

As the world's leading payment service, PayPal Holdings Inc's global portfolio of businesses enables hundreds of millions of people to pay online. PayPal Holdings Inc. established the PayPal Global Asset Protection team to promote the safe use of its platforms, enhance the user experience and to collaborate with local, national and international police in apprehending and prosecuting criminals.

Resources for Law Enforcement Investigations and Service Levels

PayPal Holdings, Inc. developed a new system to enable law enforcement officers seeking records for investigations related to the PayPal platform quickly and securely:

Safety Hub - PayPal Law Enforcement Tool is a new online webform launched globally and designed for Police forces, judges, public prosecutors and government agencies to submit their PayPal data requests, inclusive of uploading their supporting documents - such as court orders. This site (<https://safetyhub.paypalcorp.com>) may only be used by law enforcement personnel who will go through an authentication process.

This new webform has replaced the previous process of faxing or emailing data to us. Requests submitted via Safety Hub are still handled manually by our team and are processed in approximately **10 working days**.

Requirements for submitting PayPal data requests

Requests submitted through Safety Hub and via manual process must comply with the following legal requirements:

- **Must be Addressed** to **PayPal Europe S.à.r.l et Cie Sca**, which is the entity name of the data controller of the European PayPal users.
- **Must be a Typed** official document bearing the logo of the requestor
- **Must be Signed** by the law enforcement officer in charge of the investigation
- **Must quote the applicable act or law** under which the LE agency is requesting the data under.

Also, all requests should include:

- Officer's name, department, street address, telephone, fax and email address.
- All known email addresses, transaction details, or any other data available to identify the PayPal user.
- Exactly what information is required, how it pertains to PayPal and your investigation

Important Notes

- In compliance with the Luxembourg Bank Secrecy Act, Tax Authorities need to issue a letter rogatory to the competent Luxembourg authority to obtain PayPal users' data.
- Applicable only to those users who receive services from PayPal Holdings, Inc, be advised that some users' information may not be disclosed unless in response to a compulsory process (court orders, compulsory acts or laws etc.) or proactive referral.
- Requests that are not addressed to the **correct PayPal entity** (PayPal Europe S.à.r.l et Cie Sca), will be rejected.
- **Priority** will be given only in particular circumstances and investigation types (ie. life threatening issues etc.) and only where the sense of urgency is appropriately specified.

Quick takeaways

Correct Entity name: PayPal Europe S.à.r.l et Cie SCA

General Email: euinvestigations@paypal.com

PayPal Law Enforcement Tool link:
<https://safetyhub.paypalcorp.com>