

## Catchups Law Enforcement Guide

Thank you for checking our Law Enforcement Guide. We take the safety and privacy of our users extremely seriously. We hope this guide will be a useful tool for you.

This guide contains information about Catchups, the features and systems we have in place to help keep our users safe and how we can work with you if you're investigating a case that involves a Catchups user.

**Please note:** Through our encryption practices, we cannot guarantee that all requests will be fulfilled. We endeavour to work with the relevant authorities to the best of our ability.

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## **User Notice Policy**

It is our policy to notify affected Catchups users when their personal information is being requested by Law Enforcement Agencies. Before we respond to the legal process, we allow affected users seven days to challenge the legal process in court and to provide us a file-stamped copy of the challenge.

However, we do not provide such user notice when: (1) providing notice is prohibited by a court order or by other legal authority; or (2) we believe an exceptional circumstance exists, such as cases involving child exploitation or the threat of imminent death or bodily injury.

To minimize delays related to user notice, you can take one of the following steps, if applicable:

1. Inform us upfront that you have no objection to us notifying affected users of your legal process.
2. Provide a court order that prohibits us from providing notice to affected users.
3. Provide an appropriate legal basis for prohibiting us from providing notice to affected users.
4. Inform us that your case involves child exploitation, or the threat of imminent death or bodily injury, and provide an appropriate legal and factual basis for us to independently make that determination.

## **What is Catchups?**

Catchups is a smartphone social media messaging application that lets users communicate with their friends and family around the world. Users are able to send different methods of communication that include messages, images, videos, stickers and more.

## **Safety Features on Catchups**

### *Username*

While other smartphone messenger applications are based on a users phone number, Catchups identifies users by username. By taking this approach, we never collect a users personal phone number, meaning it can't ever be shared to the public. A username is unique and cannot be changed. There can only be one user with a unique username (for eg, there can only be one user with the username "John21").

### *Catchup Requests*

New conversations give the user complete control over who they decide to communicate with. This safety feature places all messages from new users into a separate section called Catchup Requests. The current user then has the option to view these requests and choose to accept, decline or block the message. If the user decides to accept the message, it will appear in their home page. If the user decides to decline the message, the message will disappear and be removed from Catchup Requests. The sender is not notified if their request has been declined.

### *Blocking Users*

Blocking users allows users to block any other contact they do not wish to interact with. The current user is able to block someone via Catchup Requests, or, by opening the respective chat page, tapping the three dot icon on the top right hand corner and choosing block. Once this feature has been activated, the blocker will not receive any further communication until they choose to unblock the individual. The sender is not notified if they have been blocked.

## Identifying Usernames

Before sending us a legal request, law enforcement must first identify the **username** of the account.

A Catchups username is the most important identifier that is used when retrieving account information.

It is important to distinguish between a username and display name. A **username** cannot be changed and is unique. For example, there can only be one user with the username "JohnCitizen21".

A **display name** is not unique and can be changed. For example, there can be a number of users with the display name "John" and this display name can be changed unlimited times.



Note: Depending on the account, deleted accounts may still have some limited information stored depending on various factors.

Note: We are unable to locate accounts based on home address, social security number, images, videos, financial information or real name.

**User Information**

We disclose account records solely in accordance with our terms of service and applicable law.

- a valid subpoena issued in connection with an official criminal investigation is required to compel the disclosure of basic subscriber records.
- a court order is required to compel the disclosure of certain records or other information pertaining to the account.
- a search warrant issued under the procedures described in the Federal Rules of Criminal Procedure or equivalent state warrant procedures upon a showing of probable cause is required to compel the disclosure of the stored contents of any account.

### **Submit a Legal Request**

Catchups is located in Sydney, Australia, and as such, we are governed by Australian Law. We can release user information on a non-emergency basis only if we receive law enforcement requests that comply with the law. You must place a legal request (i.e., subpoena, search warrants or court order) before we are able to review and consider releasing user information.

We disclose account data in accordance with our Terms of Service, Privacy Policy and applicable law.

#### *Preparing your request:*

All orders must include the following:

- Addressed to Catchups
- Contain a valid username and/or screenshot of username on search page. (See page 4 for Identifying Usernames)
- Data requested
- Reason for request
- Due date if applicable
- Response contact information
- Submit as a non-editable static file (eg, PDF)
- If you object to us notifying affected users and why (see page 2)
- Signed and dated
- Subject line "LAW ENFORCEMENT REQUEST – (*Country from where the request is coming from*)"

#### ***Please send to:***

Email: [admin@catchupsapp.com](mailto:admin@catchupsapp.com)

*We do not utilize fax services and are unable to accept service of criminal legal process by fax.*

**Agencies outside of Australia**

Law Enforcement Agencies outside of Australia may need to submit a Mutual Legal Assistance Treaty (MLAT) request through the proper legal authorities in order to obtain user information from Catchups.

Catchups may, at its discretion, provide limited information about users to government agencies outside of Australia on an emergency basis when it is believed that doing so may prevent death or serious physical harm to someone.

**Testimony**

Catchups does not provide expert witness testimony. Any user information provided to law enforcement will be accompanied by a signed Certificate of Authenticity, which should eliminate the need for the testimony of a Custodian of Records.