

CyberGhost's Yearly Transparency Report

2011 - 2020

Back in 2011, we were the first ones in the VPN industry ever to launch a Transparency Report, detailing the number of requests for data we get from various authorities. And we've been sharing this information with you ever since.

So, join us on this ride and discover everything we do to keep 36 million Ghosties safe on the internet.

But we do have one spoiler alert: as part of our mission to protect digital privacy, we keep absolutely no logs and don't collaborate with the authorities. 🙄



“



Robert Knapp

Co-founder & Chairman, CyberGhost VPN

“The only way to secure your data is not to store it.”

“



Timo Beyel

CTO, CyberGhost VPN

“Here at CyberGhost, we’ve always followed the Privacy by Design principle. We don’t collect any type of data we don’t absolutely need. It’s the most reliable approach for us to provide you with a secure infrastructure and protect your digital privacy.”

Here's what you can find in our Transparency Report:

Legal requests

Find out how many DMCA complaints, malicious activity flags or police requests we get.

Unbox the data →

Our tech numbers

Check out key statistics about our infrastructure and explore other interesting CyberGhost facts.

See the fleet 

It's us, the Ghosties

We're taking center stage to tell you how much we love being digital privacy fighters at CyberGhost.

Meet the team →



Legal requests

Here at CyberGhost, we consider privacy a basic human right. It's what we're fighting to protect and the reason we keep no logs.

But not everyone shares our vision. Case in point: the various requests we get to disclose the identity of CyberGhost users. Since we're Bucharest-based and under no obligation from the Romanian law to store data, we can honor our strict no-logs policy. This means we're unable to comply with requests, even if they are legally binding.

And since we do not observe, record, log or store any user data, this report doesn't list additional procedures following the requests. A review of the legality of the requests has not taken place either.

To give you an idea of our judicial landscape, here are the three major types of legal demands we usually receive.



Legal requests

DMCA complaints

We usually receive Digital Millennium Copyright Act complaints from various law firms representing production companies. Most often, they indicate that a copyrighted material was illegally shared via a CyberGhost IP. We're also provided with details like the time stamp of a torrent or the port used.

Malicious Activity Flags

The complaints grouped in this category usually come from website owners or app developers and have to do with DDoS, botnets, scams, log-in attempts, or automated emails being send from CyberGhost IPs. Sometimes, data centers we work with around the world forward us complaints.

Police requests

Various law enforcement agencies or police departments can request logs or more information about an IP linked to an investigation or a case. These inquiries usually reach our data center collaborators first, and then get forwarded to us.



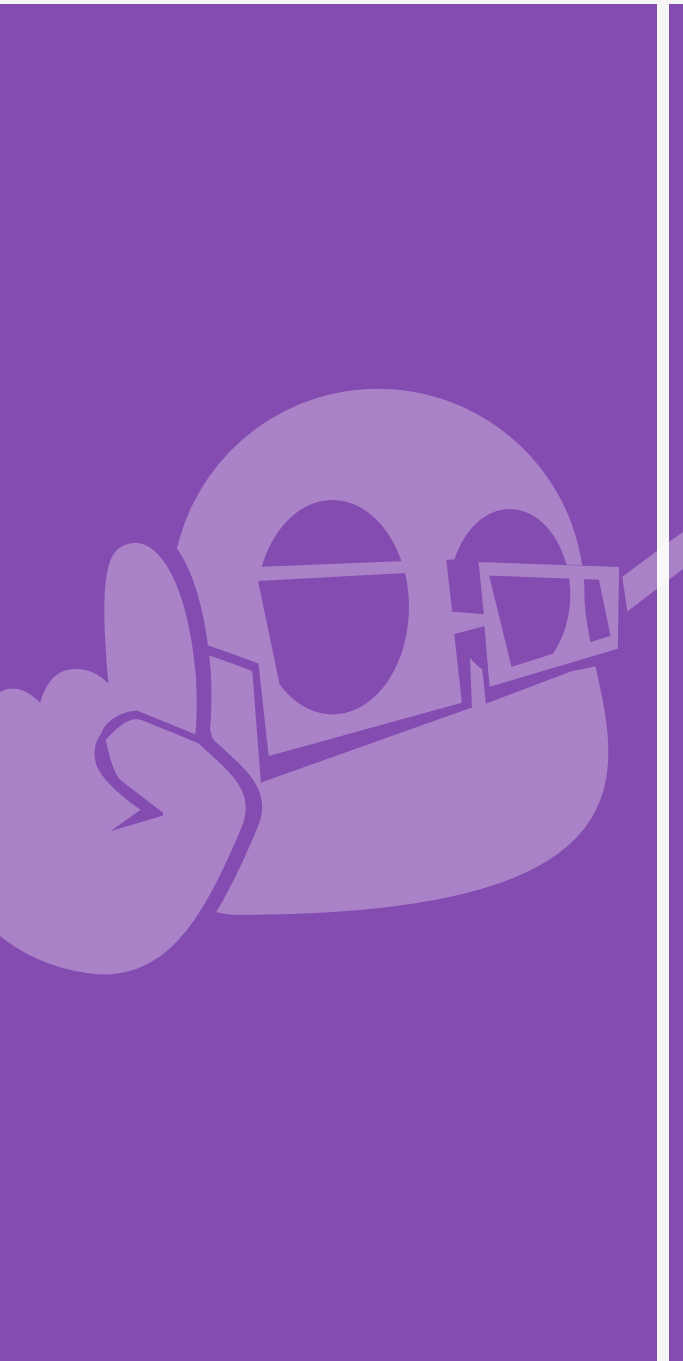
Legal requests

Tackling abuse on our end

Over the years, we've taken our measures to reduce the number of violations committed by using CyberGhost. For example, analyzing the ports used for torrent streaming and blocking them in countries where specific laws are in place turned out to be efficient.

And RE: malicious activities, since most of the complaints specify the source of the attack, as well as the victim's IP, we resorted to blocking access to the attacked IP, making further exploits impossible.

Also, a not-so-gentle reminder from our Legal team: by using our VPN, you have agreed to comply with our [Terms of Service](#). As per the terms, you may only use CyberGhost for legal purposes in compliance with the law. Breaches or infringements will be dealt with by our lawyers, in accordance with our Terms.



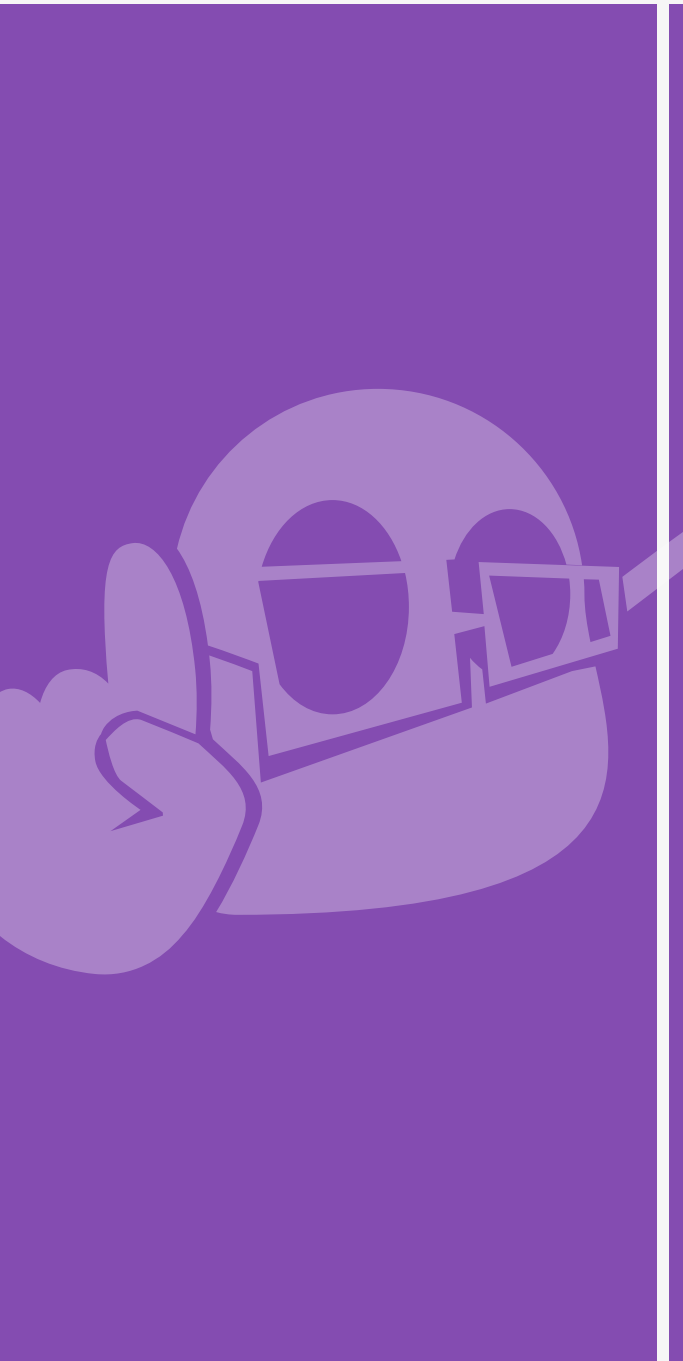
Our tech numbers

If you want to glance under the CyberGhost hood, you're in the right place.

We have some server fleet details from these past years and Ghostie facts ready for you.

Peak performance servers

Because we're focused on giving our Ghosties the best VPN experience and plenty of options, we're continually expanding our presence, increasing our server numbers and tech capabilities.



Our tech numbers

The ultimate privacy milestone: Our NoSpy servers

In the VPN ecosystem, hardware and software go hand in hand. And while it can be easy to have complete control over your code, even rented dedicated bare metal servers come with their own set of challenges. That’s why, after the Edward Snowden revelations, we built our own data center. And we did it with the help of our Ghosties.

Read the entire story of our 193% crowdfunded campaign for the NoSpy servers [here](#).

Ghosties. Ghosties everywhere.

Every day, we turn more than 20 million people from all over the world digitally invisible. From accessing restricted content to blocking malicious content or making safe transfers, we have their backs.

Countries in which we have servers:

2015 - **27** 2016 - **30** 2017 - **55** 2018 - **60** 2019 - **90** 2020 - **90**

| Our top 5 CyberGhost countries | | | | | |
|--------------------------------|---------|---------|--------|--------|--------|
| 2015 | Germany | US | UK | France | Russia |
| 2016 | US | Germany | Turkey | UK | France |
| 2017 | Germany | UK | Turkey | US | Canada |
| 2018 | US | Germany | France | Russia | UK |
| 2019 | Germany | France | US | UK | Canada |
| 2020 | US | Germany | France | UK | Canada |



Meet us, the Ghosties

Being transparent about teams is not common practice in the VPN industry. But we're leading by example and always reaching higher. And hey, ghosts are supposed to be see-through, right? Read on and find out more about us, the digital freedom fighters behind CyberGhost!

44°26'39.0"N 26°06'04.7"E

Panama? Seychelles? Those are just holiday destinations for us.

Incorporated in 2011, [we're in the heart of Bucharest](#), in privacy-friendly Romania. But since we do have German roots, most of our development team works their magic from Aachen in Deutschland.

If you're ever in need of assistance, you might reach someone from our Romanian office or interact with one of our Customer Support specialists located in Manila.

Stumbled upon an ad of ours? Our excellent team from Tel Aviv, Israel, worked on it.



Meet us, the Ghosties

A Ghostie timeline
infographic

2011

Founded in Bucharest, Romania

Off to a great start: 67 servers, 67,000 users

Became the first VPN company ever to publish a Transparency Report

2014

Kept on growing, moved to a bigger space

Provided 30,000 premium licenses to Turkish citizens

Built our own data center through a crowdfunding campaign

2015

Began our affiliation program

Launched a business accelerator focusing on cybersecurity startups

Threw some fabulous company parties in a penthouse



Meet us, the Ghosties

A Ghostie timeline
infographic

2016

Held training sessions at a school in Bucharest, educating young minds on internet safety

Had yet another legendary Halloween party

Went wild at Domeniile Stirbei in a teambuilding

2017

The Bucharest team got even bigger, so we moved offices again

Rollo, the basset hound, started coming in every day

Outdid ourselves on Halloween, with EVERYONE in full costumes

2018

Launched the new suite of CyberGhost 7.0

Added a brand-new support team in beautiful Manila

The office basement became FIFA© central for our guys



Meet us, the Ghosties

A Ghostie timeline
infographic

2019

Expanded & redecorated our offices

Had some great pool parties and team buildings

Launched our new educational initiative, [The Privacy Hub](#)

2020

We celebrated the launch of CyberGhost 8 and took a lot of pride in [everything we achieved.](#)

Our industry-first token-based [Dedicated IP](#) hit the market.

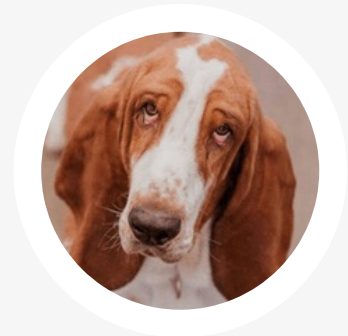
We offered free keys to the people of [Belarus](#) to fight against internet shutdowns.

Meet us, the Ghosties

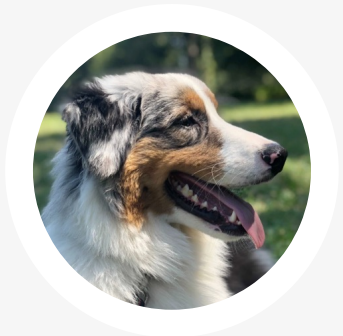
No ruff days here

We operate from a place of optimism, with a can-do attitude. We're driven, passionate, enjoy our work and always strive to deliver you a top-notch VPN solution.

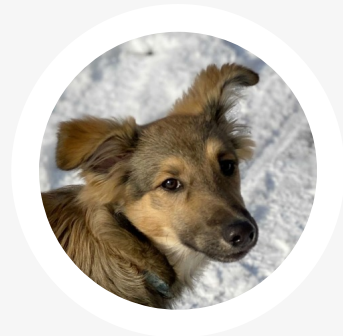
And anyway, it would be challenging to stay frowny in an office where several dogs come visiting every day. Rollo is our main boy, and he doesn't seem to mind that some of us have pictures of our beloved cats as screen savers.



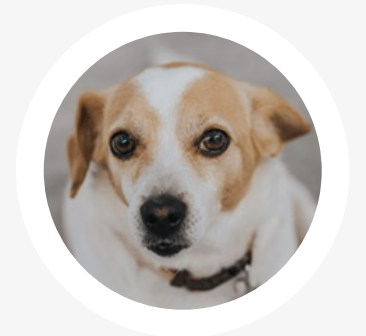
Rollo



Astro



Mochi



Keo

Other things keeping upbeat around the office? Our seemingly never-ending stream of sweets, Happy Fridays in the basement, ping pong and FIFA© tournaments.



Meet us, the Ghosties

Hobbies make our world go 'round

Hearing about finishing a 35 kilometers hike through Norway's mountains or discussing lazy days spent on a Caribbean beach is not uncommon in our office. We like to step away from our keyboards as often as possible and we enjoy our days off.

**Avid travelers | Adrenaline junkies | Major bookworms | Theater buffs | Sneakerheads
Professional gamers | Professional photographers | Movie producers | Med School graduates | Cooks
Professional athletes | Cyclists | Tennis players | Snowboarders | Bikers | Skateboarders**

We're all here at CyberGhost, brought together by our love for cybersecurity, united under a common credo: as long you're online, your privacy should be uncompromised.

Want to know even more about us?

Check out our bios [here](#), or peek behind our curtains on [Instagram](#).

Contacts us

Got questions for us?

Send them our way and we'll gladly get back to you. Drop us a line at press.office@cyberghost.ro.



Keep it safe and secure,
The CyberGhost team