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United States Senate

October 10, 2019

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Mr. Jeffrey Bezos
Chief Executive Officer
Amazon.com, Inc.
410 Terry Avenue N.
Seattle, WA 98109

Dear Mr. Bezos:

I write to follow up on your September 26, 2019 response to my letter regarding reports that Ring has partnered with over 400 police departments and offered access to video footage from Ring's millions of internet-connected doorbells.¹ Safety in our communities is of paramount importance, but it should not come at the expense of Americans' privacy. Unfortunately, your response to my letter fails to reassure the public that Ring is taking all necessary steps to ensure that it is not infringing upon Americans' civil liberties.

Many of your answers suggest that Ring has failed to institute basic safeguards to protect your users' privacy and secure their data. You indicate that Ring does not restrict the amount of time a police department can hold a users' video footage; Ring does not require police departments to put in place any cyber security safeguards to protect users' video footage; and Ring places no restrictions on police department's sharing of users' video footage with third parties. In addition, I remain concerned that Ring uses targeted language to encourage users to grant law enforcement entities access to doorbell video footage. I am disappointed that you refuse to commit to launching a proactive review of this language in consultation with experts and making any necessary revisions to avoid manipulating users.

Your response to my letter also creates a number of new concerns and raises questions about Ring's terms of service and privacy policy. Therefore, I request written answers to the following questions by November 1, 2019.

1. Does Ring require law enforcement partners to meet any evidentiary standard before allowing those partners to request video footage from Ring users?

¹ Drew Harwell, *Doorbell-Camera Firm Ring Has Partnered With 400 Police Forces, Extending Surveillance Concerns*, Washington Post (August 28, 2019), <https://www.washingtonpost.com/technology/2019/08/28/doorbell-camera-firm-ring-has-partnered-with-police-forces-extending-surveillance-reach/>.

- a. If not, why not? If so, please justify why Ring has selected a specific evidentiary standard.
 - b. Please describe what procedures and requirements, if any, prohibit law enforcement from issuing widespread requests for footage throughout a neighborhood without any evidence that access to this footage will help address a specific crime.
2. You state that “law enforcement can only view publicly available content in the Neighbors app, unless a user explicitly and voluntarily chooses to share their own recordings with law enforcement.”
 - a. If a Ring user declines to share her video footage with law enforcement, does Ring allow law enforcement to directly request the footage from Ring or Amazon?
 - b. If so, please provide Ring’s official policy for such requests, including indication of whether Ring requires probable cause or some other evidentiary standard from law enforcement before granting the request.
 - c. Has Ring received requests for video footage by law enforcement entities accompanied by offers of financial compensation? If so, please detail these offers.
3. Who owns the footage that Ring’s connected doorbells capture—Ring, Amazon, the consumer, or some other entity?
4. How does Ring ensure that a user is able to stay anonymous if she refuses to grant a law enforcement request for footage from her device?
5. Ring’s terms of service require that a user’s device be installed “at such an angle that it does not take any recordings beyond the boundary of [the user’s] property (including public pavements or roads).”²
 - a. How does Ring ensure compliance with this requirement?
 - b. How does Ring handle law enforcement requests for user video footage that does not comply with this requirement?
6. Your terms of services also require users to “prominently display appropriate signage advising others that audio/visual recording is taking place.”³ How does Ring ensure compliance with this requirement?
7. Your privacy policy states, “We do not knowingly collect personal information online from children under the age of 13.”⁴ What processes does Ring have in place to ensure that its connected doorbells do not capture video footage of children?
8. You state that “Ring does not currently offer facial recognition technology as part of its services.” However, your privacy policy states that Ring may “obtain certain facial feature information about the visitors you ask your Ring product to recognize.”⁵ Please clarify how these two official statements do not conflict.
9. Will Ring commit to never selling its users’ biometric information? If not, why not?

² Ring Terms of Service, <https://shop.ring.com/pages/terms-1> (last visited October 8, 2019).

³ *Id.*

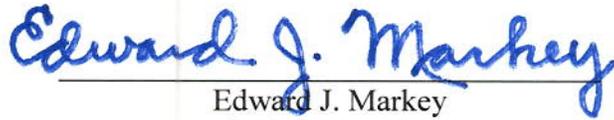
⁴ Ring Privacy Notice, <https://shop.ring.com/pages/privacy-notice> (last visited October 8, 2019).

⁵ *Id.*

10. Does Ring have any knowledge of its users' video footage being accessed without authorization or breached? If so, please describe all such incidents in detail.

Thank you in advance for your attention to these requests.

Sincerely,



Edward J. Markey
United States Senator