



Law Enforcement FAQs for Canada

Please reference [TikTok's Law Enforcement Guidelines](#) for more information and details.

Where do I submit my request?

Please submit all law enforcement requests and inquiries **including exigent emergency requests involving an imminent threat of death or serious physical harm** to our [Law Enforcement Request webform](#).

What does my Canadian Production Order need to include?

First, please reference our [Law Enforcement Guidelines](#) for more complete information.

Specifically, Canadian Production Orders must:

- Be submitted in PDF format to our [Law Enforcement Request webform](#)
- Be submitted by a sworn Peace Officer from a valid law enforcement agency email account (**NO** Gmail, Hotmail, Yahoo, etc.)
- Provide a valid TikTok account identifier (please include screenshots if possible)
- Use specific language detailing what data is being sought (including the date range)
- Provide the nature of the investigation or the relevant Criminal Code section
- Be addressed to:

TikTok Technology Canada Inc.

240 Richmond Street W
Suite 5-101
Toronto, ON, M5V 1V6
Attn: Tyler CAIN – Data Protection Officer

Can TikTok provide a “will-say statement” with data disclosure?

For all data disclosures, TikTok will provide a “will-say statement”/certificate of authenticity from a member of our Law Enforcement Response Team.

What user data can TikTok produce on a valid Production Order?

If served with a valid Production Order, TikTok may provide account subscriber information, log-in/log-out data, and/or interaction data (non-content). User generated content such as videos and direct messages requires a valid MLAT request from Singapore. For more details, please reference our [Law Enforcement Guidelines](#).

Does TikTok accept preservation requests?

Yes. TikTok will preserve a “snapshot” of the account in question for 90 days when requested. Preservation requests must:

- Be submitted in PDF format on official law enforcement agency letterhead to our [Law Enforcement Request webform](#)
- Be signed and dated
- Be submitted by a sworn Peace Officer from a valid law enforcement agency email account (**NO** Gmail, Hotmail, Yahoo, etc.)
- Provide a valid TikTok account identifier (please include screenshots if possible)
- Include a statement about the steps being taken to obtain valid legal process for the user data sought

TikTok will preserve information for an additional 90-day period upon receipt of a formal request to extend the preservation.

How can I contact TikTok's Law Enforcement Response Team?

Email our Canadian Law Enforcement Outreach Lead, AJ Iafrate, at aj.iafrate@tiktok.com