

May 2025

Transparency Report

Every day, Samsara customers leverage their own data, as collected by our products and services, to improve the safety, efficiency, and sustainability of their operations. From time to time, that data may become relevant to law enforcement, regulatory investigations, or civil litigation.

Samsara takes seriously its role as a steward of its customers' data and their privacy, as set forth in our [commitment to customer privacy and trust](#). As part of that commitment, we will not disclose our customers' data to third parties without their permission unless we are legally compelled to do so, or we reasonably believe that emergency disclosure to a government agency would prevent someone from dying or suffering serious physical harm, as in the case of kidnapping or suicide prevention, to the extent permissible under applicable laws and our policies.

As a business-to-business company, Samsara receives relatively few requests for customer data when compared to a company that deals directly with consumers. But because at times we must provide such data in response to valid legal requests, we are committed to being transparent about [how and why we do this](#). Samsara provides in the tables below anonymous, aggregated data describing the number and types of Customer Data requests it has received, and the number to which we responded by providing data, for the calendar years 2024 and 2023.

Why do we provide data only in response to certain requests?

A number of reasons explain why Samsara does not provide data in response to every request we receive, including:

- A request is invalid, and the requesting party takes no action to correct it.
- A requesting party or agency redirects their request to the relevant customer, either directly or via party discovery processes available in civil litigation.
- The circumstances that predicate the need for the information are otherwise resolved.
- The requested data did not exist.
- A request is too broad or too burdensome, and the requesting party refuses to narrow it.

A note to our international customers: As of December 31, 2024, Samsara has never provided any Europe- or UK-based customer's data in response to a request from U.S. intelligence or federal law enforcement agencies (i.e., wiretap orders, outbound call/trapping and tracing record orders, search warrants, orders issued under § 2703(d) of Title 18 of the United States Code (USC) § 2703(d)), subpoenas or urgent requests for disclosure).

Beginning with the 2024 data below, Samsara updated its methodology for summing total civil subpoenas. The annual total of "Received" requests now reflects requests by unique requestors for an underlying incident, as opposed to gross requests by requestor. Also, that total now accounts for undomesticated subpoenas that were not corrected.

2024	Received	Provided Customer Data In Response
Administrative ¹ Subpoena - U.S. Govt. Agency	2	2
Civil Subpoena - Private Litigant	79	6
U.S. Law Enforcement Request - Federal	1	1
U.S. Law Enforcement Request - State/Local	12	11
International (Non-U.S. Entity Request)	1	0 ²
International (U.S. Agency Requesting Data from Non-U.S. Customer)	1	1 ³
Emergency Disclosure Request	0	0

2023	Received	Provided Customer Data In Response
Administrative Subpoena - U.S. Govt. Agency	2	1
Civil Subpoena - Private Litigant	60	4
U.S. Law Enforcement Request - Federal	0	0
U.S. Law Enforcement Request - State/Local	7	4
International (Non-U.S. Entity Request)	2	1 ⁴
International (U.S. Agency Requesting Data from Non-U.S. Customer)	6	3 ⁵
Emergency Disclosure Request	0	0

¹ Samsara updated the nomenclature used to describe these requests beginning with the 2024 Report to more accurately reflect the legal process.

² U.K. law enforcement seeking information regarding UK-based customer

³ U.S. state law enforcement seeking Canadian customers' data regarding activity within U.S.

⁴ U.K. regulator seeking UK-based customer's data.

⁵ U.S. law enforcement executing request in cooperation with Canadian agency seeking Canadian customers' data.