



Such statements triggered legal scrutiny because their breadth indicated that Twitter may have disclosed consumers' personal information—such as direct messages, protected Tweets, or information revealing real names or telephone numbers associated with a particular Twitter handle—in violation of the FTC's order and undermining user privacy. Compliance staff, therefore, sought information from Twitter about this development. Seeking information from a company as part of an order compliance investigation is a routine part of the FTC's work.

Here, for example, the Order prohibits Twitter from misrepresenting its privacy and security measures for preventing unauthorized access to information from or about individual consumers, and the Order further prohibits Twitter from misrepresenting the extent to which it makes information accessible to any third parties. The Order also requires that Twitter have a comprehensive privacy and information security program with safeguards that include, at a minimum, data access policies and controls for: (a) all databases storing consumer information; (b) all networks, systems, and software that provide access to Twitter users' accounts; and (c) all networks, systems, and software containing information that enables or facilitates access to Twitter's internal network and systems.

On their face, the individuals' public statements do not contradict what Twitter had previously told FTC compliance staff about its access policies and controls. Compliance staff

