

Legal Process Guidelines

Government & Law Enforcement Information Requests

These guidelines are provided for use by government agents and law enforcement officials when seeking information from Tesla about customers of our vehicle or energy products and services.

General Information

To maintain the trust of our customers, we strive to ensure that our policies and practices provide clarity, consistency, and give customers control over their personal data. In keeping with this commitment, we respond to requests for customer data in accordance with our [Privacy Notice](#) and other applicable legal [terms](#), and require that such requests comply with established legal processes. These Guidelines are not intended to provide legal advice. Nothing within these Guidelines is meant to create any enforceable rights against Tesla, and our policies may be updated or changed in the future without further notice.

Tesla has a centralized process for receiving, tracking, processing, and responding to legitimate legal requests from government and law enforcement agencies from when they are received until when a response is provided. A trained team in our regional legal department reviews and evaluates all requests received, and requests which Tesla determines to have no valid legal basis or is considered to be unclear, inappropriate or over-broad are objected to, challenged or rejected.

Subpoenas, search warrants, and court orders that law enforcement submits to Tesla should seek information regarding a particular Tesla product (vehicle or energy device), or customer and the specific service(s) that Tesla may provide to that customer. Tesla may only provide customer data relevant to the legal request in so far as Tesla still possesses the requested information pursuant to its data retention policies. Other data is retained only for the period necessary to fulfill the purposes outlined in our Privacy Notice, is in a form that is not personally identifiable, or stored in an end-to-end encrypted format that Tesla cannot decrypt.

Procedure for US Law Enforcement Requests

Data Requests

Tesla accepts service of legally valid government or law enforcement information requests, provided that there is an appropriate legal basis or customer consent, with the exception of emergency circumstances as defined in the Electronic Communications Privacy Act 1986 (ECPA). To submit a request, complete the [Government & Law Enforcement Information Request](#) form.

For inquiries related to the law enforcement legal process, [contact us](#). If you are inquiring regarding the status of your request, please allow 14 business days after submission unless the matter involves imminent harm to another individual or property. Note, all other legal requests that are not made by a government or law enforcement agency should be served on CT Corporation (Tesla's registered agent for service of process).

Preservation Requests

Authorized law enforcement agents may seek the preservation of data pursuant to 18 U.S.C. § 2703(f) using the [Government & Law Enforcement Information Request](#) form. If granted, a preservation request is a one-time snapshot of the customers Tesla Account details at the time we receive the preservation request; it is not an ongoing, real-time preservation of data. Tesla will preserve such records for 90 days. Tesla will extend that preservation an additional 90 days (for a total of 180 days), if requested to do so by law enforcement.

Emergency Requests

Requests that are deemed an emergency may be submitted through our [Government & Law Enforcement Information Request](#) form. Tesla will only fulfill such a request where it has a good-faith belief that an emergency involving danger of death or serious physical injury to a person requires disclosure without delay of information related to the emergency. The information disclosed will be limited to the data necessary to specifically address the ongoing emergency.

Customer Notice

Tesla uses reasonable efforts to notify the affected customer (excluding enterprise vehicles or preservation requests) when their Tesla Account information is being sought in response to a valid legal request from government or law enforcement, except where providing notice is explicitly prohibited by (a) the valid legal request, (b) by a separate court order, (c) by applicable law, (d) or where Tesla, in its sole discretion, believes that providing notice would be futile, ineffective, or would create a risk of injury or bodily harm to an individual, group, or to its property.

Delayed notification and non-disclosure orders issued to Tesla should include a judicial determination that there is reason to believe that notification of the existence of the court order will have one or more of the following adverse results: endangering the life or physical safety of an individual; flight from prosecution; destruction of or tampering with evidence; intimidation of potential witnesses; or otherwise materially jeopardizing an investigation or unduly delaying a trial.

US Attorney General Communications

If you represent a regulatory body or licensing entity (including department of motor vehicle, department of revenue, state office of attorney general) and are seeking to notify Tesla of a regulatory customer complaint, you may do so by contacting our [Attorney General Inquiry](#) department. Law enforcement requests, or data requests should not be submitted to this email address.

Procedure for Non-US Law Enforcement Requests

European Economic Area (EEA)

Tesla processes requests from government officials and law enforcement agents worldwide, in accordance with the instructions of the relevant data controller. Upon receiving a valid request addressed to a local Tesla entity in the requestor's jurisdiction, Tesla may disclose the requested data if doing so would be consistent with local law of the requesting authority, and any other applicable laws, such as the EU's General Data Protection Regulation (GDPR), Tesla's customer Privacy Notice and other applicable legal terms. To submit a request, complete the [Government & Law Enforcement Information Request](#) form.

Note, Tesla uses reasonable efforts to notify the affected customer (excluding enterprise vehicles or preservation requests) when their Tesla Account information is being sought in response to a legally binding request from government or law enforcement, except where providing notice is explicitly prohibited by local law. Note, Preservation Requests and Emergency Requests are not available in the EEA.

Other Regions

Upon receiving valid legal process, a preservation request, or an emergency request, Tesla may disclose the requested data if doing so would be consistent with local law of the requesting authority, Tesla's customer Privacy Notice and other applicable legal terms. To submit a request, complete the [Government & Law Enforcement Information Request](#) form. Note, Tesla uses reasonable efforts to notify the affected customer (excluding enterprise vehicles or preservation requests) when their Tesla Account information is being sought in response to a legally binding request from government or law enforcement, except where providing notice is explicitly prohibited by local law.