

# Transparency Report

*Last Updated: January 15, 2025*

## Government Requests Transparency Report

KnowBe4 may be subject to requests from government and law enforcement agencies around the world. At KnowBe4, we are committed to protecting the privacy and security of our customers' data and meeting our obligations as a processor of that data. As an ongoing part of that commitment, this report is intended to provide transparency to our customers in the event we receive valid legal requests from government or law enforcement agencies for access to electronic information that customers submit into KnowBe4's subscription services ("**Government Request**").

### KnowBe4 Policies

In the instance KnowBe4 is subject to a valid Government Request, such request will be carefully reviewed for legal validity and we may reject or require greater specificity on requests that appear overly broad or vague. If KnowBe4 is required to comply by disclosing electronic information that its customers submit into its subscription services, KnowBe4 will respond in accordance with applicable law, and will respond as narrowly as possible to the specific request in an effort to mitigate the disclosure of unnecessary data.

If a government or law enforcement agency contacts KnowBe4 directly, KnowBe4 will inform the agency that it is a processor of its customers' data and will attempt, where legally permissible, to redirect the agency or government to make the request directly to the relevant customer. Unless prohibited by law, KnowBe4 will provide notice to its affected customers that are the subject of a Government Request. If we receive a Government Request and we are prohibited by law from notifying the affected customer, we will use best efforts to request that the confidentiality requirement be waived.

### Transparency Metrics

#### U.S. Government Data Requests

As of the date ranges included in this report, KnowBe4 has never received a Government Request from U.S. law enforcement or another U.S. government agency for personally identifiable information of its customers.

### International Government Requests

As of the date ranges included in this report, KnowBe4 has never received a Government Request outside of the United States for personally identifiable information of its customers.

### National Security Requests

As of the date ranges included in this report, KnowBe4 has never received a national security request from a U.S. government agency. In particular, KnowBe4 has never received a National Security Letter (NSL) or a request under the Foreign Intelligence Surveillance Act (FISA), including under FISA Section 702.

### **Reporting Period:**

January 1st, 2024 - December 31st, 2024