

2024 Platform.sh Transparency Reports

The following Transparency Reports include the Platform.sh, Blackfire, and Upsun services provided by Platform.sh.

Report on Governmental Authority Data Requests

Platform.sh, like many other technology companies, occasionally receives requests from law enforcement and governmental authorities seeking information about Platform.sh customers. These requests may be in the form of a National Security Letter, FISA or Cloud Act order, or other official law enforcement demand (e.g. subpoena, court order, search warrant). Whenever Platform.sh receives a request for data, we ask the law enforcement or governmental authority to make the request directly to the affected customer. Sometimes, direct governmental contact with the affected customer is not possible.

Platform.sh is obligated to comply with legally sound and verified requests for customer data. However, Platform.sh is committed to maintaining the trust of our customers and promises to do the following:

- diligently review and verify each request,
- challenge the release of personal data where possible, and/or narrow the request as much as possible,
- provide notice to our customers when not prohibited from doing so, and
- respond to the request accordingly

Further, to the extent permitted, Platform.sh informs our customers and the public about valid requests through this Transparency Report.

1. Requests from Non-EU Authorities

Due to the nature of Platform.sh's services, we have customers and subsidiaries worldwide. When we receive requests from non-EU law enforcement or governmental authorities, we work with the appropriate outside legal counsel to determine the validity of the request and our ability to respond under applicable laws.

Requesting Authority	Number of Requests	Content Data Disclosed		Metadata Disclosed		Number of Affected Clients
		Controller	Processor	Controller	Processor	
Law Enforcement	1	0	0	1	0	1
Other Governmental Authority	0	0	0	0	0	0

The following chart is a further breakdown of the USA-specific type of request received. Note that the numbers below are included in the chart above.

Type of Request	Number of Requests	Content Data Disclosed		Metadata Disclosed		Number of Affected Clients
		Controller	Processor	Controller	Processor	
National Security Letters	0	0	0	0	0	0
FISA orders	0	0	0	0	0	0
Cloud Act orders	0	0	0	0	0	0

2. Requests from EU Authorities

Requesting Authority	Number of Requests	Content Data Disclosed		Metadata Disclosed		Number of Affected Clients
		Controller	Processor	Controller	Processor	
Law Enforcement	1	0	0	1	0	1
Other Governmental Authority	0	0	0	0	0	0

Report on Abuse Reports Received

As an online platform, Platform.sh occasionally receives notices, complaints, or content removal requests from law enforcement, governmental authorities, or other parties regarding illegal content that has been hosted on Platform.sh (Abuse Reports).

Platform.sh is legally obligated to comply with valid requests and must take steps to protect its services against misuse, such as blocking users or suspending projects after prior warning to the customer providing the illegal content. Platform.sh may also suspend services on its own accord due to Terms of Service, legal, or other violations. However, Platform.sh will notify its customer of any decision it makes.

Further, to increase transparency regarding content moderation Platform.sh has engaged in during the past year, we publish the following report.

Type of Request	Total Number of Requests	Number of Unfounded Requests	Type of Illegal Content	Basis for Action Taken (Law or Terms of Service)	Average Time Needed for Taking Action (days)
Orders Received from Governmental Authorities	0	0	N/A	N/A	N/A
Complaints Received via Support Requests	0	0	Trademark/copyright infringement (0)	Terms of Service	N/A
Notices Submitted via Abuse Email	8	8	Trademark/copyright infringement (4) Unwanted content, Malicious content, and Phishing (4) Spam (0) Child Sexual Abuse Material (CSAM) or Child Sexual Exploitation and Abuse	Terms of Service	5.3 days

			(CSEA) content (0) Web crawling (0) Data breach (0) Hosting of abuse-type website/ Abusive activity (0) Attempts to access remote hosts on the internet without authorization (0)		
Content Moderation Engaged at Platform.sh's own Initiative	0	0	N/A	N/A	N/A