

CyberGhost's Yearly Transparency Report

2011 - 2017

Back in 2011, we were the first ones in the VPN industry to publish a Transparency Report. And honoring this tradition is an important part of our mission to defend privacy as a basic human right. So join us as we share data on how we're keeping safe over 20 million users from all around the world.



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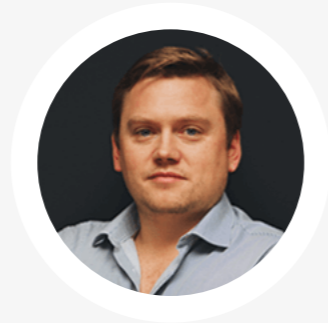


Robert Knapp

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.”



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.



2011

2012

2013

2014

2015

2016

2017

DMCA complaints

139

238

2.157

20.482

15.819

43.647

42.805

Malicious activity flags

27

46

96

1.207

4.895

10.362

7.876

Police requests

11

15

18

73

71

40

17

Legal requests

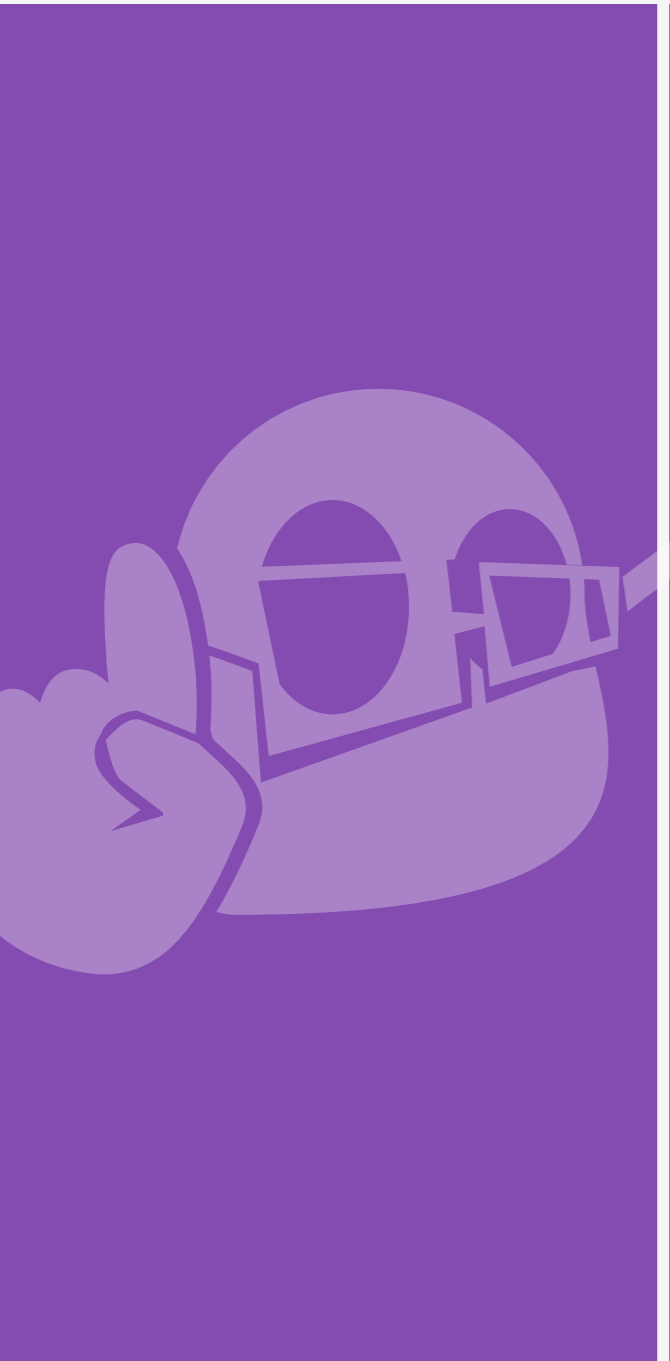
Tackling abuse on our end

Over the years, we've taken our own measures to reduce the number of abuses 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.

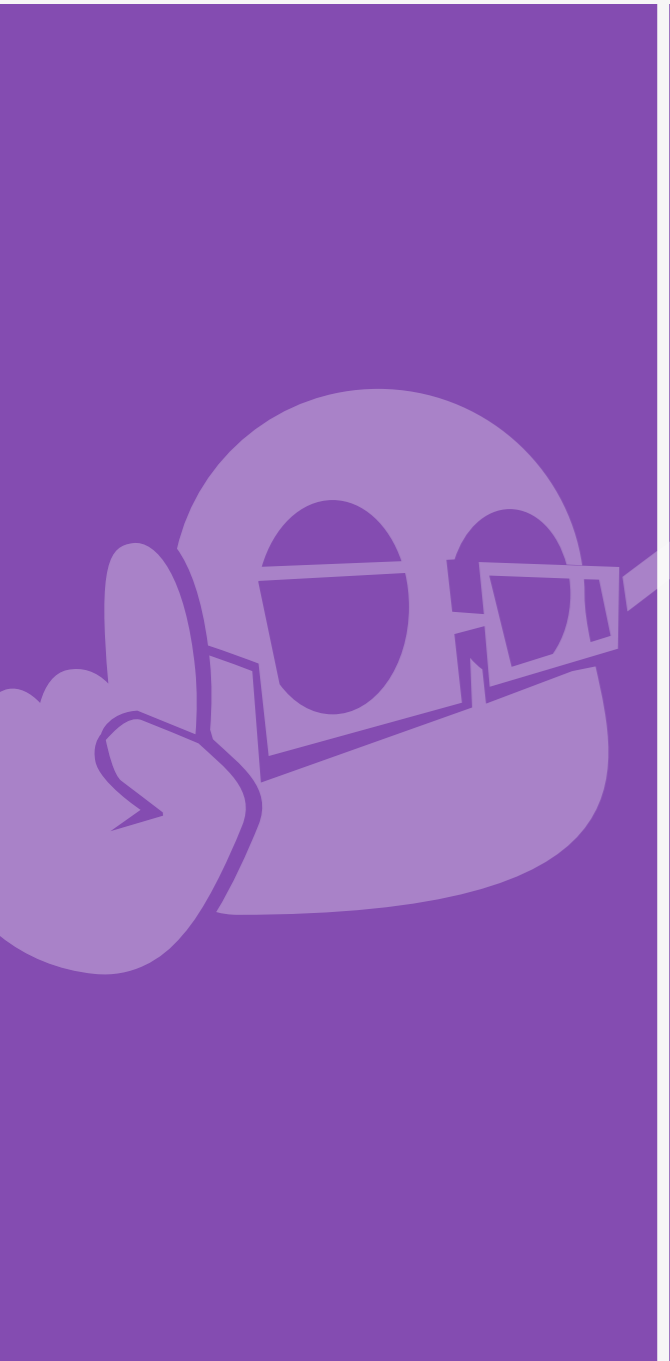
We have some server fleet details from these past years and Ghostie facts ready for you.

Peak performance servers

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



	2015	2016	2017
CyberGhost servers all around the world	550	710	1.300
Our average bandwidth	22 GBps	34 GBps	55 GBps
Our average active connections	16.000	28.000	38.000
Average GB RAM per physical server	11 GB RAM	12.6 GB RAM	14.8 GB RAM
Average Physical Cores per physical server	4.1	4.6	5.4



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**

Our top 5 CyberGhost countries

2015	2016	2017
Germany	US	Germany
US	Germany	UK
UK	Turkey	Turkey
France	UK	US
Russia	France	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 see-through, right? So 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. Founded in 2011, we're Bucharest-based. But since we do have German roots, most of our development team works their magic from Aachen. And if you're ever in need of assistance, you might just reach someone from our support team in Manila. Stumbled upon a Ghostie ad? Our awesome media team in Tel Aviv did 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 to ever publish a Transparency Report

2014

Kept on growing, moved to a bigger space

The ladies of the office celebrated #WorldBalletDay

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 wild 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

Toto Tutinio, the adorable pooch, joined our team as Office Doggie

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

Celebrated a great year in a teambuilding at Rucar-Bran

2018

The office basement became FIFA© central for our guys

Hera, the American Akita, got promoted to Barking Officer

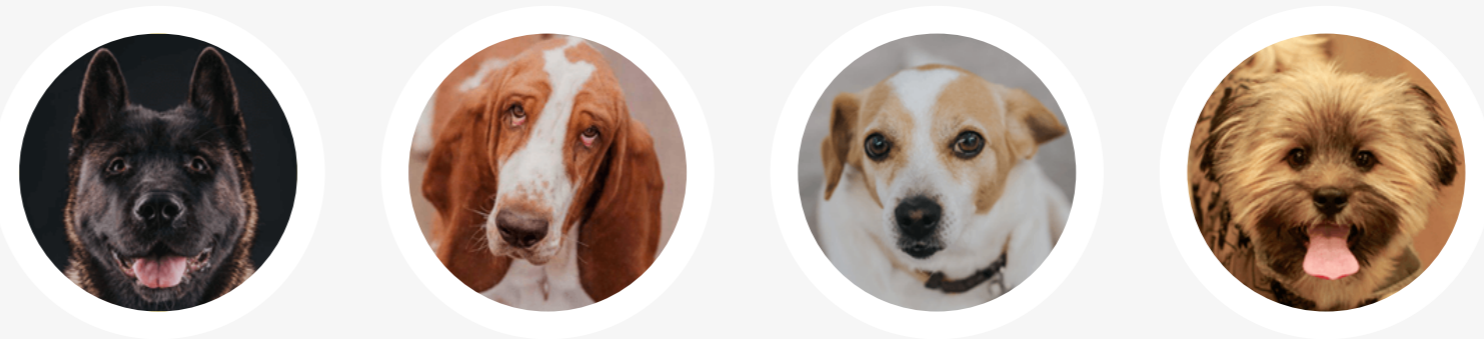
To be continued... :)

Meet us, the Ghosties

No ruff days here

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

And anyway, it would be difficult 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.



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 truly enjoy our days off.

**Avid travelers | Adrenaline junkies | Major bookworms | Theater buffs | Sneaker heads
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 individual 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