2019 2H | N/A | 0 | 0 | 0 | 0 |

“Surveillance is the business model of the Internet.”

- Bruce Schneier

Trap and Trace (PRTT) Orders

A Trap and Trace Order is a legal authorization issued by a court that allows law enforcement agencies to collect and monitor certain types of electronic communications data, such as phone numbers or email addresses, to identify the source and destination of communications. It is often used in investigations to track and gather information about potential suspects or individuals involved in criminal activities. The purpose of a Trap and Trace Order is to aid law enforcement in understanding the patterns and connections between various communication sources without intercepting the content of the communications themselves. It helps authorities gather investigative leads and obtain valuable information while respecting the privacy of the actual content of the messages.

| YEAR | RECEIVED | ANSWERED | IN PROCESS | ACCOUNTS AFFECTED |
|-----------|----------|----------|------------|-------------------|
| 2023 1H ★ | 0 | 0 | 0 | 0 |
| 2022 2H | 0 | 0 | 0 | 0 |
| 2022 1H | 0 | 0 | 0 | 0 |
| 2021 2H | 0 | 0 | 0 | 0 |
| 2021 1H | 0 | 0 | 0 | 0 |
| 2020 2H | 0 | 0 | 0 | 0 |
| 2020 1H | 0 | 0 | 0 | 0 |
| 2019 2H | 0 | 0 | 0 | 0 |

“Big Brother is watching you.”

- George Orwell

Search Warrants

A Search Warrant is a legal document issued by a judge that grants law enforcement officers the authority to search a specific location, such as a home, vehicle, or business premises, in order to gather evidence related to a crime. The warrant outlines the specific details of the location to be searched and the items or information sought. It is obtained when there is probable cause to believe that evidence of a crime exists at the designated location. A search warrant allows law enforcement to enter and search the premises, seize relevant items, and collect evidence that may be used in a criminal investigation or prosecution. It serves as a safeguard to protect individuals' rights by ensuring that searches are conducted lawfully and with proper judicial oversight.

| YEAR | RECEIVED | ANSWERED | IN PROCESS | ACCOUNTS AFFECTED |
|-----------|----------|----------|------------|-------------------|
| 2023 1H ★ | 0 | 0 | 0 | 0 |
| 2022 2H | 1* | 1* | 0 | 0 |
| 2022 1H | 0 | 0 | 0 | 0 |
| 2021 2H | 0 | 0 | 0 | 0 |
| 2021 1H | 0 | 0 | 0 | 0 |
| 2020 2H | 0 | 0 | 0 | 0 |
| 2020 1H | 0 | 0 | 0 | 0 |
| 2019 2H | 0 | 0 | 0 | 0 |

“Privacy for the weak and transparency for the powerful.”

- Julian Assange

Wiretap Orders

A Wiretap Order is a legal authorization granted by a judge that allows law enforcement agencies to intercept and monitor electronic communications, such as phone calls or internet-based communications, of specific individuals as part of a criminal investigation. This order permits the interception of the content of the communications, meaning the actual conversations or messages, rather than just the metadata or information about the communications. It is a powerful tool used in cases where there is a compelling need to gather direct evidence of criminal activity. Wiretap Orders require strict judicial oversight and are subject to stringent legal standards to balance the need for investigating crimes with protecting individuals' privacy rights.

| YEAR | RECEIVED | ANSWERED | IN PROCESS | ACCOUNTS AFFECTED |
|-----------|----------|----------|------------|-------------------|
| 2023 1H ★ | 0 | 0 | 0 | 0 |
| 2022 2H | 0 | 0 | 0 | 0 |
| 2022 1H | 0 | 0 | 0 | 0 |
| 2021 2H | 0 | 0 | 0 | 0 |
| 2021 1H | 0 | 0 | 0 | 0 |
| 2020 2H | 0 | 0 | 0 | 0 |
| 2020 1H | 0 | 0 | 0 | 0 |
| 2019 2H | 0 | 0 | 0 | 0 |

“Privacy is important because without it, what do you have?”

- Chelsea Manning

DMCA Takedown Notices

A DMCA (Digital Millennium Copyright Act) Takedown Notice is a formal request sent to an online service provider, such as a website or social media platform, asking them to remove or disable access to copyrighted material that is being shared without proper authorization. This notice is typically submitted by the copyright holder or their authorized representative and includes specific details about the infringing material and the rights being violated. The purpose of a DMCA Takedown Notice is to protect intellectual property rights and combat online copyright infringement. When a service provider receives a valid notice, they are legally obligated to promptly remove or disable access to the infringing content to avoid potential liability.

| YEAR | RECEIVED | ANSWERED | IN PROCESS | ACCOUNTS AFFECTED |
|-----------|----------|----------|------------|-------------------|
| 2023 1H ★ | 1 | 1 | 0 | 0 |
| 2022 2H | 1 | 1 | 0 | 0 |
| 2022 1H | 0 | 0 | 0 | 0 |
| 2021 2H | 2 | 2 | 0 | 0 |
| 2021 1H | 0 | 0 | 0 | 0 |
| 2020 2H | 2 | 2 | 0 | 0 |
| 2020 1H | 1 | 1 | 0 | 0 |
| 2019 2H | 0 | 0 | 0 | 0 |

It's time to demand transparency

Transparency is a critical value for AstroVPN as it aligns with our commitment to end-user privacy and maintaining trust. By operating at high levels of transparency, we enable the general public and our customer base to understand how we respond to legal requests for customer data. This openness ensures that our actions are accountable and that the information we release is accurate.

While security is undoubtedly important, demanding transparency fosters a climate of trust and empowers users to make informed decisions about their privacy. By prioritizing transparency, organizations can build stronger relationships with their customers and establish themselves as trustworthy stewards of sensitive data. It is essential for more organizations and users to demand transparency to create a culture where privacy and accountability are valued as integral components of the digital landscape.

Ad Astra!

