CyberGhost’s Yearly Transparency Report
2011 - 2021

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 38 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. 😊
“The only way to secure your data is not to store it.”

Robert Knapp
Co-founder & Chairman, 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.”

Timo Beyel
CTO, CyberGhost VPN
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 VPN, we consider privacy a basic human right. It’s what we’re fighting to protect and the reason we keep absolutely no logs.

But not everyone shares our vision. Case in point: the various requests we get to disclose the identity of CyberGhost VPN 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.

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.
<table>
<thead>
<tr>
<th>Year</th>
<th>DMCA complaints</th>
<th>Malicious activity flags</th>
<th>Police requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>139</td>
<td>27</td>
<td>11</td>
</tr>
<tr>
<td>2012</td>
<td>238</td>
<td>46</td>
<td>15</td>
</tr>
<tr>
<td>2013</td>
<td>2,157</td>
<td>96</td>
<td>18</td>
</tr>
<tr>
<td>2014</td>
<td>20,482</td>
<td>1,207</td>
<td>73</td>
</tr>
<tr>
<td>2015</td>
<td>15,819</td>
<td>4,895</td>
<td>71</td>
</tr>
<tr>
<td>2016</td>
<td>43,647</td>
<td>10,362</td>
<td>40</td>
</tr>
<tr>
<td>2017</td>
<td>42,805</td>
<td>7,876</td>
<td>17</td>
</tr>
<tr>
<td>2018</td>
<td>27,747</td>
<td>11,116</td>
<td>37</td>
</tr>
<tr>
<td>2019</td>
<td>57,094</td>
<td>30,912</td>
<td>60</td>
</tr>
<tr>
<td>2020</td>
<td>117,219</td>
<td>10,707</td>
<td>50</td>
</tr>
<tr>
<td>2021</td>
<td>264,238</td>
<td>24,623</td>
<td>55</td>
</tr>
</tbody>
</table>
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.
<table>
<thead>
<tr>
<th>Year</th>
<th>CyberGhost servers all around the world</th>
<th>Our average bandwidth</th>
<th>Our average active connections</th>
<th>Average GB RAM per physical server</th>
<th>Average Physical Cores per physical server</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>550</td>
<td>22 GBps</td>
<td>16,000</td>
<td>11 GB RAM</td>
<td>4.1</td>
</tr>
<tr>
<td>2016</td>
<td>710</td>
<td>34 GBps</td>
<td>28,000</td>
<td>12.6 GB RAM</td>
<td>4.6</td>
</tr>
<tr>
<td>2017</td>
<td>1,300</td>
<td>55 GBps</td>
<td>38,000</td>
<td>14.8 GB RAM</td>
<td>5.4</td>
</tr>
<tr>
<td>2018</td>
<td>3,100</td>
<td>80 GBps</td>
<td>51,000</td>
<td>18.6 GB RAM</td>
<td>6</td>
</tr>
<tr>
<td>2019</td>
<td>5,800</td>
<td>100 GBps</td>
<td>66,000</td>
<td>18.9 GB RAM</td>
<td>6</td>
</tr>
<tr>
<td>2020</td>
<td>7,000</td>
<td>126 GBps</td>
<td>122,000</td>
<td>20.3 GB RAM</td>
<td>8.5</td>
</tr>
<tr>
<td>2021</td>
<td>7,600</td>
<td>154 Gbps</td>
<td>142,000</td>
<td>24.5 GB RAM</td>
<td>9.7</td>
</tr>
</tbody>
</table>
Our Tech Numbers

Our Innovative Token System Brings You Truly Private Dedicated IPs

Dedicated IPs come with one major drawback: the VPN provider knows which static IP address they assign to you. At CyberGhost VPN, we’ve set new standards for Dedicated IPs. Our innovative token-based system is a first in the VPN industry, granting our Ghosties full anonymity and all the benefits they’ve come to expect from shared IP addresses. Our tokens remove any ties between CyberGhost VPN accounts and Dedicated IPs, so we have no records of IP ownership.

Ghosties. Ghosties Everywhere.

Every day, we turn more than 38 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  
2021 - 91
<table>
<thead>
<tr>
<th>Year</th>
<th>Germany</th>
<th>US</th>
<th>UK</th>
<th>France</th>
<th>Russia</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>Germany</td>
<td>US</td>
<td>UK</td>
<td>France</td>
<td>Russia</td>
</tr>
<tr>
<td>2016</td>
<td>US</td>
<td>Germany</td>
<td>Turkey</td>
<td>UK</td>
<td>France</td>
</tr>
<tr>
<td>2017</td>
<td>Germany</td>
<td>UK</td>
<td>Turkey</td>
<td>US</td>
<td>Canada</td>
</tr>
<tr>
<td>2018</td>
<td>US</td>
<td>Germany</td>
<td>France</td>
<td>Russia</td>
<td>UK</td>
</tr>
<tr>
<td>2019</td>
<td>Germany</td>
<td>France</td>
<td>US</td>
<td>UK</td>
<td>Canada</td>
</tr>
<tr>
<td>2020</td>
<td>US</td>
<td>Germany</td>
<td>France</td>
<td>UK</td>
<td>Canada</td>
</tr>
<tr>
<td>2021</td>
<td>US</td>
<td>Germany</td>
<td>France</td>
<td>UK</td>
<td>Canada</td>
</tr>
</tbody>
</table>
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 VPN!

44°27'01.9"N 26°06'08.2"E

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

Incorporated in 2011, we're in the heart of Bucharest, in privacy-friendly Romania. 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
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.

2021
We offered free subscriptions to the citizens of Cuba to fight online censorship during a period of unrest.
We now offer servers in 15 colocated regions for maximum security.
We’ve added new streaming channels in France, Sweden, Italy, and Finland.
Meet us, the Ghosties

Always a Happy Day 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.

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