



Neighbors for Law Enforcement

The **Neighbors App by Ring** is a free app designed to help community members connect and stay informed about what's going on around them – whether they own a Ring device or not. Local police uses Neighbors to share important crime and safety information with residents, and work with their communities to make neighborhoods safer. Ring is proud to work with local police across the country, through the Neighbors app, to help open the lines of communication between local police and the communities they serve. Ring believes when communities and law enforcement work together, safer neighborhoods can become a reality.

How Law Enforcement Uses Neighbors

Connect With The Community

Through clearly identified posts denoting their role, local police officers can view and comment on public Neighbors app posts within their jurisdiction to connect with and help members of the community.

Updates From Official Sources

Local police can post official updates to help their community to stay informed about issues that may potentially affect residents.

Work Together

Users have the option to provide helpful information if local police ask for assistance with an investigation. Users can choose whether to share videos, or opt out of future requests. This process has been designed to ensure that no user information is shared with local police unless the user chooses to do so, including whether or not they received a request.

How User Privacy Is Protected

No Access to Devices

Local police are never given access to users' cameras or devices through Neighbors or Ring.

No Device Locations

The Neighbors Portal does not provide local police with the addresses at which any devices are located without a user's express consent.

No User Account Information

Users are identified in the Neighbors app posts/comments only as "Neighbor #". Local police see the same information on Neighbors as regular users and do not receive additional information about the post, the user posting or commenting.

No Direct Access to Users

Local police can use Neighbors to ask their community for assistance with an investigation. When they do so, users retain absolute control to determine whether they may have potentially relevant videos, whether or not they elect to share any videos, or opt out of future requests. Local police cannot see how many Ring users received a request, who declined to share, or which users opted-out of future requests.

Helpful Resources

[Map of Active Police Departments on the Neighbors App](#)

[Building Better Communities Together \(Blog\)](#)

[Neighbors App Website](#)

[Video Request FAQ](#)

[Police FAQ](#)

Learn more about the [Neighbors app here](#).

For media inquiries, contact media@ring.com.