Khoros Transparency Report
for the period from August 1, 2022, to July 31, 2023

Khoros publishes this annual Transparency Report to share information with our customers about the types of government requests Khoros has received for customer data, if any, and how we have responded to them.

Government Information Requests

Khoros received 0 customer data requests from government authorities (e.g. wiretap orders, pen register/tap and trace orders, search warrants, orders issued under 18 U.S.C. § 2703(d), subpoenas, or emergency requests for disclosure) during the reporting period of August 1, 2021 to July 31, 2022. Khoros will publish this Transparency Report once per year going forward.

Khoros Principles Regarding Law Enforcement and Third-Party Requests

Khoros is committed to protecting the privacy and rights of our customers as well as respecting the rules and laws of the jurisdiction in which it operates. Consistent with these commitments, before we respond to third-party requests, including by governmental entities, for customer data, we will:

- Ensure that all law enforcement requests for customer data be accompanied by valid legal process from a law enforcement authority with jurisdiction.
- Only provide customer data in response to a law enforcement request when we reasonably believe that we are legally required to do so, in accordance with our Privacy Policy, Terms of Use, and our individual customer agreements.
- Review all law enforcement requests to protect the privacy and rights of our customers to ensure they comply with the law.
- Notify our customer(s) of all requests for their information and provide them with an opportunity to object to the disclosure when we respond unless we are explicitly prohibited from doing so by law.
- Provide regular updates to the impacted customer on any law enforcement request that we have received unless we are explicitly prohibited from doing so by law.
- Document the details related to any law enforcement request received (including the legal reasoning provided and the actors involved), our assessment of the legality of the law enforcement request, and any challenges that we make to it; and, to the extend permissible, we will make this documentation available to the impacted customer(s) upon request.
- Publish reports summarizing government requests for information to our customers.

For additional information on how Khoros responds to third party requests, please refer to our Policy on Law Enforcement Requests here.