Law Enforcement Requests

In the course of our business, Snowflake may at some point receive a request from a U.S. law enforcement or other government agency ("Government Request(s)") for certain data that Snowflake processes on behalf of our customers that they upload to our Cloud Data Platform ("Customer Data").

Should Snowflake ever receive a Government Request for Customer Data or a request for Customer Data from a non-U.S. law enforcement or government agency ("non-U.S. Government Request"), Snowflake will direct the requestor to contact the Snowflake customer directly to obtain the relevant data. Snowflake's policy is to notify the customer of any such request unless legally prohibited from doing so. If the requestor refuses to contact Snowflake's customer directly for the data, Snowflake will only disclose Customer Data when required to do so in compliance with valid legal process.

Snowflake's Legal department will carefully review each Government Request for Customer Data and will challenge any that we believe are not (i) duly authorized by the proper officials, or (ii) legally valid in form and substance. For example, Snowflake will challenge a Government Request for Customer Data that Snowflake considers to be inaccurate, overly broad, not issued by the proper authority or not properly signed.

If Snowflake receives a non-U.S. Government Request, Snowflake will only respond to established legal mechanisms, such as a Mutual Legal Assistance Treaty request, letters rogatory or a request by a qualifying foreign government as defined by the CLOUD Act, depending on the nature of the request. Snowflake's Legal department will carefully review each non-U.S. Government Request for Customer Data and will challenge any that we believe are not (i) duly authorized by the proper officials, or (ii) legally valid in form and substance. For example, Snowflake will challenge a non-U.S. Government Request for Customer Data that Snowflake considers to be inaccurate, overly broad, not issued by the proper authority or not properly signed.

Snowflake encrypts all Customer Data at-rest, as well as in-transit over networks outside of the virtual environment in the cloud provider data center. In addition, certain editions of the Snowflake service enable customers to manage their own encryption keys through a feature called Tri-Secret Secure described here.