

Do you log the traffic of your users?

Kaneesha D. - 2019-09-11 - in Frequently Asked Questions

NO! PIA absolutely does not keep any logs, of any kind, period.

At Private Internet Access, privacy for the world and our user's is at the soul of what we do and how we approach creating our application and working with other businesses.

While not having logs does make things harder in some cases, specifically dealing with Support Tickets, outbound mail, advanced techniques to handle abuse issues, and things of that nature, this provides a high level of security and privacy to all of our users. Logs are never written to the hard drives of any of our machines and are specifically written to the null device, which simply acts if the data never existed.

The Mandatory Data Retention logs in the EU and many areas applies to Telecommunications and Internet Service Providers as they are a "Public Communications Network". This is not applicable to our VPN service as we are a private network.

Due to this, we're unable to provide information on our customer's usage of our service under any circumstance, including subpoenas and court orders, which are closely reviewed by our experienced legal team before we make any response.

We can unequivocally state that our company has not and still does not maintain metadata logs regarding when a subscriber accesses the VPN service, how long a subscriber's use was, and what IP address a subscriber originated from. Moreover, the encryption system does not allow us to view and thus log what IP addresses a subscriber is visiting or has visited.

For more information about if we log, please review [this article](#) which provides further details about why we do not log along with proof.