KIK's GUIDE FOR LAW ENFORCEMENT

Thanks for checking out our law enforcement guide. We take the safety of our users very seriously, and we hope this guide will be a useful tool for you. It includes information about our app; the features and functions we offer to help keep our users safe; and how we can work with you if you're investigating a case that involves a Kik user.

If you have questions that aren't answered in our guide, you can reach us at <u>lawenforcement@kik.com</u>.



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What is Kik?

Kik is a smartphone messenger application that lets users connect with their friends and the world around them through chat. Users can send text, pictures, videos and more – all with the app.

Kik is available for download through the iOS App Store and the Google Play store on most iOS (iPhone, iPod, iPad), Android (including Kindle Fire) and Windows 7 devices. Users may also be using Kik on their Symbian-based or BlackBerry 4.6-7 phone, however, as of May, 2014, it's no longer possible to download or register new accounts on these devices.

Kik is free to download and uses an existing Wi-Fi connection or data plan to send and receive messages.

Age Rating

Kik is rated 12+ in the iTunes Store and Teen in the Google Play store, and a user must enter their birthdate and be 13 years of age or older in order to register a Kik account.

Children under the age of 13 are prohibited from having a Kik account, by the Kik Terms of Service. If Kik obtains knowledge that a user is under the age of 13, it's our policy to permanently deactivate their account and delete their personal information, unless otherwise notified by law enforcement.

Kik's philosophy/approach

We believe that Kik users need to feel safe and respected when they use our services, and we need to be good corporate citizens in providing our service. To be sure of this, we will follow three principles:

- We will comply with applicable law;
- We will protect our users' privacy; and
- We will promote user safety on Kik.

Kik Interactive is located in Ontario, Canada, and as such is governed by Canadian law.

Safety features on Kik

Kik usernames

Unlike many other smartphone instant messengers, which are based on a users' phone number, we use usernames to identify our users. By using usernames instead of phone numbers as the unique identifier on Kik, users' personal information like cell phone numbers and email addresses are never shared by Kik.

• If a Kik user is an active user of other social apps and sites, they might choose to share their username on those sites to connect with their followers from there. Posting their Kik username somewhere like Twitter or Instagram, or on a Kik optimized webpage, will make it publicly available. This means that people they don't know may be able to send messages to them.



Blocking users

The "Block" feature allows our users to block all contact with another user, without revealing to the other user that they've been blocked. Blocking someone means that messages from the blocked user will be hidden, and all conversations with this person will be deleted from the blocker's Kik app. The blocked user's username will no longer appear in the blocker's list of contacts in Kik.

Blocking in groups

If someone a user has blocked adds them to a group, or is in a group with them, messages from them will appear as ***Blocked Message***.

New People

The 'New People' feature gives users full control over who they talk to. With the latest version of Kik, this safety feature puts messages from new people into a separate section called 'New Chats'. In messages from new people, the profile pictures are blurred along with pictures or content messages they may have sent. A user has the option to either start a chat with them or to delete, block, or report as spam.

Kik username

Kik Username

- 100% unique
- Can never be replicated
- Can never be changed
- May include lower and upper case letters, numbers and/or periods and underscores.
- Will never contain spaces, emoticons or special characters

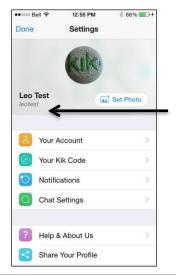
A Kik username is the only unique identifier in our system, and the only way we can identify a unique Kik account. Information like a phone number, first and last name (display name), or an email address will not allow us to identify a user in our system. We must be provided with the exact Kik username to do any type of search in our system.

Locating a Kik username

<u>'My Profile'</u>

Open the Kik app on the user's device, the main conversation screen will appear > tap the cogwheel

Example screenshot to the right: Display Name: Leo Test Username: leo

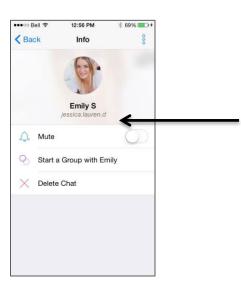




'Friend's Profile'

Open the Kik app on the user's device, the main screen will appear > tap the chat conversation > tap the double circle icon in top right corner

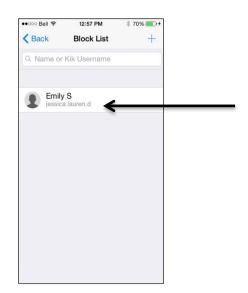
Example screenshot to the right: Display Name: Emily S Username: jessica.lauren.d



<u>'Block List'</u>

Open the Kik app on the user's device, the main screen will appear > tap 'chat settings' > tap 'Block List'

Example screenshot to the right: Display Name: Emily S Username: jessica.lauren.d



Submitting an Order to Kik

Kik Interactive, Inc. is located in Ontario, Canada, so we're governed by Canadian law. That means we'll need a valid Order (i.e., a subpoena or warrant issued or an order made by a court, person or body with jurisdiction to compel the production of information) before we're able to consider releasing user data.

Preparing your Order:

All Orders must include the following:

- Addressed to 'Kik Interactive, Inc.'
- Contain a valid Kik username(s). *Please see page 4-5 for details on locating the username*
- Contain a specific list of user data that you're requesting



- Signed and dated
- The way in which the disclosed data should be delivered to law enforcement
- Orders can be emailed to lawenforcement@kik.com using the subject line "LAW ENFORCEMENT ORDER"

We disclose account records in accordance with our terms of service and applicable law. That means that we must receive an Order to allow us to consider disclosing basic subscriber data, content, and/or historical data.

Agencies outside of Canada may need to submit a Mutual Legal Assistance Treaty (MLAT) request through the proper legal authorities in order to obtain any user data from us.

Requests for information should be specific in nature. Overly broad requests will cause significant delays in responding, and in some cases may mean we are not able to respond to your request.

Data that may be available pursuant to a valid Order:

Subscriber data, this information isn't verified by Kik, meaning we don't have any way to know if it's accurate.

- Basic subscriber information provided by the user, such as first and last name and email address
- Link to the most current profile picture
- Device related information
- Account creation date and Kik version
- Birthdate (new registrations after November 2014)
- User location information, including most recent IP address (after November 2013)

Content and/or Historical User Data:

- <u>Photographs and/or videos</u> sent or received by the Kik user, depending on the version of Kik that the user is using. Photographs and videos are not accessible to our Law Enforcement Operations team, and are automatically deleted within a short period after they are sent
- <u>Historical IP addresses</u> used by the Kik user. *Please note that these IP addresses are provided by a third party, not by us*
- <u>Transactional chat log timestamps</u>, these are similar to call detail records available from wireless carriers and will never include the text of the conversation or the phone numbers of the individuals involved
- <u>Roster log</u> is a record showing who the user has added and/or blocked

NOTE: We don't have access to the text of Kik conversations. For some versions of Kik, conversations are ONLY stored on the phones of the Kik users involved in the conversation. For other versions of Kik (which allows users to access their message history after logging out and then back in to their Kik account), the text of recent conversations is temporarily stored by us in a format that we can't read.

PLEASE NOTE: We reserve the right pursuant to applicable law to refuse to provide information.



Emergency Disclosure Requests

For emergency cases involving the <u>imminent threat of death or serious physical injury</u> to any person, we have established an Emergency Disclosure Request process to allow the release of limited basic subscriber data.

Submitting an Emergency Disclosure Request:

Our Emergency Disclosure Request form, (along with instructions for completing and submitting the form correctly) can be downloaded from our Resource Center at http://kik.com/lawenforcement. To ensure quick processing of your Emergency Disclosure Request, please submit the request to lawenforcement@kik.com using the email subject line "EMERGENCY DISCLOSURE REQUEST".

Once we receive your completed form, we'll review and acknowledge receipt of your Emergency Disclosure Request. If the investigation meets our emergency criteria, we'll provide the investigating officer with a Glossary of Terms along with the data response if there's data available.

TIP: If you don't use **EMERGENCY DISCLOSURE REQUEST** in the subject line of your email, our Law Enforcement Operations team won't be notified of your request, and won't be able to respond to your request on an expedited basis.

PLEASE NOTE: We always recommend that Kik users who are aware of an emergency situation immediately contact their local law enforcement agency for help.

Preservation Requests

We understand that obtaining a judicial order occasionally takes time. If an Order isn't yet available, we may voluntarily preserve information once we receive a formal preservation request from a law enforcement agency. We accept preservation requests from any law enforcement agency globally.

Submitting a Preservation Request:

Our Preservation Request form (along with instructions for completing and submitting the form correctly) can be downloaded from our website at <u>http://kik.com/lawenforcement</u>.

Completed Preservation Request forms can be emailed to the Law Enforcement Operations team at <u>lawenforcement@kik.com</u>. Please include the words "Preservation Request" in the subject line. Once we receive your completed form, Kik will review and acknowledge receipt of the preservation request.

We'll preserve all data pursuant to a Preservation Request for a period of 90 days. Should you need us to preserve data for an additional 90 days, please submit a preservation extension request approximately one week before your original request expires. Please complete a new Preservation Request form and check off the 'extension box'. If the preservation request expires, we can't confirm that data still exists in our system.



If we receive a preservation request with an invalid username, or a request that doesn't include a Kik username, unfortunately we won't be able to preserve any information. In that situation, we'll let you know, and will request an updated preservation request form with the correct information. Please see pages 4-5 for details on locating a Kik username.

Reporting to Police

If we have reasonable grounds to believe that Kik has been used to commit a child pornography offence, we'll file a report with our local law enforcement agency.

Impersonation reports

Kik users are encouraged to contact our Kik Support team if they feel they are being impersonated on Kik. The Support team will investigate the report, and take action as appropriate. They may remove the profile picture from an account, and/or deactivate the impersonating account. In the event that the Kik Support team isn't able to investigate or make a determination about an impersonation report, they may recommend that the user contact law enforcement for additional help. The Kik Support team can be reached at support@kik.com.

PLEASE NOTE: Law enforcement can email the Trust & Safety team if they'd like an account permanently deactivated.

Charges and Convictions

Please let us know as soon as possible if the individual associated with the Kik username identified in your request is convicted of an offence that involves unlawful or inappropriate use of our products or services. By notifying us, we'll be in a position to take appropriate steps under our Terms of Service. In most (if not all) cases, we will remove the individual's account from our platform.

We also invite you to let us know if the individual is charged with an offence that involves unlawful or inappropriate use of our products or services. Upon receiving this information we'll be in a position to undertake an internal review of the individual's use of Kik and determine if removing the individual's account from our platform is warranted prior to the prosecution proceeding to court.

Contacting the Kik Trust & Safety Team

Our team is small, and we do everything we can to ensure that we respond quickly to urgent inquiries from law enforcement. To help us do so, please direct all inbound inquiries and/or orders to the Trust & Safety team at <u>lawenforcement@kik.com</u>. Our system will only allow emails submitted from government agency email addresses. All non-agency email addresses are blocked.

- Our mailing address is 420 Weber St North, Suite I, Waterloo ON N2L 4E7 CANADA
- We are unable to accept inquiries by fax



TIP: Be sure to ask your IT team to "allow" emails from our <u>lawenforcement@kik.com</u> email address, so our replies aren't filtered as spam.

