

KIK'S GUIDE FOR LAW ENFORCEMENT

Thanks for checking out our law enforcement guide. Kik takes the safety of our users very seriously, and we hope this guide will be a useful tool for you. It includes information about our app; the features and functions we offer to help keep our users safe; and how we can work with you if you're investigating a case that involves a Kik user.

If you have questions that aren't answered in our guide, you can reach us at support@kik.com.

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What is Kik?

- Kik Messenger is a smartphone application available for download from the Apple iTunes Store, Google Play Store, Windows Phone app store, and the Ovi Store (for Symbian users). BlackBerry users (on OS versions 4.6 to 7) can download Kik from the Kik web site.
- Kik Messenger provides cross-platform smartphone instant messaging, which allows our users to have text-based conversations with one another. Kik users can also use Kik Messenger to share rich media like photos, YouTube videos, and other forms of content.
- Kik Messenger is free to download and free to use with a Wi-Fi connection. It requires a smartphone (like an iPhone, Android-based phone or iPod) with either a data plan or access to a Wi-Fi network.
- Kik Messenger is rated 17+ in the iTunes Store and Medium Maturity in the Google Play store.

Kik features that help protect user safety

- Unlike many other smartphone instant messengers, which are based on a users' phone number, **Kik uses usernames to identify our users.** By using usernames instead of phone numbers as the unique identifier on Kik, users' personal information like cell phone numbers and email addresses are never shared by Kik. Only those people that users choose to share their username with are able to contact them on Kik.
- Kik's "Block" feature allows our users to block all contact with another user, without revealing to the other user that they've been blocked. This terminates any undesired contact from that person on Kik through the blocked account.
- The "Ignore New Users" feature allows our users to hide messages they receive from people they've never talked to before, and turn off notifications for those messages. If a Kik user doesn't want to see an inbound message from someone they don't know - they don't have to.
- Here's a link to the information on how to use our safety features:
<http://help.kik.com/entries/24745228>.

Kik's philosophy/approach

- We believe that Kik users need to feel safe and respected when they use our services, and we need to be good corporate citizens in providing our service. To be sure of this, we will follow three principles:
 - We will comply with applicable law;
 - We will protect our users' privacy; and
 - We will promote user safety on Kik.
- Kik Interactive is located in Ontario, Canada, and as such is governed by Canadian law.

Contacting Kik

- Our team is small, and we do everything we can to ensure that we respond quickly to urgent inquiries from law enforcement. To help us do so, we direct all inbound inquiries to **support@kik.com**. To ensure that inquiries are directed and responded

to promptly, we ask that law enforcement agencies include the words “**Law Enforcement Inquiry**” in the subject line of their emails.

- Our mailing address is 420 Weber St North, Suite I, Waterloo ON N2L 4E7 CANADA.
- We aren't able to accept inquiries by fax.

TIP: Be sure to ask your IT team to “allow” emails from our support@kik.com email address, so our replies aren't filtered as spam.

Finding a Kik username

- A **Kik username is the *only* unique identifier** in our systems, and the only way we can identify a unique Kik account.
- Unfortunately, information like phone numbers, first name, last name, or an email address will not allow Kik to identify a user in our systems. We need to be provided with an exact Kik username to be able to find, preserve on, or release data for a specific user.
- To find a Kik username, please see the instructions in Appendix A.

*TIP: **Kik usernames never include spaces.** They may include lower and upper case letters, numbers, and/or punctuation.*

What information might be available?

*TIP: The text of Kik conversations is **ONLY** stored on the phones of the Kik users involved in the conversation. Kik doesn't see or store chat message text in our systems, and **we don't ever have access to this information.***

- **User Profile:**
 - Users of Kik's online services create their own user profile (username, first and last name, and email address). *This information isn't verified by Kik, meaning that we don't have any way to know if it's accurate.*
- **IP address:**
 - We collect IP address information (because we need it to process messages sent within Kik Messenger), but *this information is provided by third parties and isn't verified by Kik.*
- **History:**
 - In some cases, we might have information about how a user has used, or is using, Kik Messenger. This “transaction history” is similar to call detail records available from wireless carriers. *Transaction history does not include chat message text or phone numbers.*

Obtaining ‘tombstone’ data from Kik

Kik has established processes for obtaining tombstone data in the *case of an emergency, and for cases of child sexual exploitation or child abuse.*

Available information might include first and last name, email address, IP addresses, account creation date, and device type and manufacturer. Phone number (if provided by the user) is not stored or accessible by Kik.

*TIP: Through this process, IP history is only accessible for the last **21-30 days**. IP addresses are provided by third parties.*

Emergency Disclosure Requests

- If law enforcement officials believe there is an emergency involving death, loss of security or serious physical injury to any person, and Kik Interactive Inc. may have relevant information (see above for details of what information might be available), Kik has established an Emergency Disclosure Request process to allow for the release of 'tombstone data'.
- Our Emergency Disclosure Request form (along with instructions for completing and submitting the form correctly) can be downloaded from our website at <http://kik.com/lawenforcement>.
- In the event that Kik responds to an Emergency Disclosure Request, we will notify the relevant Kik users of this emergency request via the email address they registered with their Kik account. Law enforcement officials who believe that notification would jeopardize an investigation should inform Kik upon submitting the request; Kik will carefully consider that request as part of our emergency disclosure.
- We always recommend that Kik users who are aware of an emergency situation should immediately contact their local law enforcement agency for help.

TIP: To ensure quick processing of an Emergency Disclosure Request, please submit the request with the subject line "EMERGENCY DISCLOSURE REQUEST".

Matters involving child sexual exploitation or child abuse

- For cases of child sexual exploitation or child abuse only, Kik has established a Law Enforcement Request process to allow the release of tombstone data (as outlined above).
- Our Law Enforcement Request form, (along with instructions for completing and submitting the form correctly) can be downloaded from our website at <http://kik.com/lawenforcement>.
- PLEASE NOTE: If Kik Interactive Inc. has reasonable grounds to believe that Kik Messenger has been used to commit a child pornography offence, it will file a report with its local law enforcement agency.

TIP: To ensure quick processing of a Law Enforcement Request, please submit the request with the subject line "URGENT LAW ENFORCEMENT REQUEST FOR DISCLOSURE".

Obtaining content data from Kik

Kik Interactive is located in Ontario, Canada, so we're governed by Canadian law. That means we'll need a valid Canadian court order (production order) before we're able to consider releasing content data.

Available data might include photographs, videos, and chat logs. Photos and videos are not accessible to the support team, and are automatically deleted within a short period. Kik doesn't see or store the text of conversations, and we don't ever have access to this information.

TIP: To ensure data isn't lost, we recommend submitting a Preservation Request to Kik as soon as possible.

Preservation Requests

- We understand that obtaining a production order occasionally takes time. If a production order isn't yet available, Kik can voluntarily preserve information once we receive a formal preservation request from a law enforcement agency. We accept preservation requests from any law enforcement agency globally.
- Our Preservation Request form (along with instructions for completing and submitting the form correctly) can be downloaded from our website at <http://kik.com/lawenforcement>.
- Completed Preservation Request Forms can be emailed to Kik at support@kik.com. Please include the words "**Preservation Request**" in the subject line.
- Once we receive your completed form, Kik will review and acknowledge receipt of the preservation request.
- If Kik receives a preservation request with an invalid username, or a request that doesn't include a Kik username, unfortunately we won't be able to preserve any information. Kik will notify the law enforcement agency, and request an updated preservation request form with the correct information.

Obtaining data from Kik

- Kik Interactive is located in Ontario, Canada, and as such is governed by Canadian law. That means we'll need a valid Canadian court order (production order) before we're able to consider releasing content data about a user in connection with an investigation.
- Valid Canadian court orders need to include the following:
 - The display name and username of the individual(s). Please see Appendix A for details on finding the username. (Without a username - the only unique identifier on Kik Messenger- we won't be able to find accounts to preserve data).
 - A list of the information requested.
 - The way in which the evidence should be delivered to law enforcement.
 - Valid Canadian court orders can be emailed to Kik at support@kik.com. Please include the words "**Production Order**" in the subject line.
 - Requests for information should be specific in nature. Overly broad requests will cause significant delays in responding, and in some cases will mean Kik is not able to respond at all.
- We disclose account records in accordance with our terms of service and applicable law. That means that agencies outside of Canada will need to submit an Mutual Legal Assistance Treaty (MLAT) request through the proper legal authorities to allow us to disclose details about a Kik user's account.
- If an investigation involves child pornography or child abuse, please see the section above related to matters involving child sexual exploitation or child abuse.

Impersonation reports

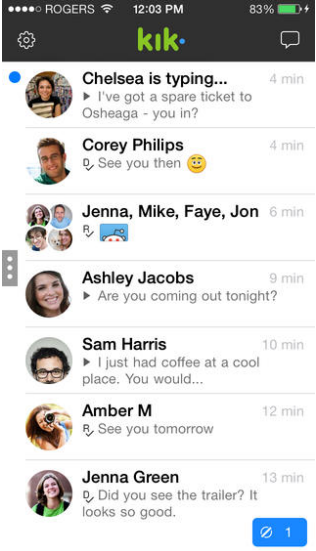
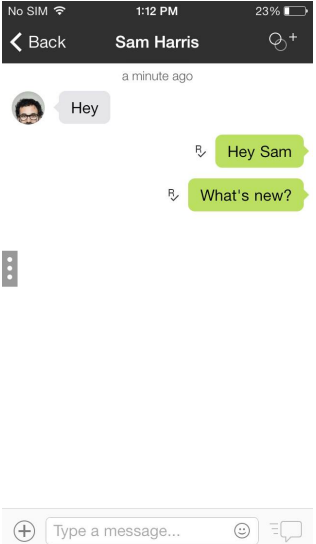
- Kik users are encouraged to contact our support team if they feel they are being impersonated on Kik. Our team will investigate the report, and take action as appropriate. We may remove the profile picture from an account, and/or disable the impersonating account.
- In the event that our team isn't able to investigate or make a determination about an impersonation report, we'll recommend that the user contact law enforcement for additional help.
- If law enforcement officials receive a report of impersonation or identity theft on Kik Messenger, they can submit a report via email to support@kik.com, with the subject line "Law Enforcement Inquiry".
- Impersonation reports need to include the following:
 - The name of the law enforcement agency;
 - The officer's name and badge number;
 - The officer's contact information, including an email address;
 - The Kik username of the impersonating account; and
 - The Kik case number (assigned to the user who originally reported the impersonation).
- Kik can permanently disable the impersonating account once we receive an official police report.

Appendix A – Finding a Kik Username

This appendix provides information on how to find a Kik username within the Kik application. Information is provided for both iPhone/iPod/iPad and Android-based phones. Please note that Kik usernames *never include spaces*. They may include lower and upper case letters, numbers, and/or punctuation.

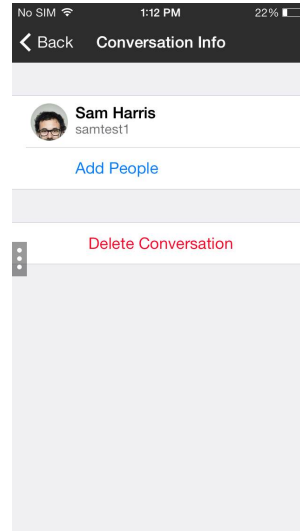
IPHONE, IPOD TOUCH or IPAD

Option 1: Open Conversation

Action	Example
<p>Open the Kik application on the victim's iPhone or iPod Touch. You should see a list of photographs, with display names and conversations beside them.</p>	 <p>The screenshot shows the Kik app interface on an iPhone. At the top, the status bar displays 'ROGERS', signal strength, time '12:03 PM', and battery '83%'. The app header shows the 'kik' logo and a chat icon. Below is a list of conversations:</p> <ul style="list-style-type: none"> Chelsea is typing... (4 min): I've got a spare ticket to Osheaga - you in? Corey Philips (4 min): See you then 😊 Jenna, Mike, Faye, Jon (6 min) Ashley Jacobs (9 min): Are you coming out tonight? Sam Harris (10 min): I just had coffee at a cool place. You would... Amber M (12 min): See you tomorrow Jenna Green (13 min): Did you see the trailer? It looks so good.
<p>If there is a conversation in the list, with the relevant user, touch the conversation to open it. You'll see a screen like this:</p>	 <p>The screenshot shows an open conversation with 'Sam Harris'. The status bar at the top shows 'No SIM', signal strength, time '1:12 PM', and battery '23%'. The header includes a 'Back' button, the name 'Sam Harris', and a '+' icon. The message history shows:</p> <ul style="list-style-type: none"> Received: Hey Sent: Hey Sam Sent: What's new? <p>At the bottom, there is a text input field with the placeholder 'Type a message...' and icons for attachments, emojis, and voice recording.</p>

Touch the button at the top right side of the screen (the one with two circles and a plus sign on it). You'll be taken to the Conversation Info screen:

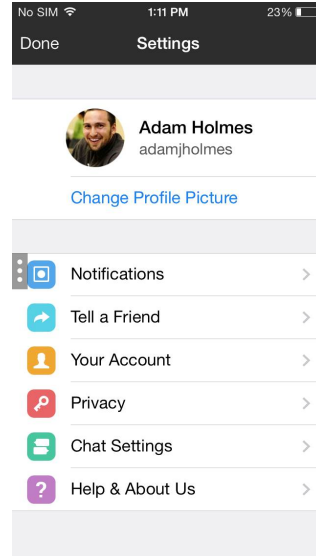
The display name and username will both be displayed. Please send both pieces of information to Kik.



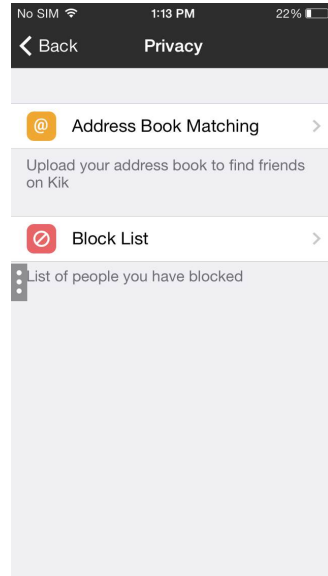
Option 2: Block List

Action	Example
<p>Open the Kik application on the victim's iPhone or iPod Touch. You will see a list of photographs, with display names and conversations beside them. It will look like this:</p>	

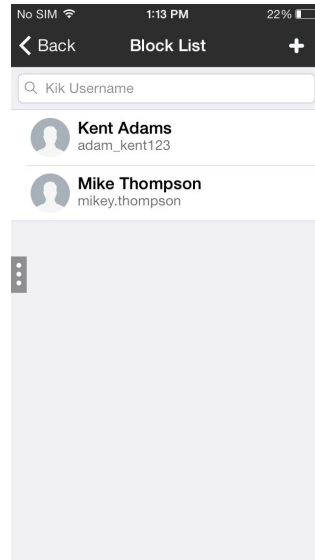
Touch the little “Cog” up at the top left side of the screen. It will take you to the Settings screen:



Touch “Privacy”. It will open the Privacy Settings:

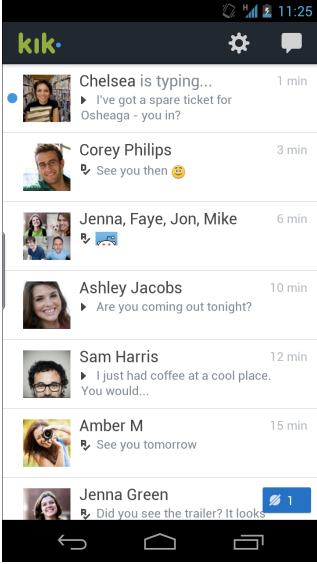
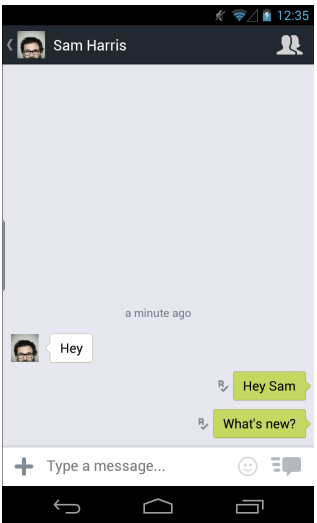


Touch "Block List". You will see a list of people who have been blocked by the Kik user. The display name and username will both be displayed. Please send both pieces of information to Kik.



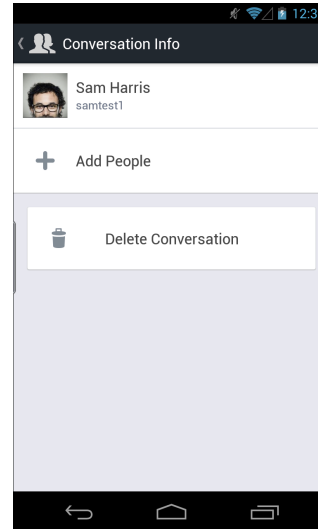
ANDROID-BASED PHONES

Option 1: Open Conversation

Action	Example
<p>Open the Kik application on the victim's Android phone. You should see a list of photographs, with display names and conversations beside them.</p>	 <p>The screenshot shows the Kik app interface on an Android phone. At the top, the status bar shows the time as 11:25. The app header features the 'kik.' logo, a settings gear icon, and a chat bubble icon. Below the header is a list of conversations, each with a profile picture, a name, and a preview of the latest message. The conversations listed are: Chelsea (typing), Corey Philips, Jenna, Faye, Jon, Mike, Ashley Jacobs, Sam Harris, Amber M, and Jenna Green. The bottom of the screen shows the standard Android navigation bar.</p>
<p>If there is a conversation in the list, with the relevant user, touch the conversation to open it. You'll see a screen like this:</p>	 <p>The screenshot shows an open conversation with 'Sam Harris'. The header includes a back arrow, the name 'Sam Harris', and a profile icon. The message history shows a timestamp 'a minute ago' followed by a message from Sam: 'Hey'. Two replies are visible: 'Hey Sam' and 'What's new?'. At the bottom, there is a text input field with the placeholder 'Type a message...' and icons for emojis and attachments. The Android navigation bar is visible at the very bottom.</p>

Touch the button at the top right side of the screen (the one with two silhouettes on it). You'll be taken to the Conversation Info screen:

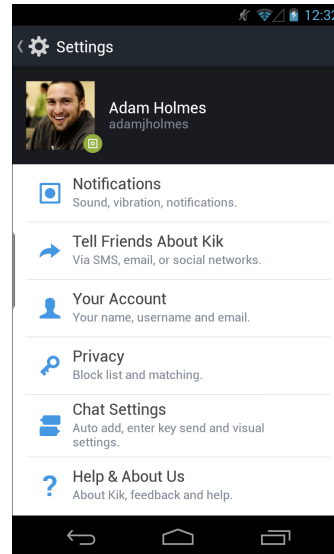
The display name and username will both be displayed. Please send both pieces of information to Kik.



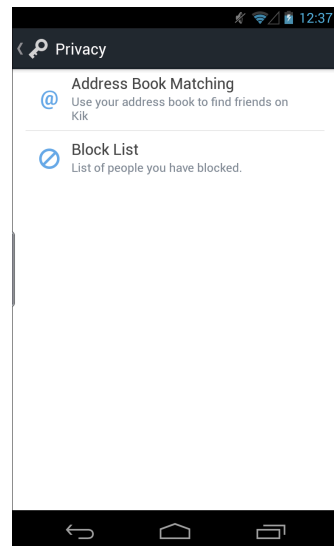
Option 2: Block List

Action	Example
<p>Open the Kik application on the victim's Android phone. You will see a list of photographs, with display names and conversations beside them. It will look like this:</p>	

Touch the little “Cog” up at the top left side of the screen. It will take you to the Settings screen:



Touch “Privacy”. It will open the Privacy Settings:



Touch "Block List". You will see a list of people who have been blocked by the Kik user. The display name and username will both be displayed. Please send both pieces of information to Kik.

