

# CyberGhost's Yearly Transparency Report

2011 - 2022

Back in 2011, we were the first in the VPN industry ever to launch a report, where we detailed the number of data requests we receive from various legal authorities and copyright holders. We've been sharing this information with you ever since.

In 2019, we decided to put a twist to it, and increase the publishing frequency. Now we're publishing our Transparency Reports every quarter on [Privacy Hub](#).

Join us on this ride and discover everything we do to keep 38 million Ghosties safe on the internet.





## **Robert Knapp**

Co-founder & Chairman, CyberGhost VPN

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



## **Timo Beyel**

VP of Engineering, 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.”**

# What You'll Find in Our Transparency Report:

## Legal Requests

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

## About Our Server Fleet

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

## More About the CyberGhost VPN Team

Learn more about the digital privacy fighters at CyberGhost VPN.





## Legal Requests

We've always operated under a strict No Logs policy. We don't monitor, collect, or store any data. We don't know what you do online when you connect to our servers. It's none of our business.

Because of this, we're unable to comply with any requests we receive to disclose user data like IP addresses, activity logs, and other personally identifiable data. Since we're based in Bucharest, Romania, we're not legally obligated to keep connection or activity logs. This means we're unable to comply with requests, even if they are legally binding.



## We Underwent an Independent Audit

Trust is important for us. We want to be as transparent as possible with our service. In September 2022, we invited Deloitte to review our VPN server network and management systems in an independent audit. Deloitte also reviewed our No Logs policy and its implementation.

After a thorough review, Deloitte concluded that our privacy policy matches our existing server configurations. Auditors found no data that could trace user activity back to a specific CyberGhost VPN account.



# Legal Requests

## DMCA Complaints

We usually receive Digital Millennium Copyright Act (DMCA) complaints from various law firms representing production companies. They indicate that copyrighted material was illegally shared via a CyberGhost IP. We're also provided with details like the timestamp 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 sent 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.



Annual Data: 2011-2022				
Year	DMCA Complaints	Malicious Activity Flags	Police Requests	Legal Actions
2011	139	27	11	1
2012	238	46	15	2
2013	2,157	96	18	3
2014	20,482	1,207	73	12
2015	15,819	4,895	71	10
2016	43,647	10,362	40	8
2017	42,805	7,876	17	4
2018	27,747	11,116	37	6
2019	57,094	30,912	60	11
2020	117,219	10,707	50	9
2021	264,238	24,623	55	10
2022	459,092	351,222	55	10

## Tackling Abuse on Our End

Over the years, we've taken our own measures to reduce the number of violations committed on CyberGhost VPN servers. For example, we started analyzing ports often used for P2P downloads, and blocking them in countries where specific laws are in place. This turned out to be efficient in mitigating abuse.

In the case of malicious activities, most complaints we receive specify the source of the attack, as well as the victim's IP address. We resort to blocking access to the attacked IP address, making further exploits impossible.

For all the above, we have a not-so-gentle reminder from our Legal Team: by using our VPN, you agree to our [Terms and Conditions](#).



## About Our Server Fleet

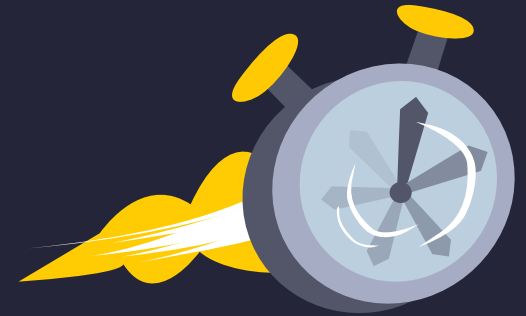
Maintaining our VPN service is a complex process, with a lot of activity going on behind the scenes. We can't get into every nitty-gritty development detail, but we can give you a quick summary of our numbers.



## We've Upgraded Our Servers to 10Gbps

We've begun updating our 1Gbps servers to 10Gbps servers starting with our most-used server location. Seeing the recent technological advancements and the push for 5G connectivity, we're ensuring our servers are on par with the latest developments.

Our new 10Gbps servers transfer data considerably faster, and have better coverage. This is because they have more bandwidth. They handle more traffic and are less prone to congestion and overcrowding. This translates to faster speeds and a smooth VPN experience for all our Ghosties.



## We're Added More Colocated Servers

Security is paramount to our service. To maintain the highest security standards, we turned to a hands-on approach with our colocated servers.

We own these servers which means no one but our team can physically access them. On the software side, we have security settings to prevent unwanted authorization. Colocation also makes it easier to upgrade and maintain our servers, as we're completely in control of the hardware, not just software.





Our Performance Compared to the Industry						
Year	CyberGhost Servers Worldwide	Our Average Bandwidth	Our Average Active Connections	Average GB RAM Per Physical Server	Average Physical Cores Per Physical Server	
2015	550	22 GBps	16,000	11 GB RAM	4.1	
2016	710	34 GBps	28,000	12.6 GB RAM	4.6	
2017	1,300	55 GBps	38,000	14.8 GB RAM	5.4	
2018	3,100	80 GBps	51,000	18.6 GB RAM	6	
2019	5,800	100 GBps	66,000	18.9 GB RAM	6	
2020	7,000	126 GBps	122,000	20.3 GB RAM	8.5	
2021	7,600	154 Gbps	142,000	24.5 GB RAM	9.7	
2022	8,700	148 Gbps	164,000	32 GB RAM	6	

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
2021	US	Germany	France	UK	Canada
2022	US	France	Germany	UK	Canada

## Meet the CyberGhost VPN Team

Being transparent about our team is not something often done in the VPN industry. But we're leading by example and always reaching higher. After all, ghosts are supposed to be see-through, right?

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. And 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, in the Philippines.

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





## A CyberGhost Infographic Timeline

### 2014

- We kept on growing, so we moved to a bigger space in central Bucharest.
- We provided 30,000 premium licenses to Turkish citizens during the political unrest.
- We built our own data center through a crowdfunding campaign.

### 2015

- We launched our affiliation program.
- We launched a business accelerator focusing on cybersecurity startups.
- We threw some fabulous company parties in a penthouse.

### 2016

- We held training sessions at a school in Bucharest, and educated young minds on internet safety.
- We had yet another legendary Halloween party
- We went wild at a team building in Domeniile Știrbei, in Buftea near Bucharest.



## A CyberGhost Infographic Timeline

### 2017

- The Bucharest team got even bigger, so we moved offices again.
- Rollo, the basset hound, started coming in every day.
- We outdid ourselves on Halloween, and had EVERYONE in full costumes.

### 2018

- We included a brand-new support team in beautiful Manila.
- The office basement became FIFA© central for our team.
- We launched the new suite of CyberGhost 7.0 apps.

### 2019

- We expanded and redecorated our offices.
- We had some great pool parties and team buildings.
- We launched our new educational initiative, The Privacy Hub.



## A CyberGhost Infographic Timeline

### 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.

### 2022

- We underwent an independent audit where Deloitte reviewed our VPN server network and management systems and found we abide by our No Logs policy.
- We upgraded a good portion of our fleet to 10Gbps servers.
- We've joined efforts to help Ukrainian refugees who fled to Romania.

## Have any questions for us?

Send them our way, and we'll gladly get back to you. Drop us a line at [press.office@cyberghost.ro](mailto:press.office@cyberghost.ro).



Keep it safe and secure,  
*The CyberGhost team*