

braze | Transparency Report

Braze Approach

Braze is a 'privacy first' company that invests heavily in privacy and security. Protecting the confidentiality and integrity of our customers' data is essential for us to earn and maintain the trust of our customers.

Requests For Disclosure

Governments can issue requests to organizations to disclose certain information for civil, administrative, criminal and national security purposes ("Requests"). Braze has a policy that it does not voluntarily disclose or provide Customer Data in response to an informal request. Braze will only provide information where there is a valid Request and Braze is legally compelled to comply. This approach reflects both the importance of our confidentiality obligations and our duty to comply with applicable laws.

In the spirit of demonstrating our commitment to robust privacy practices, we choose to make publicly available this Braze Transparency Report. This Report records the Requests relating to the Braze Services that Braze has received and that we are legally permitted to disclose, and how we have responded to them. This Report covers the period from January 2016. From 1 February 2021, we are also reporting on Requests received by Braze Sub-processors relating to Customer Data that we have been notified of. This Report is updated every six months. If Braze receives a Request, we will review the Request before responding. Our response may include notifying the relevant Customer (where allowed by law), contesting the Request, asking for the Request to be narrowed, and/or complying partially or fully with the Request.

What follows are details of Requests received by Braze and how Braze has responded to such Requests, where we are legally permitted to publicly publish such information.

Please contact the Braze Privacy Team at privacy@braze.com should you have any questions.



Transparency Report

1 August 2023 - 31 January 2024

Authority Location	US	EU	Other
Category of Requests			
Subpoena	0	0	0
Warrant	0	0	0
Court Order	0	0	0
Diplomatic Request	0	0	0
National Security Request	0	0	0
Preservation Request	0	0	0
Other	0	0	0
Total volume of requests	0	0	0
Requesting Authority			
Government Agency	0	0	0
Court	0	0	0
Law Enforcement	0	0	0
Other Government Body	0	0	0
Organization Receiving A Request			
Braze	0	0	0
Braze Sub-processor	0	0	0
Requests Challenged			
Challenged by Braze	0	0	0
Challenged with Customer	0	0	0
Challenge Allowed	0	0	0
Challenge Partially Allowed	0	0	0
Challenge Disallowed	0	0	0
Disclosure			
Yes - Full Disclosure	0	0	0
Yes - Partial Disclosure	0	0	0
None	0	0	0
Customer/s Notified			
Yes	0	0	0
No	0	0	0
Not Permitted	0	0	0



Transparency Report

1 February 2023 - 31 July 2023

Authority Location	US	EU	Other
Category of Requests			
Subpoena	0	0	0
Warrant	0	0	0
Court Order	0	0	0
Diplomatic Request	0	0	0
National Security Request	0	0	0
Preservation Request	0	0	0
Other	0	0	0
Total volume of requests	0	0	0
Requesting Authority			
Government Agency	0	0	0
Court	0	0	0
Law Enforcement	0	0	0
Other Government Body	0	0	0
Organization Receiving A Request			
Braze	0	0	0
Braze Sub-processor	0	0	0
Requests Challenged			
Challenged by Braze	0	0	0
Challenged with Customer	0	0	0
Challenge Allowed	0	0	0
Challenge Partially Allowed	0	0	0
Challenge Disallowed	0	0	0
Disclosure			
Yes - Full Disclosure	0	0	0
Yes - Partial Disclosure	0	0	0
None	0	0	0
Customer/s Notified			
Yes	0	0	0
No	0	0	0
Not Permitted	0	0	0



Transparency Report

1 August 2022 - 31 January 2023

Authority Location	US	EU	Other
Category of Requests			
Subpoena	0	0	0
Warrant	0	0	0
Court Order	0	0	0
Diplomatic Request	0	0	0
National Security Request	0	0	0
Preservation Request	0	0	0
Other	0	0	0
Total volume of requests	0	0	0
Requesting Authority			
Government Agency	0	0	0
Court	0	0	0
Law Enforcement	0	0	0
Other Government Body	0	0	0
Organization Receiving A Request			
Braze	0	0	0
Braze Sub-processor	0	0	0
Requests Challenged			
Challenged by Braze	0	0	0
Challenged with Customer	0	0	0
Challenge Allowed	0	0	0
Challenge Partially Allowed	0	0	0
Challenge Disallowed	0	0	0
Disclosure			
Yes - Full Disclosure	0	0	0
Yes - Partial Disclosure	0	0	0
None	0	0	0
Customer/s Notified			
Yes	0	0	0
No	0	0	0
Not Permitted	0	0	0



Transparency Report

1 February 2022 - 31 July 2022

Authority Location	US	EU	Other
Category of Requests			
Subpoena	0	0	0
Warrant	0	0	0
Court Order	0	0	0
Diplomatic Request	0	0	0
National Security Request	0	0	0
Preservation Request	0	0	0
Other	0	0	0
Total volume of requests	0	0	0
Requesting Authority			
Government Agency	0	0	0
Court	0	0	0
Law Enforcement	0	0	0
Other Government Body	0	0	0
Organization Receiving A Request			
Braze	0	0	0
Braze Sub-processor	0	0	0
Requests Challenged			
Challenged by Braze	0	0	0
Challenged with Customer	0	0	0
Challenge Allowed	0	0	0
Challenge Partially Allowed	0	0	0
Challenge Disallowed	0	0	0
Disclosure			
Yes - Full Disclosure	0	0	0
Yes - Partial Disclosure	0	0	0
None	0	0	0
Customer/s Notified			
Yes	0	0	0
No	0	0	0
Not Permitted	0	0	0



Transparency Report

1 August 2021 - 31 July 2022

Authority Location	US	EU	Other
Category of Requests			
Subpoena	1	0	0
Warrant	0	0	0
Court Order	0	0	0
Diplomatic Request	0	0	0
National Security Request	0	0	0
Preservation Request	0	0	0
Other	0	0	0
Total volume of requests	1	0	0
Requesting Authority			
Government Agency	1	0	0
Court	0	0	0
Law Enforcement	0	0	0
Other Government Body	0	0	0
Organization Receiving A Request			
Braze	1	0	0
Braze Sub-processor	0	0	0
Requests Challenged			
Challenged by Braze	1	0	0
Challenged with Customer	0	0	0
Challenge Allowed	1	0	0
Challenge Partially Allowed	0	0	0
Challenge Disallowed	0	0	0
Disclosure			
Yes - Full Disclosure	0	0	0
Yes - Partial Disclosure	0	0	0
None	1	0	0
Customer/s Notified			
Yes	0	0	0
No	1	0	0
Not Permitted	0	0	0



Transparency Report

1 February 2021 - 31 July 2021

Authority Location	US	EU	Other
Category of Requests			
Subpoena	1	0	0
Warrant	0	0	0
Court Order	0	0	0
Diplomatic Request	0	0	0
National Security Request	0	0	0
Preservation Request	0	0	0
Other	0	0	0
Total volume of requests	1	0	0
Requesting Authority			
Government Agency	1	0	0
Court	0	0	0
Law Enforcement	0	0	0
Other Government Body	0	0	0
Organization Receiving A Request			
Braze	1	0	0
Braze Sub-processor	0	0	0
Requests Challenged			
Challenged by Braze	1	0	0
Challenged with Customer	0	0	0
Challenge Allowed	1	0	0
Challenge Partially Allowed	0	0	0
Challenge Disallowed	0	0	0
Disclosure			
Yes - Full Disclosure	0	0	0
Yes - Partial Disclosure	0	0	0
None	1	0	0
Customer/s Notified			
Yes	0	0	0
No	1	0	0
Not Permitted	0	0	0



Transparency Report

1 August 2020 - 31 January 2021

Authority Location	US	EU	Other
Category of Requests			
Subpoena	1	0	0
Warrant	0	0	0
Court Order	0	0	0
Diplomatic Request	0	0	0
National Security Request	0	0	0
Preservation Request	0	0	0
Other	0	0	0
Total volume of requests	0	1	0
Requests Challenged			
Challenged by Braze	0	1	0
Challenged with Customer	0	0	0
Disclosure			
Yes - Full Disclosure	0	0	0
Yes - Partial Disclosure	0	0	0
None	0	1	0
Customer/s Notified			
Yes	0	0	0
No	0	1	0
Not Permitted	0	0	0



Transparency Report

1 February 2020 - 31 July 2020

Authority Location	US	EU	Other
Category of Requests			
Subpoena	0	0	0
Warrant	0	0	0
Court Order	0	0	0
Diplomatic Request	0	0	0
National Security Request	0	0	0
Preservation Request	0	0	0
Other	0	0	0
Total volume of requests	0	0	0
Requests Challenged			
Challenged by Braze	0	0	0
Challenged with Customer	0	0	0
Disclosure			
Yes - Full Disclosure	0	0	0
Yes - Partial Disclosure	0	0	0
None	0	0	0
Customer/s Notified			
Yes	0	0	0
No	0	0	0
Not Permitted	0	0	0



Transparency Report

1 August 2019 - 31 January 2020

Authority Location	US	EU	Other
Category of Requests			
Subpoena	0	0	0
Warrant	0	0	0
Court Order	0	0	0
Diplomatic Request	0	0	0
National Security Request	0	0	0
Preservation Request	0	0	0
Other	0	0	0
Total volume of requests	0	0	0
Requests Challenged			
Challenged by Braze	0	0	0
Challenged with Customer	0	0	0
Disclosure			
Yes - Full Disclosure	0	0	0
Yes - Partial Disclosure	0	0	0
None	0	0	0
Customer/s Notified			
Yes	0	0	0
No	0	0	0
Not Permitted	0	0	0



Transparency Report

1 February 2019 - 31 July 2019

Authority Location	US	EU	Other
Category of Requests			
Subpoena	0	0	0
Warrant	0	0	0
Court Order	0	0	0
Diplomatic Request	0	0	0
National Security Request	0	0	0
Preservation Request	0	0	0
Other	0	0	0
Total volume of requests	0	0	0
Requests Challenged			
Challenged by Braze	0	0	0
Challenged with Customer	0	0	0
Disclosure			
Yes - Full Disclosure	0	0	0
Yes - Partial Disclosure	0	0	0
None	0	0	0
Customer/s Notified			
Yes	0	0	0
No	0	0	0
Not Permitted	0	0	0



Transparency Report

1 August 2018 - 31 January 2019

Authority Location	US	EU	Other
Category of Requests			
Subpoena	0	0	0
Warrant	0	0	0
Court Order	0	0	0
Diplomatic Request	0	0	0
National Security Request	0	0	0
Preservation Request	0	0	0
Other	0	0	0
Total volume of requests	0	0	0
Requests Challenged			
Challenged by Braze	0	0	0
Challenged with Customer	0	0	0
Disclosure			
Yes - Full Disclosure	0	0	0
Yes - Partial Disclosure	0	0	0
None	0	0	0
Customer/s Notified			
Yes	0	0	0
No	0	0	0
Not Permitted	0	0	0



Transparency Report

1 February 2018 - 31 July 2018

Authority Location	US	EU	Other
Category of Requests			
Subpoena	0	0	0
Warrant	0	0	0
Court Order	0	0	0
Diplomatic Request	0	0	0
National Security Request	0	0	0
Preservation Request	0	0	0
Other	0	0	0
Total volume of requests	0	0	0
Requests Challenged			
Challenged by Braze	0	0	0
Challenged with Customer	0	0	0
Disclosure			
Yes - Full Disclosure	0	0	0
Yes - Partial Disclosure	0	0	0
None	0	0	0
Customer/s Notified			
Yes	0	0	0
No	0	0	0
Not Permitted	0	0	0



Transparency Report

1 August 2017 - 31 January 2018

Authority Location	US	EU	Other
Category of Requests			
Subpoena	0	0	0
Warrant	0	0	0
Court Order	0	0	0
Diplomatic Request	0	0	0
National Security Request	0	0	0
Preservation Request	0	0	0
Other	0	0	0
Total volume of requests	0	0	0
Requests Challenged			
Challenged by Braze	0	0	0
Challenged with Customer	0	0	0
Disclosure			
Yes - Full Disclosure	0	0	0
Yes - Partial Disclosure	0	0	0
None	0	0	0
Customer/s Notified			
Yes	0	0	0
No	0	0	0
Not Permitted	0	0	0



Transparency Report

1 February 2017 - 31 July 2017

Authority Location	US	EU	Other
Category of Requests			
Subpoena	0	0	0
Warrant	0	0	0
Court Order	0	0	0
Diplomatic Request	0	0	0
National Security Request	0	0	0
Preservation Request	0	0	0
Other	0	0	0
Total volume of requests	0	0	0
Requests Challenged			
Challenged by Braze	0	0	0
Challenged with Customer	0	0	0
Disclosure			
Yes - Full Disclosure	0	0	0
Yes - Partial Disclosure	0	0	0
None	0	0	0
Customer/s Notified			
Yes	0	0	0
No	0	0	0
Not Permitted	0	0	0



Transparency Report

1 August 2016 - 31 January 2017

Authority Location	US	EU	Other
Category of Requests			
Subpoena	0	0	0
Warrant	0	0	0
Court Order	0	0	0
Diplomatic Request	0	0	0
National Security Request	0	0	0
Preservation Request	0	0	0
Other	0	0	0
Total volume of requests	0	0	0
Requests Challenged			
Challenged by Braze	0	0	0
Challenged with Customer	0	0	0
Disclosure			
Yes - Full Disclosure	0	0	0
Yes - Partial Disclosure	0	0	0
None	0	0	0
Customer/s Notified			
Yes	0	0	0
No	0	0	0
Not Permitted	0	0	0



Transparency Report

1 January 2016 - 31 July 2016

Authority Location	US	EU	Other
Category of Requests			
Subpoena	0	0	0
Warrant	0	0	0
Court Order	0	0	0
Diplomatic Request	0	0	0
National Security Request	0	0	0
Preservation Request	0	0	0
Other	0	0	0
Total volume of requests	0	0	0
Requests Challenged			
Challenged by Braze	0	0	0
Challenged with Customer	0	0	0
Disclosure			
Yes - Full Disclosure	0	0	0
Yes - Partial Disclosure	0	0	0
None	0	0	0
Customer/s Notified			
Yes	0	0	0
No	0	0	0
Not Permitted	0	0	0