December 12, 2016

Dear Ms. Ozer and Mr. Cagle,

You've recently reached out to Twitter with several questions about Dataminr, a company that receives public Twitter data and provides breaking news alerts to news agencies and other organizations.

As we laid out in our recent blog post, our long-standing position has been that the use of Twitter data for surveillance is strictly prohibited, and we continue to expand our enforcement efforts. We have worked with Dataminr to provide input on their product and understand how they market and provide services to law enforcement as part of that commitment. Dataminr only receives data from Twitter that users choose to make public, and is required to comply with all of Twitter's policies prohibiting surveillance - like all other developers.

Over the course of this year, Dataminr has refined its product for public sector users to be tailored to its core value proposition of breaking news alerts. Together, we have worked towards a focused Dataminr breaking news alert product for the purpose of first responders learning about news and events as early as possible. We see public benefit in a targeted Dataminr alerts product of this kind.

We have shared our concerns with Dataminr regarding fusion centers. In light of these concerns, Dataminr will no longer support direct access by fusion centers, and has informed us that any accounts accessible by fusion center email addresses have been notified that their access is now terminated. Dataminr news alerts (and only news alerts) will still be directly available to law enforcement and other organizations that support first response, subject to Dataminr and Twitter policies.

We have also reached out to Dataminr, who asked us to pass along the following statement about what their product does - and does not - do.

> Dataminr is committed to privacy and civil liberties protections. We have worked closely with Twitter to modify our product and incorporate feedback that ensures the strongest safeguards are in place for people who use Twitter.

> We offer a limited version of our product, which provides tailored breaking news alerts based on public Tweets, to those supporting the mission of first response. Datatminr's product does not provide any government customers with their own direct firehose access or features to export data; the ability to search raw historical Tweet archives or to target or profile users; conduct geospatial analysis; or any form of surveillance.

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We continue to improve our understanding of how law enforcement uses Twitter data across the ecosystem. We welcome the feedback and partnership from the ACLU and other civil liberties groups to increase transparency and protect people who use Twitter. We will continue to work with developers, as we have with Dataminr, who show a commitment to improvement and transparency to address concerns. Where appropriate, we will also take more aggressive measures including suspension of access.

Sincerely,

Colin Crowell
Vice President, Global Public Policy