



We appreciate the opportunity to engage further on these issues and provide clarity on how the Neighbors app works with local police. The letter referenced is based on a misinformed and incorrect understanding of Ring products and services. Ring's mission is to help make neighborhoods safer. It's our belief that communities working together make neighborhoods safer, which is why Ring created the Neighbors app. We designed the Neighbors portal, which is how local police participate in the Neighbors app, in a way that absolutely keeps users in control of their security, devices, and personal information, including whether they elect to share any or no information with local police. User privacy is our priority and below we've listed out just a few of the safeguards we've implemented:

- No access to devices. Local police are never given access to users' cameras or devices through the Neighbors Portal or otherwise by Ring.
- No direct access to users when local police ask residents for videos. The Neighbors Portal provides a means for local police to ask for assistance from their community in an investigation. When they do so, users retain absolute control to determine whether they may have potentially relevant videos, whether or not they elect to share any videos, or opt out of future requests. The Neighbors Portal gives local police no visibility into those determinations.
- No user account information. Users are identified in Neighbors app posts/comments only as "Neighbor #". Local police know only that the users reside within their jurisdiction, and they cannot see or access user account information without any particular user's express consent.
- No device location. The Neighbors Portal does not provide local police with the addresses at which any devices are located without a user's express consent.

The Neighbors app has strict [community guidelines](#), trained moderators, user flagging capabilities and other tools in place to create a safe place for all members of the community to talk about what's happening in their neighborhoods. All content submitted to our app is reviewed to ensure that it adheres to our community guidelines, including our policies against racial profiling and prohibiting hate speech or other forms of prejudice before it goes live on the app. We take this very seriously and have invested many resources, tools, and human power to ensure we uphold a standard of trust and civility.

Neighbors has proven to be a tool from [getting stolen guns off the streets](#) to [helping families keep their children safe](#), and even [recovering stolen medical supplies for a diabetic child](#). To learn more about how local law enforcement agencies are using the Neighbors app, we encourage you to read our [Law Enforcement FAQ](#). You can also learn more about the Neighbors app [here](#).