

Armenians in Azerbaijan

OVERSIGHT BOARD'S RECOMMENDATION

Go beyond the Community Standard that Facebook is enforcing, and add more specifics about what part of the policy they violated.

FACEBOOK'S RESPONSE

Assessing feasibility

OUR COMMITMENT

We will continue to explore how best to provide transparency to people about enforcement actions, within the limits of what is technologically feasible.

CONSIDERATIONS

Over the past several years, we've invested in improving the experiences for people when we remove their content, and we have teams dedicated to continuing to improve these. As part of this work, we updated our notifications to inform people under which Community Standard a post was taken down (for example, Hate Speech, Adult Nudity & Sexual Activity, etc.), but we agree with the board that we'd like to provide more.

When a content reviewer reviews a post and determines it violates a policy, they often provide some additional data to our systems about the type of violation, but not always to the granularity of each line in the policy. Additionally, when we build technology to take automated action, it is often at the level of a policy area (e.g., Hate Speech) as it is not technologically feasible to create separate AI systems for each individual line in the policy. We understand the benefit in additional detail and will continue to explore how best to provide additional transparency.

NEXT STEPS

Our teams will continue to explore potential ways to address this challenge. We will provide updates with any future developments.