

HOW ORACLE HANDLES

Legal Access Requests

This document addresses common questions about how Oracle handles legal access requests, including government and law enforcement requests for information.

Receiving legal access requests

All Oracle employees and contractors who may receive legal access requests are required to promptly forward legal access requests to their appropriate Legal contact. Oracle has global and regional legal teams that are responsible for evaluating each legal access request on a case-by-case basis to determine whether such disclosure request is binding on Oracle and valid under applicable law.

Notifying and challenging legal access requests

Customers typically have direct access to their data stored in their tenancy. Oracle, therefore, believes that customers are generally in a better position to identify and access their own data in response to a legal access request.

However, in the event that Oracle receives a disclosure request directly from a law enforcement or government authority, the [Data Processing Agreement for Oracle Services](#) (Section 10) and [Oracle's Binding Corporate Rules](#) (BCR-p) (Section 3.4) provide for the following safeguards:

- Oracle will challenge any access request that is not binding and valid under applicable law. Some statutes, such as the US CLOUD Act, provide multiple avenues for services providers to challenge access requests;
- Oracle will promptly notify the customer, as well as the customer's and Oracle's data protection authorities, without otherwise responding to the access request (subject to the below);
- In the event that Oracle is expressly prohibited under applicable law from informing the customer, such as to preserve the confidentiality of a criminal investigation, Oracle will request that the authority who made the request waive this non-disclosure prohibition. Oracle documents that it has requested such a waiver;
- Oracle will request that the authority that made the request extend the response deadline to enable the customer's and Oracle's data protection authorities to take a view on the validity of the request;
- Oracle will provide the minimum amount of information permissible when responding to a legal access request based on a reasonable interpretation of the request.

In order to enforce these commitments, Oracle maintains a Third Party Information Access Request policy which defines the requirements for all Oracle staff and contractors on how to properly handle government access requests, including legal oversight by global and regional legal teams, procedural steps, and training on GDPR and other applicable privacy and data protection principles.

Transparency Reports

Twice a year, Oracle publishes a transparency report to provide information regarding requests submitted by law enforcement, judicial authorities, and government agencies from around the world. In particular, the report provides information about the type of request, number of requests received, country of origin, and whether Oracle has provided a response.

The current report is available [here](#).