

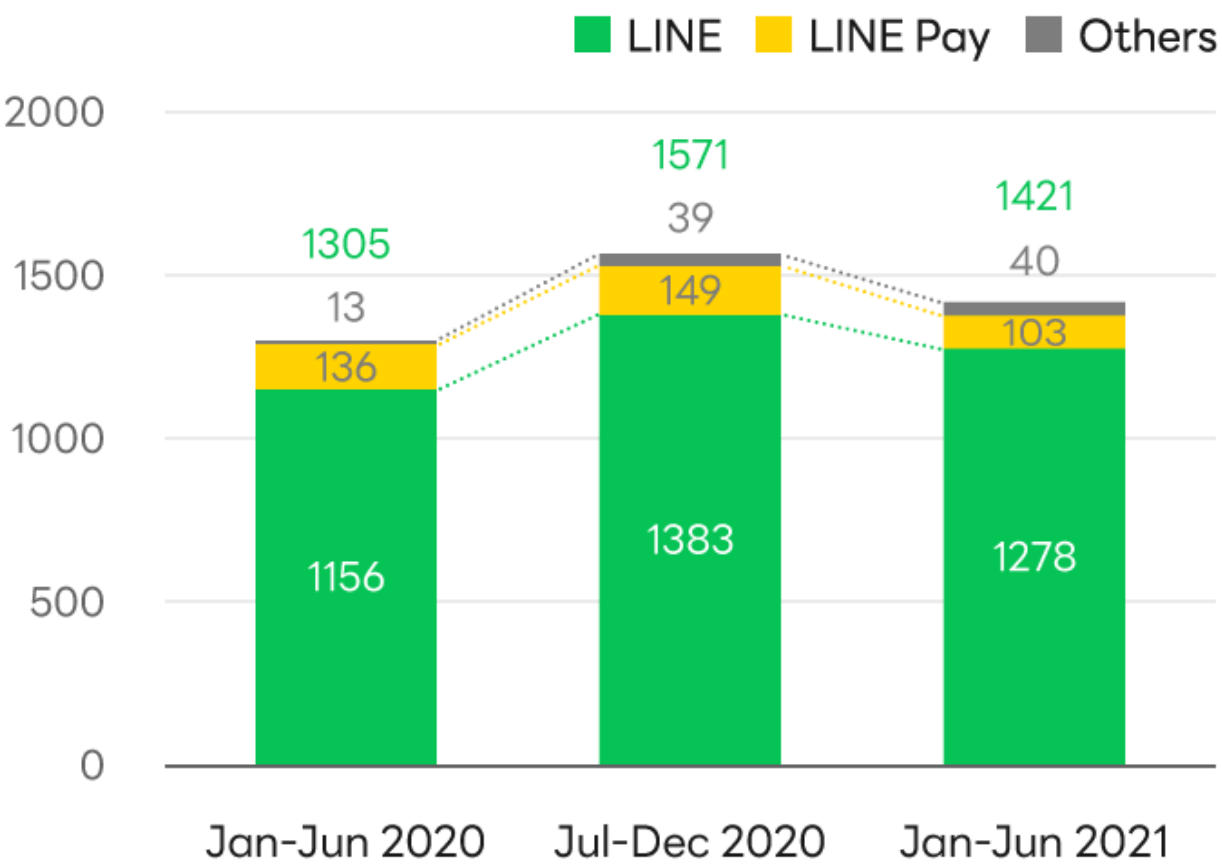
LINE Transparency Report

English

Jan-Jun 2021

User Information Disclosure/Deletion Requests From Law Enforcement

Cases User Information is Provided



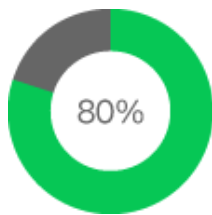
Summary of January - June 2021

↑ 1421
↓ 2037



Requests and Disclosures

We received 2,037 requests in total and made 1,421 disclosures.



Law Enforcement

Requests from Japanese law enforcement accounted for 80% of the total.

Targeted Contact Information

Data related to 1,864 pieces of contact information were disclosed.

- From January to June 2021, we received 2,037 requests from law enforcement agencies all over the world. This marks a decrease of 3% from the previous period. Information was disclosed in 1,421 requests for a decrease of 10% from the previous period in the total number of disclosures.
- Out of the 1,421 requests in which information was disclosed, 1,278 involved the LINE app, a decrease of 8% compared to the 1,383 requests fulfilled the previous period.
- 33% of disclosures were related to incidents involving financial harm. In Japan, most disclosures were related to financial harm (32%). In Taiwan, the country with the second-highest number of disclosures, the second highest category of disclosures after "Others" were those related to financial harm (37%).
- Data related to 1,864 pieces of contact information were disclosed as part of the 1,421 requests that we fulfilled. This is a ratio of 1.31 pieces of contact information per fulfilled request. This ratio is around the same level as the previous period's ratio (1.35 pieces of contact information per fulfilled request).
- This period marked the first time since we began compiling statistics that a request was received from Hungary. We began compiling statistics in 2016 and have received requests from 20 countries and regions to date.
- Most requests came from Japanese (80%) and Taiwanese (16%) law enforcement agencies. This fits with the numbers from 2016 (the first year we began compiling statistics)—87% of requests came from Japan, 10% of requests came from Taiwan.
- For every one million monthly active users in Japan, data related to 17.8 pieces of contact information were disclosed to law enforcement. For every one million monthly active users in Taiwan, data related to 13.0 pieces of contact information were similarly disclosed.
- A large number of "Investigation-Related Inquiries" in Japan (71) were related to LINE Pay. We will only respond to "Investigation-Related Inquiries" if there is detailed proof of money laundering, fraud, or other criminal activity; if damages have been caused via LINE

Pay; or if LINE Pay was used in a crime. We will not disclose user information if law enforcement agencies do not provide detailed evidence of a crime being committed. For details on our policy regarding responding to and disclosing information to law enforcement agencies, see **Responding to Law Enforcement Agencies**.

Report notes for 2021

- This report covers information on the number of disclosure requests from law enforcement made to us and the number of cases which were actually disclosed in the relevant 6-month period.
- The reports prior to and including Jan-Jun 2018 cover data related to the LINE app only. The reports for Jul-Dec 2018 and onward cover data related to all services that LINE Corporation provides. The reports for Jul-Jun 2020 and onward cover data related to services provided by LINE Corporation and its group companies. Check the service list below for a list of relevant services.
- Starting from this period, we have changed the method by which we calculate report statistics. Up until this period, we counted requests that were both received and fulfilled within the report period in our statistics. From this period onward, we will count only requests fulfilled within the report period regardless of when they were received. Due to this change, the report for this period (January - June, 2021) includes requests that were received during the previous period (July - December, 2020) or earlier but fulfilled during this one. This means that some fulfilled requests were included in multiple previous reports. Duplicate fulfilled requests by service include 163 involving LINE, 13 involving LINE Pay, and 11 involving other services. Duplicate fulfilled pieces of information by country include 192 in Japan, 50 in Taiwan, and 3 in Korea. There was no duplication in the actual number of requests.
- We comply with disclosure requests from Japanese law enforcement when at least one of the following legal grounds is met:
 - Warrant (Code of Criminal Procedure): A document issued by a court by request of a law enforcement agency that permits seizure, inspection or other activities.
 - Investigation-Related Inquiry (Code of Criminal Procedure): An information disclosure request from law enforcement to a business operator or other entity for aiding in an investigation.
 - Emergency (Penal Code): An emergency action taken when a human life or rights are under threat. For “LINE”, this means identifying a relevant user when, for example, a bomb threat or suicide threat is made.
- “Warrants” and “Investigation-Related Inquiries” include requests received originally as “Emergencies” but fulfilled in accordance with corresponding procedures for relevant legal documents.
- We will only cooperate with criminal investigations in accordance with strict information handling rules, and only when a thorough verification confirms the legality or overall

propriety of the investigation.

- A single request may include multiple pieces of contact information.
- We fulfill requests from overseas in accordance with frameworks for international investigation cooperation such as 'The Act on International Assistance in Investigation and Other Related Matters' and mutual legal assistance treaties (MLAT) with specific countries. This includes instances where the Japanese police receive a request via the International Criminal Police Organization (ICPO) or Japan's Ministry of Foreign Affairs receives a request via an embassy. The same rules regarding warrants and verification by privacy protection organizations and other handling rules still apply.
- "Targeted Contact Information" indicates the specific user contact information (phone number, LINE ID, etc.) that authorities identified as relevant to their investigation.

Services

Reports for this period include the services listed below.

- LINE
- LINE Official Account
- LINE PLAY
- LINE LIVE
- LINE OpenChat
- LINE GAME
- Livedoor Blogs
- NAVER Matome
- LINE Pay (Japan only)
- LINE Securities
- LINE Pocket Money
- LINE BITMAX
- LINE Prepaid Card
- LINE MUSIC
- LINE GIFT
- livedoor NEWS
- LINE TAXI

Services for which requests were not received were not included in the list above.

Disclosure Requests

Australia Disclosure Requests

Requests		1
	Warrants	0
Disclosures	Investigation -Related Inquiries	-
	Emergencies	0
Targeted Contact Information		0

Germany Disclosure Requests

Requests		3
	Warrants	0
Disclosures	Investigation -Related Inquiries	-
	Emergencies	0
Targeted Contact Information		0

Hungary Disclosure Requests

Requests		1
	Warrants	0
Disclosures	Investigation -Related Inquiries	-
	Emergencies	0
Targeted Contact Information		0

Japan Disclosure Requests

Requests		1,634
	Warrants	1,145
Disclosures	Investigation -Related Inquiries	78
	Emergencies	16
Targeted Contact Information		1,583

Singapore Disclosure Requests

Requests		1
	Warrants	0
Disclosures	Investigation -Related Inquiries	-
	Emergencies	0
Targeted Contact Information		0

South Korea Disclosure Requests

Requests		62
	Warrants	7
Disclosures	Investigation -Related Inquiries	-
	Emergencies	0
Targeted Contact Information		7

Taiwan Disclosure Requests

Requests		330
	Warrants	175
Disclosures	Investigation -Related Inquiries	-
	Emergencies	0
Targeted Contact Information		274

Thailand Disclosure Requests

Requests		1
	Warrants	0
Disclosures	Investigation -Related Inquiries	-
	Emergencies	0
Targeted Contact Information		0

United Kingdom Disclosure Requests

Requests		2
	Warrants	0
Disclosures	Investigation -Related Inquiries	-
	Emergencies	0
Targeted Contact Information		0

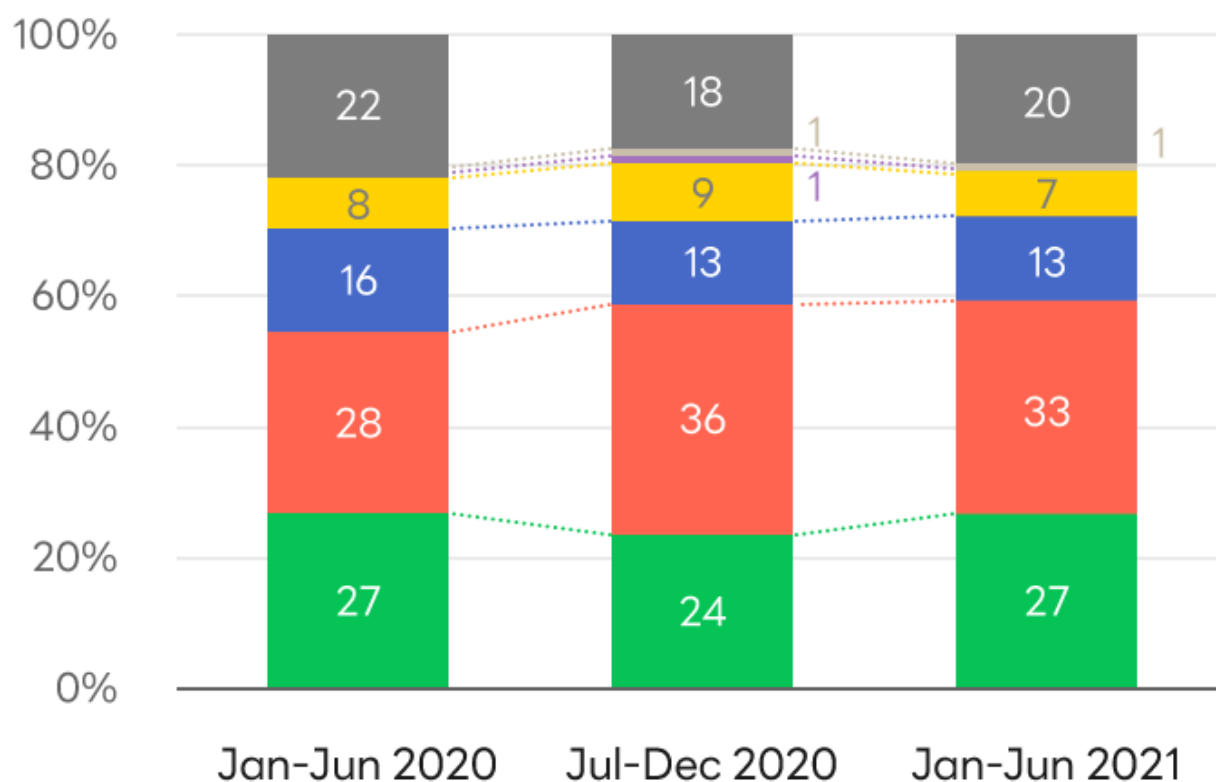
United States Disclosure Requests

Requests		2
	Warrants	0
Disclosures	Investigation -Related Inquiries	-
	Emergencies	0
Targeted Contact Information		0

Total Disclosure Requests

Requests		2,037
	Warrants	1,327
Disclosures	Investigation -Related Inquiries	78
	Emergencies	16
Targeted Contact Information		1,864

The graph below breaks down the disclosed data.



- Others
- Pre-incident warnings or threats
- Unauthorized access
- Illegal and harmful information
- Bodily harm
- Financial harm
- Abuse of children

- Many disclosures related to the LINE app involved children (including violations of municipal ordinances on youth protection, violations of dating site regulations, child prostitution, child pornography, and child abuse). To protect children from crime and provide a safe environment for our services, we carry out initiatives such as:
 - Restricting the friend search function for minors;
 - **Distributing educational materials** to minors, guardians, and educators, and running programs **promoting information ethics and literacy** for students via the LINE MIRAI Foundation;

- Established the Social Media Association of Japan (former Council for Development of an Environment that Provides Safe and Secure Internet Use for Young People);
 - Conducting surveys in collaboration with the Board of Education to understand the way internet is used among youths; and
 - Engaging in collaborative research with universities and other **research institutions to prevent harm** to children
- Starting in September 2020, distributing educational materials to promote financial and information literacy through the LINE MIRAI Foundation.

Deletion Requests

One effective deletion request was received from the authorities, and it has been deleted since it violated the terms and conditions of use.

For more details on this report, please see **Responding to Law Enforcement Agencies**. If you are an investigating authority and wish to request us to disclose or delete user information, please refer to the **Guidelines for Responding to Law Enforcement**.