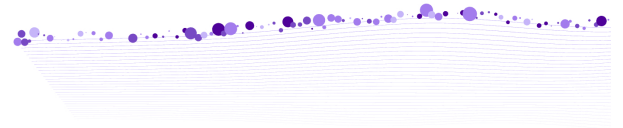


# Rules Enforcement

## About this report

Insights into how and when we enforce our policies, and reports of potential violations.



### Rules Enforcement

Accounts Actioned

Accounts Reported

Jul - Dec 2021

Download Report

## Accounts Actioned

Published on July 28, 2022

01. Latest Data

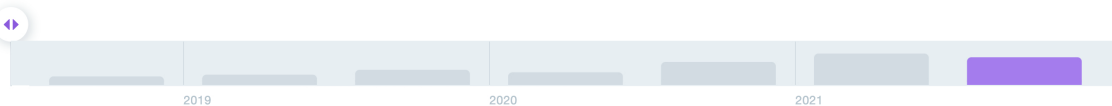
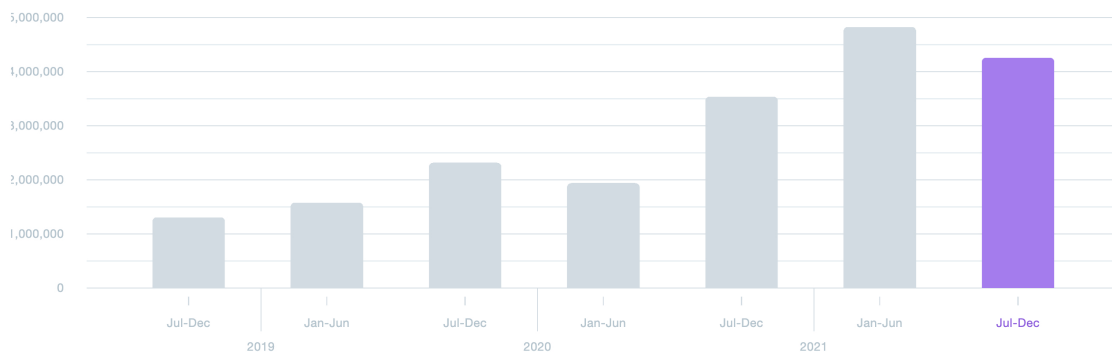
02. Overview

03. Analysis

### 01. Latest Data: Accounts Actioned

Bars

Table



Accounts actioned - July - December 2021

Accounts actioned

4.3M

Accounts suspended

1.3M

Content removed

5.1M

## 02. Overview

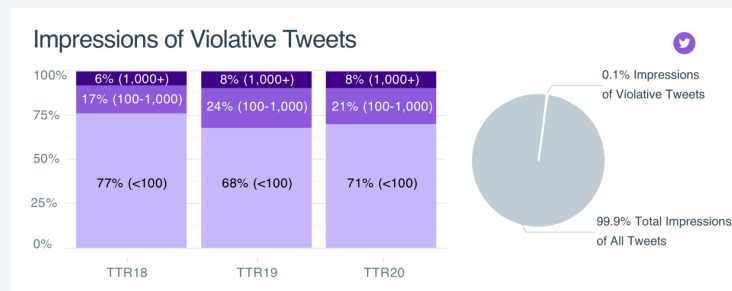
Twitter's purpose is to serve the public conversation. We welcome people to share their unique point of view on Twitter, but there are some behaviors that discourage others from expressing themselves or place people at risk of harm. The Twitter Rules exist to help ensure that all people can participate in the public conversation freely and safely, and include specific policies that explain the types of content and behavior that are prohibited.

This section covers the latest data about instances where we've taken enforcement actions under the Twitter Rules to either require the removal of specific Tweets or to suspend accounts. These metrics are referred to as: accounts actioned, content removed, and accounts suspended. More details about our range of enforcement options are available in our [Help Center](#).

### Impressions

We continue to explore ways to share more context and details about how we enforce the Twitter Rules. As such, we are introducing a new metric – impressions – for enforcement actions where we required the removal of specific Tweets. Impressions capture the number of views a Tweet received prior to removal.

From July 1, 2021 through December 31, 2021, Twitter required users to remove 4M Tweets that violated the Twitter Rules. Of the Tweets removed, 71% received fewer than 100 impressions prior to removal, with an additional 21% receiving between 100 and 1,000 impressions. Only 8% of removed Tweets had more than 1,000 impressions. In total, impressions on these violative Tweets accounted for less than 0.1% of all impressions for all Tweets during that time period.



Some notable changes since our last report:

#### Accounts actioned

**-12%**

Decrease in **accounts actioned** compared to the last reporting period.

#### Accounts suspended

**+2%**

Increase in **accounts suspended** compared to the last reporting period.

#### Content removed

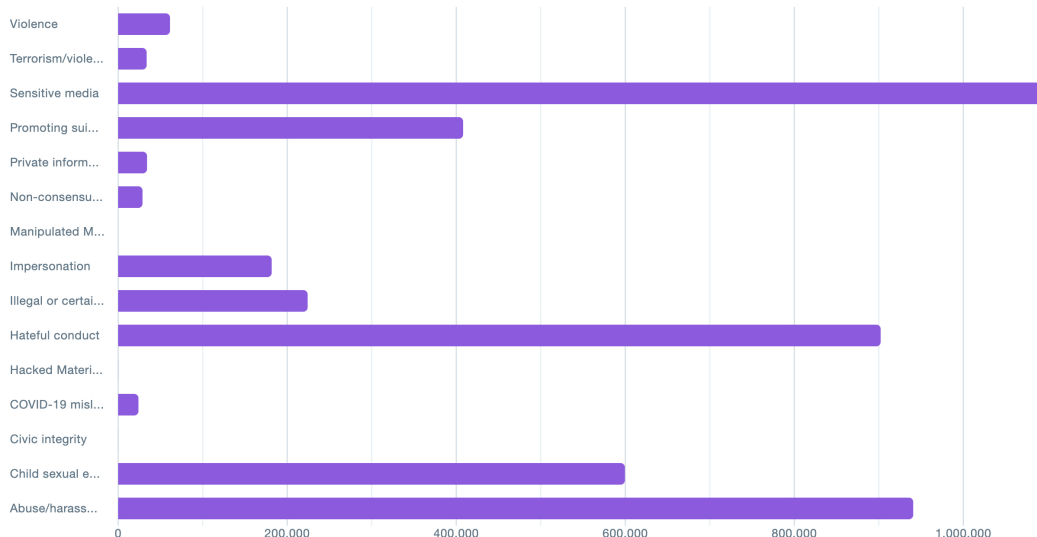
**-14%**

Decrease in **content removed** compared to the last reporting period.

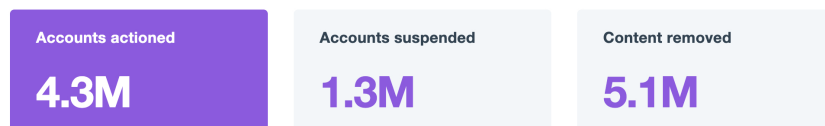
### 03. Analysis

Bars

Table



Accounts actioned - July - December 2021



#### Big picture

We have a global team that manages enforcement of the Twitter Rules with 24/7 coverage of most supported languages on Twitter. Our goal is to apply the Twitter Rules objectively and consistently. Enforcement actions are taken on content that is determined to violate the Twitter Rules.

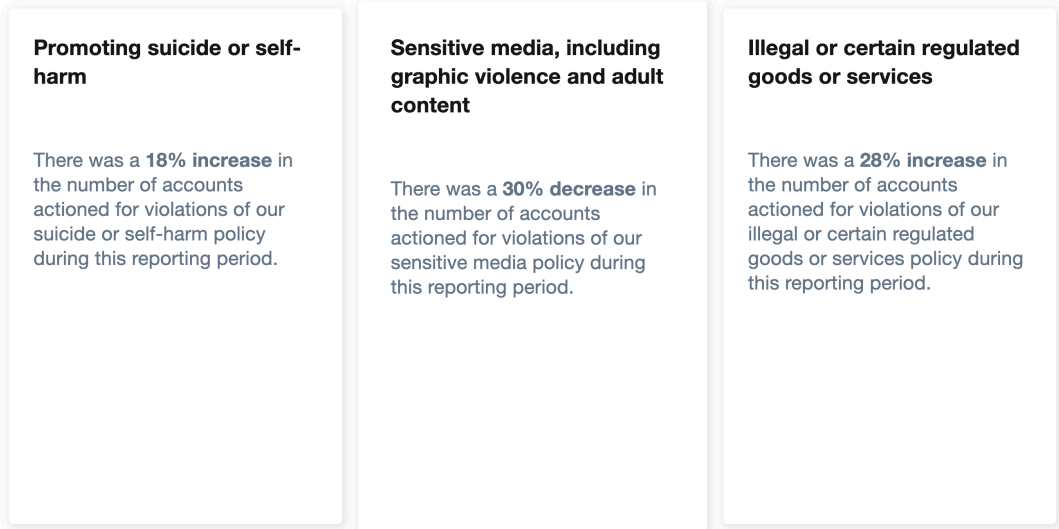
*We are committed to providing due process and to better ensure that the enforcement of the Twitter Rules is fair, unbiased, proportional and respectful of human rights, influenced by the spirit of the [Santa Clara Principles on Transparency and Accountability in Content Moderation](#) and other multi stakeholder processes. We will continue to invest in expanding the information available about how we do so in future reports.*

#### Safety

The "Safety" section of the Twitter Rules covers violence, terrorism/violent extremism, child sexual exploitation, abuse/harassment, hateful conduct, promoting suicide or self-harm, sensitive media (including graphic violence and adult content), and illegal or certain regulated goods or services. More information about each policy can be found in the [Twitter Rules](#).

Some notable changes since the last report:

Violence	Terrorism/violent extremism	Child sexual exploitation	Abuse/harassment	Hateful conduct
There was a <b>31% decrease</b> in the number of accounts actioned for violations of our violence policies during this reporting period.	There was a <b>25% decrease</b> in the number of accounts actioned for violations of our terrorism / violent extremism policy during this reporting period.	There was a <b>31% increase</b> in the number of accounts actioned for violations of our child sexual exploitation policy during this reporting period.	There was a <b>10% decrease</b> in the number of accounts actioned for violations of our abuse policy during this reporting period.	There was a <b>19% decrease</b> in the number of accounts actioned for violations of our hateful conduct policy during this reporting period.



Other select takeaways:

**Terrorism/violent extremism**

The Twitter Rules prohibit the [promotion of terrorism and violent extremism](#). We suspended 33,693 unique accounts for violations of the policy during this reporting period. Of those accounts, 86% were proactively identified and actioned. Our current methods of surfacing potentially violating content for review include leveraging the shared industry hash database supported by the [Global Internet Forum to Counter Terrorism \(GIFCT\)](#).

**Child sexual exploitation**

We do not tolerate child sexual exploitation on Twitter. When we are made aware of child sexual exploitation media, including links to images of or content promoting child exploitation, the material will be removed from the site without further notice and reported to The National Center for Missing & Exploited Children ("NCMEC"). People can report content that appears to violate the [Twitter Rules regarding Child Sexual Exploitation](#) via our [web form](#).

We suspended 596,997 unique accounts during this reporting period – a 32% increase since our previous report. Of these, 91% of suspended accounts were identified proactively by employing internal proprietary tools and industry hash sharing initiatives. These tools and initiatives support our efforts in surfacing potentially violative content for further review and, if appropriate, removal.

**Abuse/Harassment**

Under our Abusive Behavior policy, we prohibit content that harasses or intimidates, or is otherwise intended to shame or degrade others. We took action on 940,679 accounts during this reporting period. This is a 10% decrease from our last report and is in line with a 11% decrease in accounts reported under this policy during this period.

**Violence**

Our policies prohibit sharing content that threatens violence against an individual or a group of people. We also prohibit the glorification of violence. 41,386 accounts were suspended and we took action on 70,229 unique pieces of content during this reporting period.

**Hateful conduct**

We expanded our Hateful Conduct policy in December 2021 to prohibit dehumanizing speech on the basis of gender, gender identity and sexual orientation. During this period 104,565 accounts were suspended under this policy, representing a 22% decrease in account suspensions since our last report.

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### Promoting suicide or self-harm

We prohibit content that promotes, or otherwise encourages, suicide or self-harm. During this reporting period there was a substantial increase in the volume of accounts suspended (18%), and content removed (23%) under this policy. 408,143 accounts were actioned in total. We attribute these changes to our continued investment in identifying violative content at scale.

### Sensitive media, including graphic violence and adult content

We removed a total of 1.1M unique pieces of content under our Sensitive Media policy during this period, a 31% decrease since our last report.

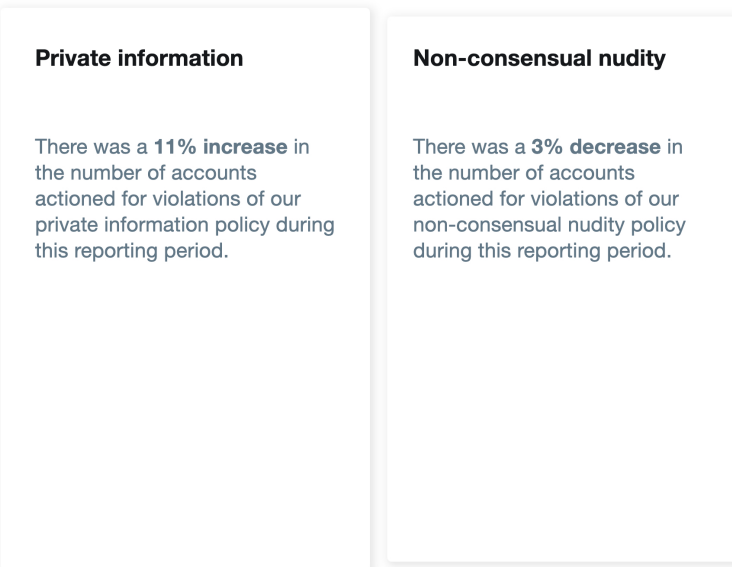
### Illegal or certain regulated goods or services

Due to continued refinement of enforcement guidelines, we saw a 37% increase in accounts suspended under this policy, representing a total of 119,508 accounts.

## Privacy

The "Privacy" section of the Twitter Rules covers private information and non-consensual nudity. More information about each policy can be found in the [Twitter Rules](#).

Some notable changes since the last report:



● ○



Other select takeaways:

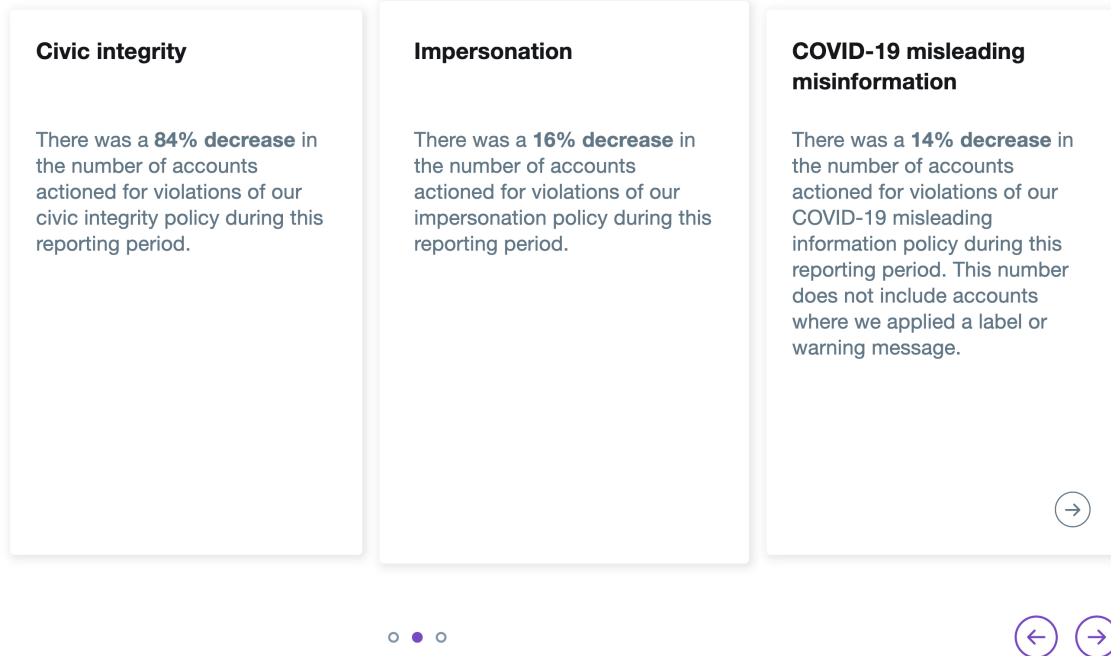
### Private information

We expanded our private information policy in late November to prohibit sharing media of private individuals without the permission of those depicted. 34,181 accounts and 62,537 unique pieces of content were actioned under this policy.

## Authenticity

The "Authenticity" section of the Twitter Rules covers platform manipulation and spam, civic integrity, impersonation, synthetic and manipulated media, and copyright and trademark. We have standalone report pages for [platform manipulation and spam](#), [copyright](#), and [trademark](#), and cover civic integrity and impersonation enforcement actions in this section.<sup>11</sup> More information about each policy can be found in the [Twitter Rules](#).

Some notable changes since the last report:



Other select takeaways:

### Civic Integrity

During this reporting period the number of accounts actioned under Civic Integrity policy has decreased due to the low number of major national elections in the United States.

### Impersonation

This reporting period, we actioned 181,644 accounts and suspended 169,396 accounts, a 16% and 15% decrease respectively, for violations of the impersonation policy. This decrease is in line with a similar 15% decrease in accounts reported during this period.

### COVID-19 misleading information

As of March 2021, we incorporated a five-strike system meant to address repeated violations of the [COVID-19 misinformation policy](#). After the fifth strike, the user is eligible for suspension under the policy. Since the launch of the strike system we invested in and increased our proactive detection efforts to surface and mitigate the harm related to COVID-19 misinformation. We suspended 1,376 accounts, an increase of 123%, for violations of the COVID-19 misinformation policy during this reporting period.

# Accounts Reported

Published on July 28, 2022

01. Latest Data

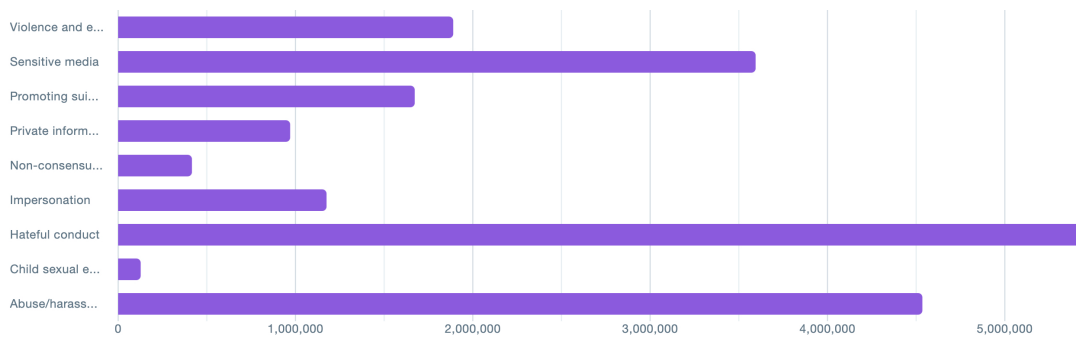
02. Overview

03. Analysis

## 01. Latest Data: Accounts Reported

Bars

Table



Accounts reported - July - December 2021

Accounts reported

11.6M

## 02. Overview

Insights into accounts reported for violations of the Twitter Rules.

Accounts reported

-10%

Decrease in **accounts reported** compared to the last reporting period.

## 03. Analysis

### Big picture

Reported content is assessed to determine whether it violates any aspects of the Twitter Rules, *independent* of its initial report category. For example, content reported under our private information policy may be found to violate – and be actioned under – our hateful conduct policies. We may also determine that reported content does not violate the Rules at all.

The policy categories in this section do not map cleanly to the ones in the Accounts Actioned section above. This is because people typically report content for possible Twitter Rules violations through our [Help Center](#) or [in-app reporting](#).

We are committed to providing due process and to better ensure that the enforcement of the Twitter Rules is fair, unbiased, proportional and respectful of human rights, influenced by the spirit of the [Santa Clara Principles on Transparency and Accountability in Content Moderation](#) and other multi stakeholder processes. We will continue to invest in expanding the information available about how we do so in future reports.

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### Footnotes

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#### Accounts Actioned

To provide meaningful metrics, we de-duplicate accounts which were actioned multiple times for the same policy violation. This means that if we took action on a Tweet or account under multiple policies, the account would be counted separately under each policy. However, if we took action on a Tweet or account multiple times under the same policy (for example, we may have placed an account in read-only mode temporarily and then later also required media or profile edits on the basis of the same violation), the account would be counted once under the relevant policy.

---

#### Accounts Reported

To provide meaningful metrics, we de-duplicate accounts which were reported multiple times (whether multiple users reported an account for the same potential violation, or whether multiple users reported the same account for different potential violations). For the purposes of these metrics, we similarly de-duplicate reports of specific Tweets. This means that even if we received reports about multiple Tweets by a single account, we only counted these reports towards the "accounts reported" metric once.

---



# Information Requests

## About this report

Insights into legal demands to produce account information from governments, law enforcement, and third parties around the world.



## Information Requests

Government

Non-Government

Jul - Dec 2021

Download Report

## Government

Published on July 28, 2022

01. Latest Data

02. Overview

03. Analysis

04. Preservation Requests

## 01. Latest Data: Government

Map

Bars

Table



Worldwide (67 countries)

0 1 - 18 19 - 288 289 - 2333



The map is for representational purposes only; map is not meant to scale.

Information requests - July - December 2021

Information requests

11.5K

Compliance rate

40.3%

Accounts specified

28.7K

## 02. Overview

This section covers the latest data about government information requests for Twitter and Periscope account information from around the world. These requests include a combination of routine requests and emergency requests. There are also trends and details about the global volume of requests, accounts specified, and the corresponding compliance rates, as well as insights into our related policies and global preservation requests. We received our first case referencing Spaces.

Some notable changes since the last report:<sup>iii</sup>

### Information requests

**-7%**

Decrease in **global information requests** compared to the last reporting period.

### Compliance rate

**+11%**

Increase in **global compliance rate** compared to the last reporting period.

### Accounts specified

**+9%**

Increase in **global accounts specified** compared to the last reporting period.

## 03. Analysis

### Big picture

Global governments and law enforcement agencies submitted approximately 7% fewer information requests (combined emergency and routine requests) compared to the previous reporting period. There was a 9% increase in the aggregate number of accounts specified. Twitter produced some or all of the requested information in response to 40% of these information requests.

Further analysis into these areas follow below. Additional information is available in [Twitter's legal request FAQs](#).

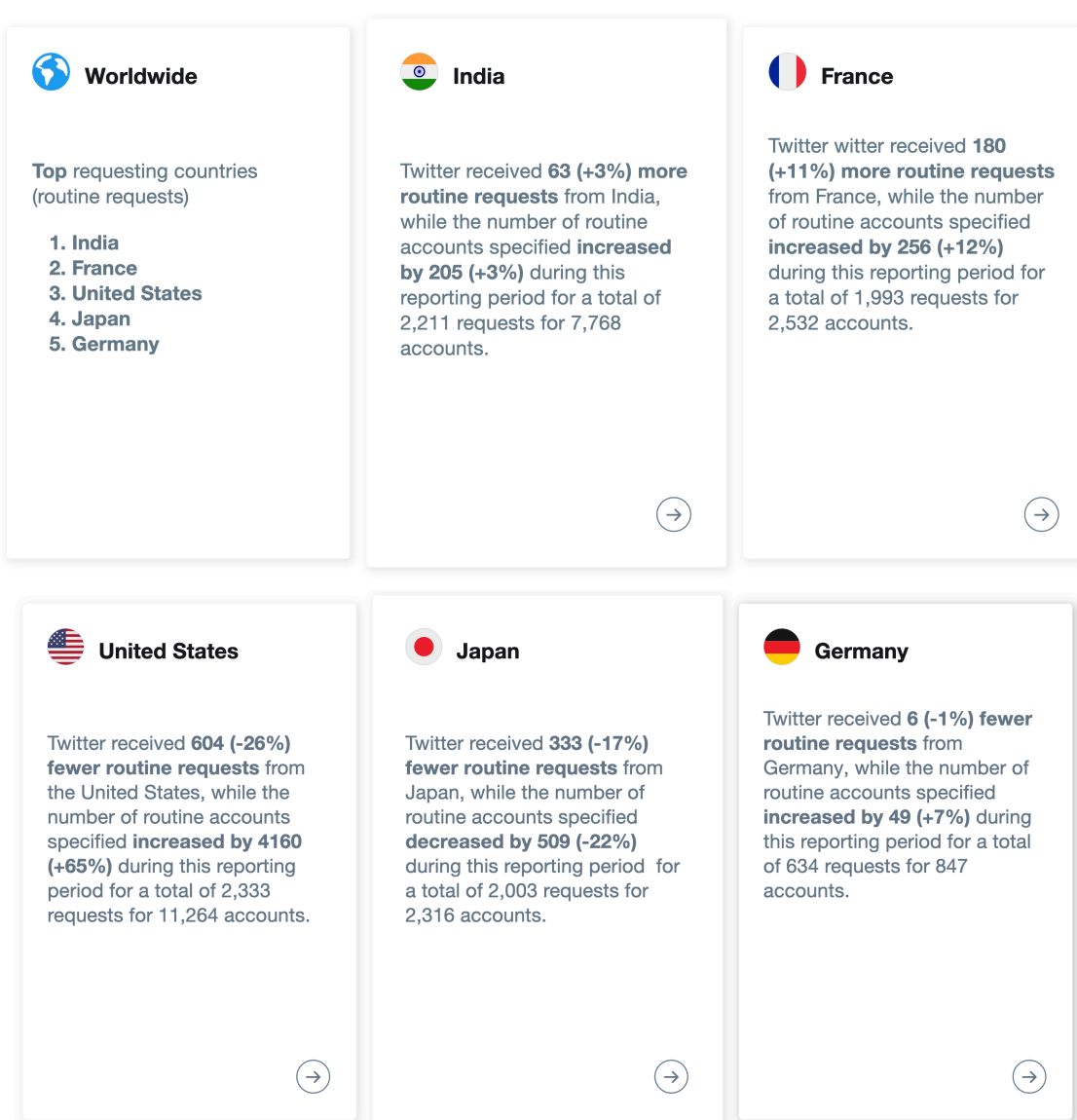
### Country insights

Twitter has now received government information requests from 99 different countries since 2012, including [Jamaica](#) which appeared in this report for the first time.

#### Top requesters

The [United States](#)<sup>iii</sup> submitted the most government information requests during this reporting period, accounting for 20% of the global volume, and 39% of the global accounts specified. The second highest volume of requests originated from [India](#), comprising 19% of global information requests and 27% of the global accounts specified.

[Japan](#) (17%) and [France](#) (17%) and [Germany](#) (6%) round out the top five countries by volume. Combined, these five countries accounted for 79% of all global information requests during this reporting period. This is the second report in a row in which these countries represent the top five global requesters (in varying order).



## Emergency requests

Twitter may disclose account information to law enforcement officials in response to a valid emergency request as described in our [Guidelines for Law Enforcement](#).<sup>31</sup>

Emergency requests accounted for roughly 14% of global information requests submitted to Twitter. Emergency requests decreased by 10% during this reporting period, while the aggregate number of accounts specified in these requests decreased by 17%.

The [United States](#) submitted the highest volume of global emergency requests (35%), followed by [Japan](#) (24%), and [India](#) (11%).

## International cooperation

### The CLOUD Act

As previously noted, the [Clarifying Lawful Overseas Use of Data Act](#) (“CLOUD Act”; enacted in March 2018) established a framework for the U.S. Government to enter into bilateral agreements with certain qualifying foreign governments. Once such a bilateral agreement goes into effect, U.S. providers, such as Twitter, may receive compulsory legal demands directly from foreign government entities to disclose account information and content of communications, as well as real-time surveillance orders for account information, which are akin to pen register/trap and trace and wiretap orders as described in our [U.S. report](#).

Twitter continues to closely monitor developments related to cross-border legal requests for user data. We will update our policies as necessitated by changes in the legal landscape, in keeping with [our commitment](#) to defending and respecting the user’s voice and transparency.

## Request considerations

### Narrowing requests

Where appropriate, Twitter will push back on requests for account information which are incomplete or improper, such as requests that are facially invalid or overbroad in scope. Depending on the circumstances, we may produce some data after working to narrow a request, or we may not disclose any data. We also may not have any responsive records to produce.<sup>83</sup>

Twitter narrowed or did not disclose information in response to 60% of global government information requests, a decrease of 11% during this reporting period.

### User notice

We notify specified account holders of requests for their account information unless we are prohibited or the request falls into one of the exceptions to our user notice policy.<sup>84</sup>

We were able to notify account holders in response to 219 global information requests during this reporting period.

---

## 04. Preservation Requests

Twitter accepts government requests to preserve account information as outlined in our [Guidelines for Law Enforcement](#).

Government entities issue preservation requests that direct service providers like Twitter to temporarily save information pertaining to an investigation. These requests give law enforcement, prosecutors, etc. the time needed to get the valid legal process, such as a search warrant, required to lawfully obtain that saved information. Upon receipt of a valid preservation request, we will temporarily preserve, but not disclose, a snapshot of the relevant account information for 90 days pending issuance and service of valid legal process.<sup>85</sup>

Global government preservation requests **increased by 10%**, while accounts specified **increased by 19%** during this reporting period. The [United States](#) (34%) and [India](#) (51%) together accounted for **85%** of all global preservation requests.

# Non-Government

Published on July 28, 2022

01. Latest Data

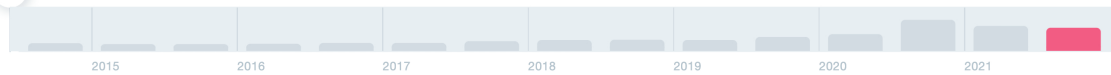
02. Overview

03. Analysis

## 01. Latest Data: Non-Government

Bars

Table



Information requests - July - December 2021

Information requests

427

Compliance rate

46.8%

Accounts specified

1.1K

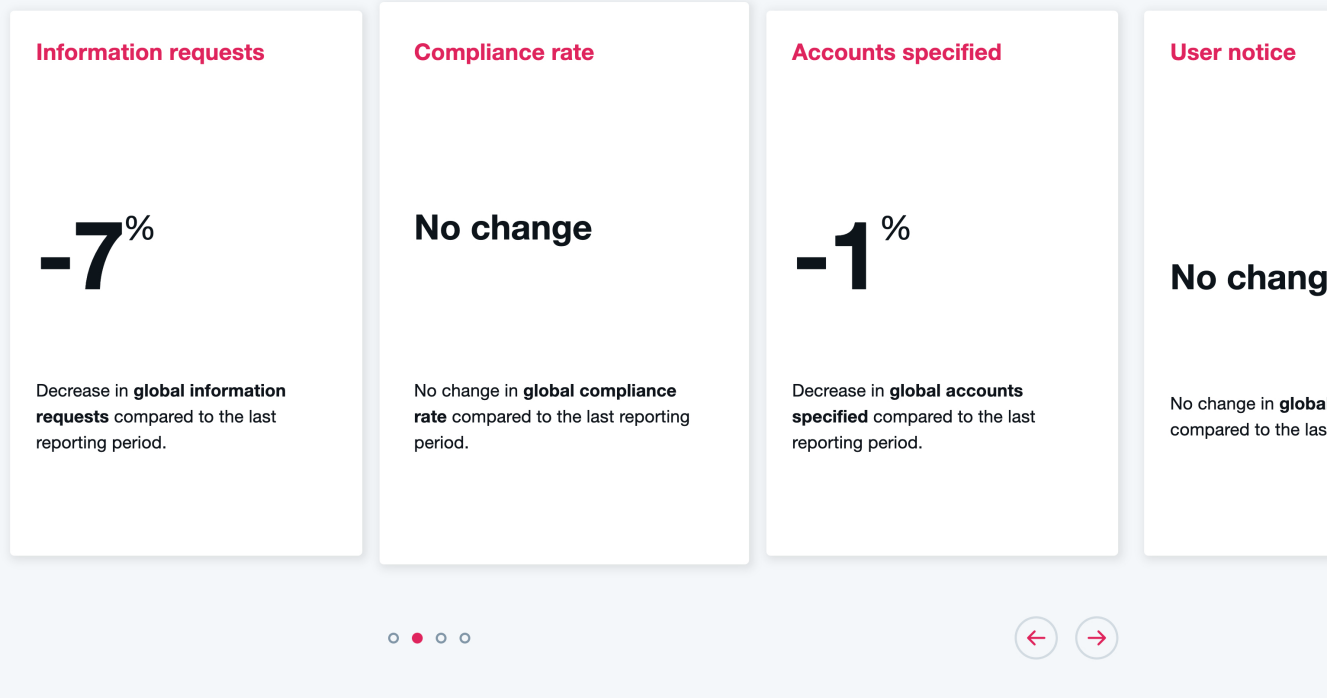
User notice

51.3%

## 02. Overview

Twitter receives requests for account information from non-governmental parties around the world. These typically include civil actions, such as a divorce proceeding, as well as requests made by criminal defendants, where they are typically seeking account information in support of their legal defense.<sup>8</sup>

More information about non-government information requests can be found in our Help Center pages, including [Accessing Your Twitter Data](#) and [Legal Request FAQ](#).



## 03. Analysis

Twitter has now received non-government information requests from 36 different countries since 2014, including [New Zealand](#), which appeared in this report for the first time.

Twitter received 7% fewer non-government information requests during this reporting period. The number of accounts specified in these requests decreased by 1%, and the compliance rate remained the same, at 47%.<sup>9</sup>

### Defending free expression

Anonymous and pseudonymous speech is important to Twitter and is central to our commitment to [defend and protect the voices of our users](#). Twitter often receives non-government information requests to disclose account information of anonymous or pseudonymous Twitter users (i.e., requests to “unmask” the identity of the user). Twitter frequently objects to such requests, particularly in the U.S.

Twitter objected to 29 U.S. civil requests for account information that sought to unmask the identities of anonymous speakers on first amendment grounds during this reporting period. We litigated 2 of those requests. Twitter succeeded in convincing courts to apply the applicable First Amendment protections in 1 case, and 1 case remains pending. No information was produced on 93% of all unmasking requests.

## Footnotes

Some cases received during this reporting period may be in progress and may not be closed at the time of reporting.

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### Government

[1.](#) Percentages rounded to the nearest whole number.

[2.](#) U.S. numbers in the table above include requests received from [U.S. Legal Attachés](#) stationed in various [international locations](#), who may have submitted requests under U.S. law in part to assist their local counterparts. This type of cross-border cooperation is most likely to happen in emergency circumstances (such as those following terror attacks).

[3.](#) We evaluate such requests on a case-by-case basis to determine if there is information to support a good faith belief that there is an imminent threat involving danger of death or serious physical injury to a person. In these situations, if we have information relevant to averting or mitigating the threat, we may disclose that information to law enforcement.

However, we may not disclose data in response to emergency disclosure requests for a variety of reasons. For example:

- We may not disclose data if the request fails to identify a valid Twitter and/or Periscope account, or content on those platforms.
- We may push back to narrow requests that are overbroad, and only disclose the information relevant to averting or mitigating the specified threat.

[4.](#) Requests for Periscope account information are also reflected in the figures regarding aggregate requests.

[5.](#) We may not comply with requests for a variety of reasons. For example:

- We may not comply with requests that fail to identify a Twitter and/or Periscope account or other content on those platforms.
- We may seek to narrow requests that are overly broad.
- Account holders may have challenged the requests after we've notified them.
- We may have sought additional context from the requester and did not receive a response.
- In some cases, Twitter may challenge the request formally through litigation or informally through discussion directly with government entities.

[6.](#) Details about Twitter's user notice policy are available in our [Guidelines for Law Enforcement](#) and our [Legal Request FAQ](#), which provides account holders with more information about what happens when we receive a request for their account information or removal of their content. Exceptions to user notice may include exigent or counterproductive circumstances, such as emergencies regarding imminent threat to life, child sexual exploitation, or terrorism.

[7.](#) We also regularly receive preservation extension requests (not reflected in the data above) from law enforcement or government requesters. If the requester submits a lawful and timely extension request, we will make reasonable attempts to continue to preserve the same snapshot of account information for an additional 90 days pending issuance and service of valid legal process.

We may process multiple extension requests if requesters represent that they are engaged in a process for international cooperation (i.e. MLAT or letters rogatory), given these processes can take several months.

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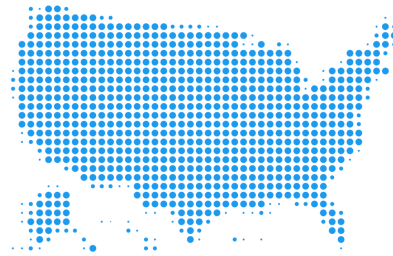
### Non-Government

[8.](#) This data does not include an account holder's [request for their own account information](#).

[9.](#) We may not comply with non-government requests for a variety of reasons. For example:

- We may not comply with requests that fail to identify a Twitter and/or Periscope account or other content on those platforms.
  - We may reject requests that are directed to incorrect corporate entities.
  - We may seek to narrow requests that are overly broad.
  - Users may have challenged the requests after we've notified them.
  - In other cases, Twitter may challenge the request formally through litigation or informally through discussion directly with non-government parties (e.g., directing non-government parties to get the information they seek directly from the other parties through discovery).
-

# United States



## About this report

Insights into information requests and removal requests originating from the United States.

## Information Requests

Published on January 11, 2021

- 01. Latest Data
- 02. Overview
- 03. Analysis
- 04. Breakdown by Location
- 05. Types of Legal Process
- 06. User Notice
- 07. National Security Requests

## 01. Latest Data: Information Requests

Map

Bars

Table



U.S. (52 states/territories)

0 1 - 27 28 - 135 136 - 755



Information requests - January - June 2021

Information requests

3.0K

% Compliance

68%

Accounts specified

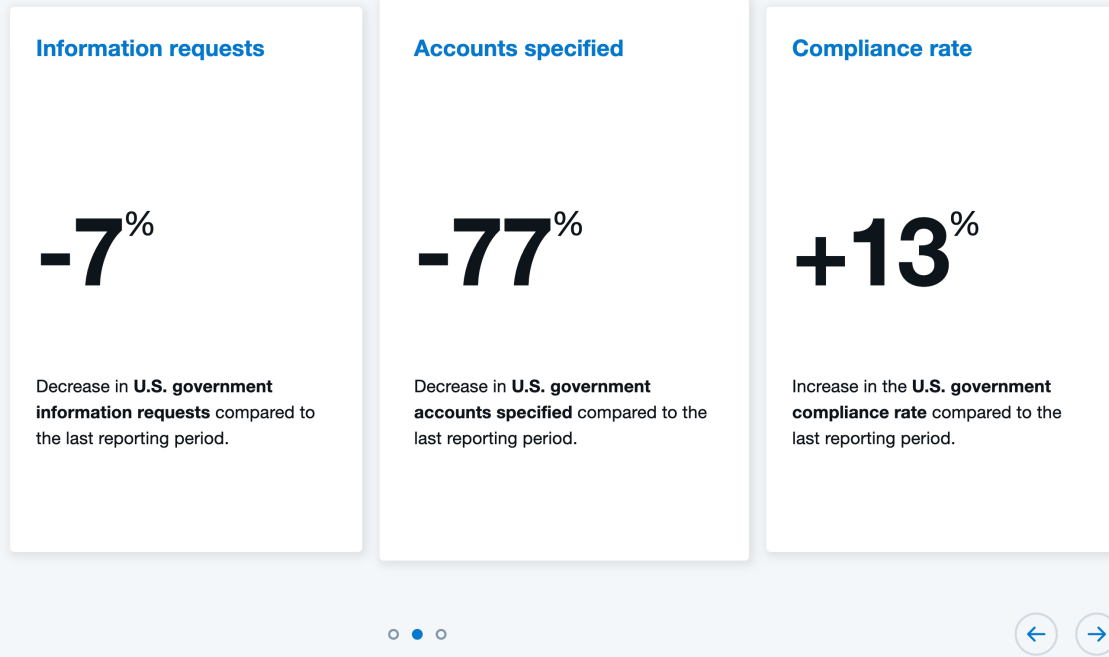
7.1K



## 02. Overview

This data includes the number of government information requests, accounts specified, and the corresponding compliance rate for these requests originating from the United States. We also include a high-level breakdown of requests based on the U.S. state or territory they originated from (below). For more information about emergency requests and non-government requests, visit the [Information Requests report](#).<sup>11</sup>

Twitter's operations continued to be affected due to the unprecedented [COVID-19](#) pandemic.



## 03. Analysis

Government information requests originating from the U.S. continue to make up the highest percentage among requesting countries from around the world. With the exception of the previous reporting period, U.S. information requests have represented the largest share of total global volume in a reporting period since Twitter's first transparency report in 2012.<sup>10</sup>

24% of all global requests for account information originated from the United States during this reporting period. These requests accounted for 27% of all accounts specified from around the world. Twitter complied, in whole or in part, with 68% of these U.S. information requests.

### User privacy

Twitter generally requires a search warrant to disclose any contents of communications, since users have the greatest privacy interest in this type of information.

However, Twitter may disclose content in the U.S. without receiving a search warrant in rare circumstances, in accordance with applicable law. For example, if there is an emergency involving an imminent threat of death or serious bodily harm, in response to certain national security requests, or with the account-holder's lawful consent. Twitter also reports child sexual exploitation content to the National Center for Missing and Exploited Children (NCMEC) as required by U.S. law and in accordance with our [zero tolerance policy](#).

### CalECPA

Twitter also furthers our commitment to user privacy with our [support for and interpretation of CalECPA](#), a California state law which went into effect at the beginning of 2016. CalECPA sets a higher bar for California state government entities to obtain certain user data than the floor established by federal statute, [Electronic Communications Privacy Act](#). As a result, California state law enforcement and government entities must obtain a warrant based on probable cause to compel a provider like Twitter to disclose IP addresses, which would also generally be available with a subpoena or court order under federal law.<sup>40</sup>

During this reporting period, Twitter received 256 subpoenas and court orders issued by state and local government entities outside of California seeking IP addresses, compared to 252 such requests in the prior reporting period. Requesters either withdrew their request entirely or withdrew their request for IP addresses in 98 of those requests.

## 04. Breakdown by Location

Twitter receives [government information requests](#) from federal, state, and local authorities. The following table outlines the distribution of these requests, which are attributed to a particular state based on the location of the requesting office.

Twitter received the greatest percentage of requests from New York, California, and West Virginia during this reporting period.<sup>41</sup>

### Top Requesting Agencies

The U.S. Federal Bureau of Investigation (FBI), U.S. Department of Justice (DOJ), and the U.S. Secret Service (USSS) submitted the greatest percentage of requests during this reporting period. The FBI, DOJ, and USSS have also consistently submitted the greatest percentage of requests for the six previous reporting periods.

### Federal vs state requesters

Table



Q Search for a state

State / Territory	Federal requests	State / Local requests
Total	2,198	802
Alabama	8	8
Alaska	6	2
Arizona	31	14
Arkansas	8	2
California	191	73
Colorado	15	11
Connecticut	17	3
Delaware	2	26
District of Columbia	726	29

<b>Florida</b>	67	66
<b>Georgia</b>	23	30
<b>Hawaii</b>	2	-
<b>Idaho</b>	4	1
<b>Illinois</b>	48	13
<b>Indiana</b>	10	8
<b>Iowa</b>	2	6
<b>Kansas</b>	3	3
<b>Kentucky</b>	12	8
<b>Louisiana</b>	13	11
<b>Maine</b>	2	1
<b>Maryland</b>	41	46
<b>Massachusetts</b>	33	19
<b>Michigan</b>	11	12
<b>Minnesota</b>	17	10
<b>Mississippi</b>	1	2
<b>Missouri</b>	19	6
<b>Montana</b>	2	-
<b>Nebraska</b>	4	-
<b>Nevada</b>	5	6
<b>New Hampshire</b>	2	4
<b>New Jersey</b>	45	33
<b>New Mexico</b>	2	-
<b>New York</b>	247	95
<b>North Carolina</b>	12	13
<b>North Dakota</b>	1	3
<b>Ohio</b>	15	25
<b>Oklahoma</b>	6	1
<b>Oregon</b>	11	15

<b>Pennsylvania</b>	74	37
<b>Puerto Rico</b>	2	-
<b>Rhode Island</b>	2	2
<b>South Carolina</b>	2	7
<b>Tennessee</b>	11	3
<b>Texas</b>	70	65
<b>US Embassies</b>	37	-
<b>Utah</b>	6	4
<b>Vermont</b>	4	-
<b>Virginia</b>	123	32
<b>Washington</b>	36	10
<b>West Virginia</b>	156	26
<b>Wisconsin</b>	10	9
<b>Wyoming</b>	1	2

## County insights

This section highlights the top requesting counties in the ten states that have submitted the most state government information requests during this reporting period. We classify the county of the requester based on the address of the requesting office.

We include this level of detail to offer additional insight into the frequency that local authorities seek user data and to help identify any possible related trends over time.

### California

Since we have begun reporting at the county level, Los Angeles County has been the top requester, submitting **39% of total California state information requests** during this reporting period.

### Florida

Broward County was the top county requester, submitting **22% of total Florida state information requests** in this reporting period.

### Maryland

Baltimore City was the top county requester, submitting **27% of total Maryland state information requests** during this reporting period.

### New Jersey

Essex County was the top county requester, submitting **40% of total New Jersey state information requests** during this reporting period.

## 05. Types of Legal Process

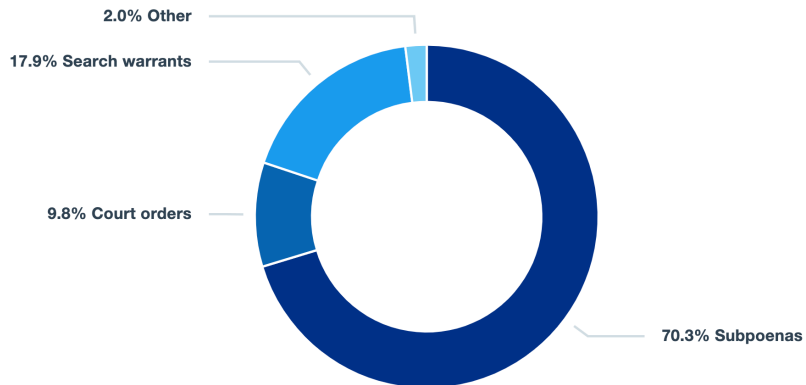
Pie Bars Table



### Types of legal process

January - June 2021

70.3% Subpoenas 9.8% Court orders 17.9% Search warrants 2.0% Other



#### Subpoenas

Subpoenas are the most common form of legal process issued under the [Stored Communications Act](#). They do not generally require judicial review and usually seek basic subscriber information, such as the email address associated with an account and IP logs. However, as noted above, Twitter may require a search warrant from state law enforcement to disclose IP addresses, in accordance with [CalECPA](#).

#### Court orders

Unlike subpoenas, court orders do require judicial review, and must be issued by an appropriate judge. The law enforcement or government entity applying for an order must make a greater showing than is required for a subpoena, and may request transactional information (i.e., the non-content portion of communications such as the "from," "to," and "date" fields of DMs) with federal "2703(d) court orders" or state law equivalents. While Twitter mostly receives "2703(d) orders," more information about other types of court orders received is available below.

#### Search warrants

As proscribed by the [Fourth Amendment](#), warrants typically require the most judicial scrutiny before they are issued. To obtain a search warrant, the government must demonstrate to an independent judge or magistrate that there is probable cause to believe that certain evidence will be found in the location identified. The government has to meet the greatest burden before the judge will issue this type of legal process, and warrants must be particularized to the specific facts of the case. A valid warrant is required for Twitter to disclose the contents of communications (e.g., Tweet content, DM content, Periscope broadcasts).

#### Other

Requests from law enforcement that do not fall in any of the above categories. Examples include [emergency disclosure requests](#) and other requests for account information without valid legal process.<sup>30</sup>

## Certain types of court orders

### Mutual Legal Assistance Treaty Requests

Mutual legal assistance treaty (MLAT) requests may authorize district courts within the United States to order Twitter to produce account information for use in a proceeding in a foreign or international tribunal, including criminal investigations.<sup>66</sup>

Twitter may receive U.S. requests for information on behalf of foreign governments based on other forms of cross-jurisdictional assistance. For example, requests may be issued pursuant to letters rogatory, or under mutual legal assistance agreements with countries that have not yet been officially brought into force through an actual treaty. Additionally, MLAT requests may be issued under multilateral treaties which the U.S. has signed and ratified, like the Inter-American Convention on Mutual Legal Assistance of the Organization of American States, the Budapest Convention on Cybercrime, or the United Nations Convention against Transnational Organized Crime.

- Jan 1 - Jun 30, 2021: **5%** of court orders received have been explicitly identified as having been issued as a result of MLAT requests, which originated in Argentina, Australia, Chile, Czech Republic, France, Germany, Great Britain, Ireland, Israel, Slovenia, and Switzerland.

### Pen Register / Trap & Trace Orders

Pen register/trap and trace ("PRTT") orders authorize the government to obtain prospective metadata of communications for the account specified for up to 60 days. This means that Twitter would be required to disclose data on an ongoing basis that did not yet exist at the time the order was signed. PRTT orders may require Twitter to disclose IP address records and transactional information (i.e., the non-content portion of communications such as the "from," "to," and "date" fields). Twitter is prohibited from notifying affected users about the existence of PRTT orders until otherwise authorized by the court, pursuant to the [PRTT statute](#).<sup>67</sup>

- Jan 1 - Jun 30, 2021: **10%** of court orders received by Twitter were PRTT orders.

### Wiretap Orders

Wiretap orders authorize the government to obtain prospective metadata and contents of communications for the specified account for up to 30 days. **To date, Twitter has not received a valid criminal wiretap order.** Twitter has received orders purportedly requiring such real-time surveillance, but these orders were not issued in compliance with the requirements of the Wiretap Act and therefore Twitter did not comply with the wiretap request. These orders nonetheless may meet legal requirements for other types of disclosures and are therefore reflected in our figures accordingly. Like PRTT orders, wiretap orders are issued under seal and Twitter would therefore generally be prohibited from notifying affected users of the existence of such an order until otherwise ordered by the court.

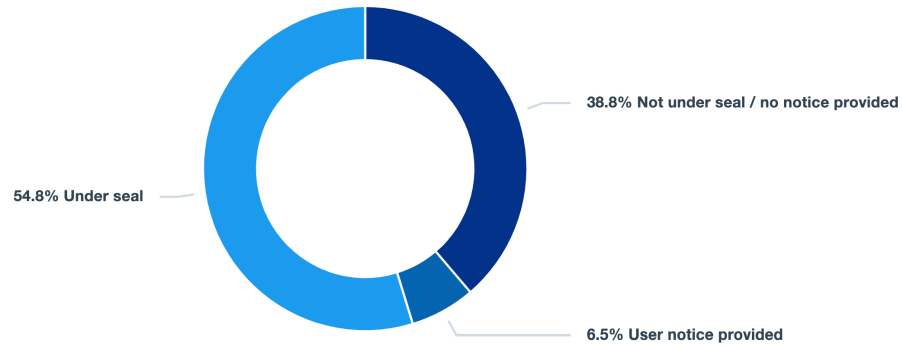
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## 06. User Notice

### User notice

January - June 2021

- 38.8% Not under seal / no notice provided
- 6.5% User notice provided
- 54.8% Under seal



Twitter has a longstanding policy of notifying affected account holders of requests to disclose their account information unless prohibited or on the basis of an applicable exception as outlined in our [Guidelines for Law Enforcement](#) and [legal request FAQs](#).

Twitter sent notice to affected account holders prior to disclosure where there was no accompanying non-disclosure order, or other reasons not to provide notice.<sup>10</sup>

However, requests for account information are often accompanied by a binding non-disclosure order, which legally prohibits Twitter from notifying account holders of the underlying legal request.

Some non-disclosure orders do not include an explicit date when the confidentiality obligation expires. Twitter regularly seeks an amended order with specified duration for the non-disclosure requirement (e.g., 90 days) when we receive this type of indefinite order.

Twitter has also filed challenges to non-disclosure orders where there were concerns about compliance with the provisions of 18 U.S.C. § 2705(b) and/or the unlimited duration. In October 2017, the U.S. DOJ issued a guidance memorandum to federal prosecutors seeking non-disclosure orders pursuant to 18 U.S.C. § 2705(b). Most notably, the guidance states that prosecutors should generally seek non-disclosure orders limited to one year or less, and applications for such orders should reflect meaningful and individualized (i.e., non-boilerplate) justifications for the non-disclosure order.

## 07. National Security Requests

### U.S. National Security Letters

Table



Search for a year

Year received	Government initiated review	Provider requested review
Total	16	10
2021	0	0
2020	0	0
2011	0	0
2010	0	7
2009	0	2

As in past reports, Twitter is only able to publish very limited information about national security requests, due to legal prohibitions that we continue to challenge in court (see below for an update on *Twitter v. Garland*, our ongoing transparency litigation).

At this time we are able to share information about the number of National Security Letters (“NSLs”) received which are no longer subject to non-disclosure orders (“NDOs”). NDOs on NSLs are lifted in one of two different ways, government initiated review or provider requested review.

Two gag orders were lifted during this reporting period. As reflected in the table above, non-disclosure orders for 23 total NSLs have been lifted to date.<sup>89</sup> We believe it is much more meaningful to publish these actual numbers than reporting in the bands authorized per the [USA Freedom Act](#). (These reporting limits are not applicable for national security process, which are no longer subject to non-disclosure requirements, such as these NSLs.)

Twitter is committed to continuing to use the legal mechanism available to us to request judicial review of these gag orders. More broadly, we are also committed to arguing that indefinite non-disclosure orders are unconstitutional in both the criminal and national security contexts. We view each request for judicial review as an opportunity to strengthen the legal precedent protecting our First Amendment rights.



## Twitter v. Garland

As in past reports, Twitter is not reporting on any other national security process we may have received because of limitations imposed on us by the U.S. government. We continue to litigate this issue in our case [Twitter v. Garland](#). On April 17, 2020 the Court granted the government's motion for summary judgment and dismissed Twitter's lawsuit. Twitter filed a notice of appeal of that decision on June 15, 2020 and an opening brief on September 24, 2020. Twitter's appeal was supported by an [amicus brief](#) filed by the American Civil Liberties Union and the [Electronic Frontier Foundation](#). The government's responsive brief was filed on March 1, 2021. Oral argument was held on August 10, 2021 and the parties await a decision.

We will continue to fight for meaningful transparency through this and other efforts, and look forward to sharing more updates here as they become available.

# Removal Requests

Published on January 11, 2021

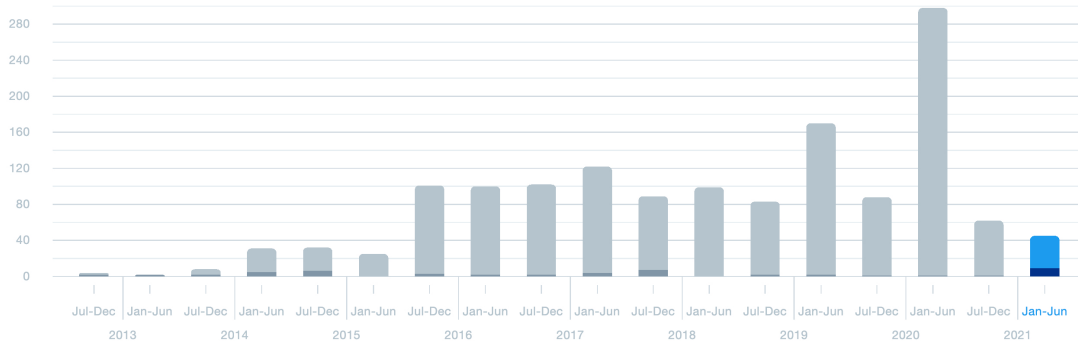
## 01. Latest Data

## 02. Overview

## 01. Latest Data: Removal Requests

Bars

Table



Legal demands - January - June 2021

Legal demands

45

Compliance rate

53.3%

Accounts specified

96

Accounts withheld

Tweets withheld

Accounts TOS

65

## 02. Overview

This data includes the number of United States government (and other complaints of illegal content from authorized reporters) legal demands received to remove or withhold content, the number of accounts specified in these requests, and the compliance rate (either withheld or removed for violating the Twitter Rules). For more detailed information, read the [Removal Requests report](#).

### Legal demands

**-27%**

Decrease in **U.S. legal demands** compared to the last reporting period.

### Compliance rate

**+22%**

Increase in **U.S. compliance rate** compared to the last reporting period.

### Accounts specified

**+10%**

Increase in **U.S. accounts specified** compared to the last reporting period.

### Accounts with

**No change**

No change in **U.S. accounts withheld** compared to the last reporting period.

### Footnotes

Some cases received during this reporting period may be in progress and may not be closed at the time of reporting.

### Information Requests

Some cases received during this reporting period may be in progress and may not be closed at the time of reporting.

**1.** Information requests include both federal and state legal process. Requests are attributed to a particular state based on the location of the requesting office.

The data above does not include national security requests. Please refer to the "National security requests" section below for additional information on the national security letters we are now legally permitted to convey, and an update on the Twitter v. Garland ( f.k.a. Twitter v. Lynch, Sessions, and Barr) lawsuit and our commitment to fighting for greater transparency in national security request reporting.

**2.** Twitter, Inc.'s global headquarters is located in San Francisco, California, USA.

**3.** The FBI National Threat Operations Center is located in West Virginia.

**4.** As a California-based company, Twitter generally requires state and local government entities outside of California to properly domesticate a request for IP addresses in California state court. As a result, Twitter generally will not disclose IP addresses to state/local government entities outside of California without a subpoena or court order, and a broader set of Twitter users benefit from the protections of CalECPA.

**5.** All Writs Act Orders - The All Writs Act is a U.S. law from 1789 which authorizes a court to issue an order which is "necessary or appropriate in aid of their respective jurisdictions and agreeable to the usages and principles of law". The government invoked this apparent authority in the context of litigation with Apple. To date, Twitter has not received an order issued pursuant to this authority.

**6.** Previously, we included a comprehensive list of the number of requests that were confirmed to have been made via MLAT procedures for all previous reports. We have updated our reporting layout to only include the MLAT data for the current report. To view historical data, please navigate to previous U.S. reports through the dropdown menu at the top of the page.

**7.** Previously, we included a running list of the percentage of PRTT orders received for all previous reports. We have updated our reporting layout to only include the PRTT order data for the current report. To view historical data, please navigate to previous U.S. reports through the dropdown menu at the top of the page.

**8.** Twitter generally does not notify users if no data was disclosed in response to the request (i.e. the request was withdrawn by the requester prior to disclosure or the request was defective).

Other exceptions to Twitter's user notice policy include emergency disclosure requests, requests related to child sexual exploitation or terrorism, or other circumstances where notice would be counterproductive.

**9.** These numbers would not reflect NSLs for which Twitter requested judicial review but a court determined there is an ongoing non-disclosure obligation at the time of this publication.

### Removal Requests

Some cases received during this reporting period may be in progress and may not be closed at the time of reporting.

Each request may identify multiple items to be removed. For example, a single request may ask us to remove individual Tweets, an entire account, or both.

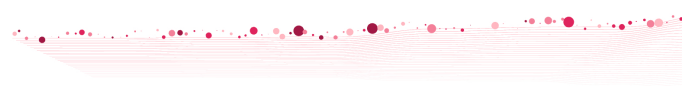
We may not comply with every request or all aspects of a request for a variety of reasons. For example, we do not comply with requests that fail to identify content on Twitter.

'Tweets withheld' refers to Tweets that have been withheld at the individual Tweet level, and does not count the total number of individual Tweets from the 'Accounts withheld' column.

# Removal Requests

## About this report

Insights into legal demands to remove content from Twitter, and other requests to remove content based on local law(s) from around the world.



## Removal Requests

Legal Demands

Local Law(s)

Jul - Dec 2021

Download Report

## Legal Demands

Published on July 28, 2022

01. Latest Data

02. Overview

03. Analysis

04. Withheld Content

05. Restored Content

06. TOS Violations

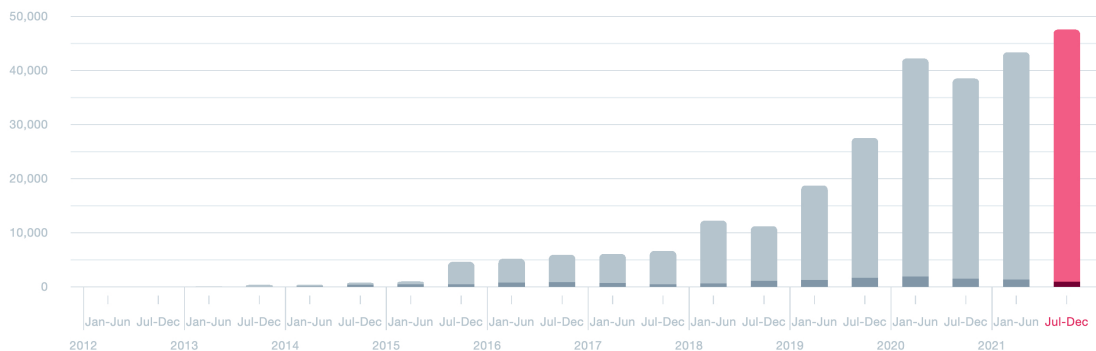
07. No Action

## Removal Requests

### 01. Latest Data: Legal Demands

Bars

Table



Legal demands - July - December 2021

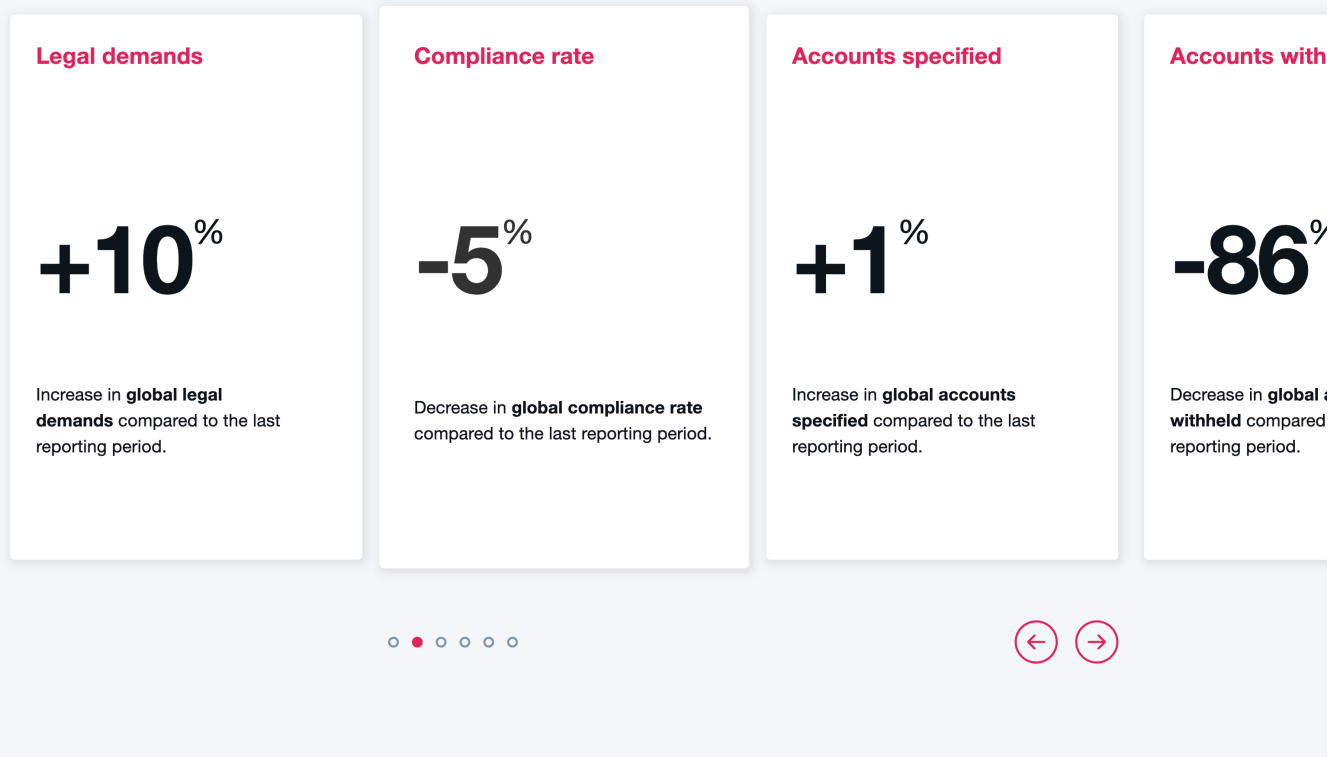
<p>Legal demands</p> <p><b>47.6K</b></p>	<p>Compliance rate</p> <p><b>51.2%</b></p>	<p>Accounts specified</p> <p><b>198.9K</b></p>	<p>Accounts withheld</p> <p><b>194</b></p>
<p>Tweets withheld</p> <p><b>7.2K</b></p>	<p>Accounts TOS</p> <p><b>84.6K</b></p>		

## 02. Overview

This section covers the latest data about third-party [legal demands](#) that compel Twitter to remove content under our [Country Withheld Content](#) (“CWC”) policy.<sup>11</sup>

There are also details about the latest trends in global volumes of requests, [accounts specified](#), and the total [compliance rate](#). The total compliance rate is a simplified metric that combines all of Twitter’s removal actions—[accounts withheld](#), [Tweets withheld](#), and [accounts TOS](#).

Some notable changes since the last report:



## 03. Analysis

### Big picture

Twitter received 47,572 [legal demands](#) to remove content specifying 198,931 [accounts](#). This record-breaking number of accounts specified for content removal is now the largest ever that Twitter has received since our first transparency report. The 10% increase in the total number of legal demands in this reporting period is another record-breaking number that makes this transparency report historically significant. It is noteworthy that during this time, Twitter observed an increase of reports containing a substantial number of reported accounts (“batch reports”). Notably, we received batch reports from [South Korea](#) and the [United Arab Emirates](#).

The South Korean government reported 966% more accounts compared to the previous transparency report. This number was influenced by seven batch reports submitted by Korean government agencies, who reported content alleged to be illegal under Article 44-7 of the Act on Promotion of Information and Communications Network Utilization and Information Protection. In total, Twitter actioned 43,366 accounts for violations of the [Platform manipulation](#)

[and spam policy](#), [illegal or certain regulated goods or services](#), and [Child sexual exploitation](#) policies.

Along with South Korea, the United Arab Emirates submitted their first batch reports during this reporting period. The Telecommunications and Digital Government Regulatory Authority submitted 12 separate batch reports totaling 2,851 accounts citing crimes related to illegal sexual services. Many of these accounts were already suspended due to previous actions, however, Twitter actioned 2,335 accounts in total, which were in violation mostly of the [Platform manipulation and spam policy](#) and [illegal or certain regulated goods or services](#) policies.

Overall, Twitter withheld or otherwise removed some or all of the reported content in response to 51% of global legal demands, down 5% from the previous reporting period.

## Country insights

This record number of [legal demands](#) originated from 44 different countries during this reporting period, and included the first legal demand received from [Ghana](#). Twitter has received legal demands from 95 different countries since we published our first transparency report.

### Top requesters

97% of the total global volume of legal demands originated from only five countries (in decreasing order): [Japan](#), [Russia](#), [South Korea](#), [Turkey](#), and [India](#). These five countries have remained Twitter's top requesting countries for legal demands over the past three years.

Japan continues to submit the highest volume of requests, and was responsible for half of all global legal demands received in this period. 96% of requests from Japan referred to laws regarding the prohibition of financial crimes, narcotics, and prostitution. Russia submitted the second highest number of legal demands to Twitter, accounting for 18% of all global legal demands. However, Russian requests decreased compared to the noticeable spike in the last transparency report. Content involving self-harm and suicide consisted of 70% of all Russian requests and has remained the primary issue-type reported by the Russian government. This is followed with 14% of Russian requests reporting child sexual exploitation and explicit media against minors. South Korea jumped to become the third largest requestor of legal demands, accounting for 12% of the global volume. In this reporting period, the South Korean government submitted their highest number of content removal requests ever. Turkey follows as the fourth largest requestor, accounting for 9% of global legal demands. India is the fifth highest requestor, accounting for 8% of global legal demands.

### Japan

Japan maintains its spot as the top requestor of legal demands to Twitter. The volume of Japanese **legal demands increased by 27%**, coinciding with a **30% increase of accounts specified**.



### Russia

Russia kept its position as Twitter's second largest requestor of legal demands, accounting for **18% of the global volume**. Russia decreased the legal demands submissions by 20%, but it still remained the second highest requestor. There was also a decrease of 35% in the number of accounts specified by the Russian government compared to the previous reporting period.



### South Korea

South Korea moved up to become Twitter's third largest requestor of legal demands. The South Korean government **increased their legal demands by 174%** compared to the previous reporting period. The accounts specified in these South Korean requests account for 47% of all accounts specified globally.



### Turkey

Turkey dropped to the fourth largest requestor due to the Turkish government submitting **21% fewer legal demands**. Despite the decrease, Turkey increased the number of **accounts specified by 24%** totaling 8,496 accounts. This is Turkey's highest number of accounts reported.

## Verified journalists and news outlets

349 accounts of verified journalists and news outlets located around the world were subject to 326 legal demands, a 103% increase in the number of accounts since the previous reporting period and also the largest number of accounts specified by foreign and domestic governments that belong to verified journalists and news outlets we've ever seen. This spike is largely attributed to legal demands submitted by [India](#) (114), [Turkey](#) (78), [Russia](#) (55), and [Pakistan](#) (48). Twitter also saw reports on verified journalists and news outlets from other jurisdictions, such as [Brazil](#) (8), [Qatar](#) (4), [France](#) (3), [Israel](#) (3), [Mexico](#) (3), [Germany](#) (2), [South Korea](#) (2), [Thailand](#) (2), [Colombia](#) (1), [Indonesia](#) (1), [Serbia](#) (1), and the [United States](#) (1).

There was a steady increase in actions taken on verified journalists and news outlets. In total, 17 Tweets from verified journalists and news outlets were withheld in this reporting period compared to 11 Tweets withheld during the previous transparency report period.

## Other Requests

Twitter received its first Targeted Correction Direction (TCD) from the Singaporean government, citing the Protection from Online Falsehoods and Manipulation Act (POFMA). A correction direction was issued on the basis that the Tweet misquoted a government official's speech out of context. A correction label, along with the correction Tweet provided to Twitter by the Singaporean government, was issued to all Twitter users that engaged with the reported Tweet. For more information regarding this request, see [here](#).





## 04. Withheld Content

This data includes all legal demands where we employed our [Country Withheld Content](#) ("CWC") tool during this period, resulting in either Tweets or accounts being withheld. Where permitted, Twitter provided notice to identified account holders and published copies of the underlying legal demands that resulted in withheld content to [Lumen](#) for public review.<sup>10</sup>

We have now used CWC in 24 countries in response to legal demands: [Argentina](#), [Australia](#), [Brazil](#), [Canada](#), [Finland](#), [France](#), [Germany](#), [India](#), [Indonesia](#), [Ireland](#), [Israel](#), [Italy](#), [Japan](#), [Netherlands](#), [New Zealand](#), [Pakistan](#), [Russia](#), [Singapore](#), [South Korea](#), [Spain](#), [Turkey](#), and the [United Kingdom](#). During this reporting period, Twitter withheld content in [Taiwan](#) and the [United Arab Emirates](#) for the first time.

In total, Twitter withheld content at the account or Tweet level in 13 of those 24 countries during this period.

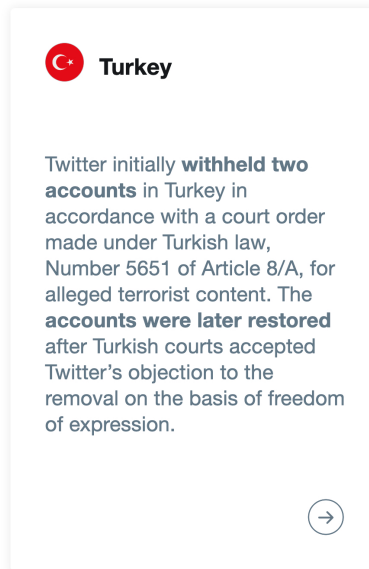
Examples (Lumen links to corresponding legal demands available below<sup>11</sup>):

 <b>Brazil</b> <p>Twitter received a court order from Rio de Janeiro's 30th Lower Civil Court for the removal of 18 Tweets that publicized sexual misconduct allegations against a leading national figure in the Brazilian music industry, along with public figures within a political family in Brazil. Five Tweets were deleted by the users, however the remaining <b>13 Tweets were withheld</b> in Brazil in accordance with the court order under Article 19 of the Marco Civil Law of the Internet.</p> <p><a href="#">→</a></p>	 <b>Germany</b> <p>Twitter received two legal demands from the legal representatives of a public figure involved in alleged domestic abuse crimes. Twitter <b>withheld 11 Tweets</b> in Germany in accordance with a court order from Landesgericht Berlin on the basis of prohibited information sharing.</p> <p><a href="#">→</a></p>	 <b>India</b> <p>Twitter received a legal demand from the National Commission for Protection of Child Rights to remove content relating to privacy issues involving a minor. The reported Tweet published by a high-ranking political figure was withheld in India in compliance with Indian law.</p> <p><a href="#">→</a></p>	 <b>South Korea</b> <p>Twitter received a legal demand from the Korea Communications Commission regarding content laws against harassment towards minors. The reported Tweet was suspended 55 accounts for violating Twitter's manipulation and information protection and <b>withheld 72 Tweets</b> in accordance with the Act on Promotion of Information and Communications Network Utilization and Information Protection.</p> <p><a href="#">→</a></p>
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## 05. Restored Content

Content is typically restored to Twitter after a successful appeal of an original court order or because a legal procedure expired. Restored content, previously referred to as “un-withheld content”, may pertain to accounts or Tweets that were withheld prior to this current reporting period.

Examples (Lumen links to corresponding legal demands available below<sup>9</sup>):




## 06.

### TOS Violations and Labeling

This section includes instances where, in response to legal demands identifying the specified accounts or Tweets, content was removed from Twitter after determining it violated [Twitter's TOS](#).<sup>10</sup> We review all reported content for violations of Twitter's TOS before assessing it further independent of any underlying claims.

We take an objective approach to reviewing legal demands for possible violations of Twitter's TOS. The fact that the reporters in these cases may be involved in litigation, or may be government / law enforcement officials, had no bearing on whether any action was taken under Twitter's TOS. This approach is consistent with our commitment to [free expression](#).


**Examples:**



**Canada**

Twitter **received a legal demand** from the Office of the Commissioner of Canada Elections. One Tweet was reported for distributing false information on special ballots relating to the 2021 General Election. The **Tweet was removed** under Twitter's Civic integrity policy.


→



**France**

Twitter **received legal demands** from France's National Police to remove content that leaked a COVID-19 sanitary pass belonging to a French political and public figure. One **Tweet was removed** under Twitter's Private information and media policy and one account was actioned under Twitter's Counterfeit policy.


→



**Ghana**

Twitter **received two legal demands** from Ghana Police Service, which marked Ghana's first request for content removal. One account and 10 Tweets were reported for disseminating false information and spreading hate speech against a national political party. The reported **account was suspended** for violating Twitter's Non-consensual nudity policy.

→



**Malaysia**

Twitter **received demand** from the Communication & Multimedia Commission, due to a complaint received from Malaysia's Minister of Education and Local Government reporting that a Twitter account was publishing purposefully misleading information to deceive Malaysia through financial transactions. The **reported account was suspended** for violating Twitter's Financial Services policy.

→




## 07.

### Majority no action

This section includes instances where, in response to a legal demand, no action was taken on the majority of the reported content, as most accounts / Tweets were determined not to violate Twitter's TOS or to merit withholding under CWC. Generally, we do not take action on newsworthy content or political speech protected under UN-recognized principles of free expression consistent with Twitter values.


#### Examples:



**Colombia**

Twitter received a court order from Bogota's Twelfth Municipal Court on Small Laboral Claims for the removal of one account. Content from this reported user was claimed to be involved in crimes against the government, specifically for publishing materials regarding the mishandling of Covid-19 government operations in Colombia. **No action was taken** on the Tweets, whose account belonged to a leading international journalist in the fields of compliance and anti-corruption. The Tweets also did not violate Twitter Rules and TOS and the materials shared were newsworthy.


→



**Thailand**

Twitter **received a legal demand** from the Ministry of Digital Economy and Society for the removal of 12 Tweets. We sought additional information from the requester, pending which **no violations to Twitter Rules and TOS were found**.

→



**Turkey**

Twitter received a court order requesting the removal of 21 Tweets allegedly violating the personal rights of a high-ranking political figure under Article 9 of Turkish Law 5651. No violations to Twitter Rules and TOS were found, and the Tweets shared newsworthy content. As such, **no actions** were taken on all reported Tweets.

→





# Local Law(s)

Published on July 28, 2022

01. Latest Data

02. Overview

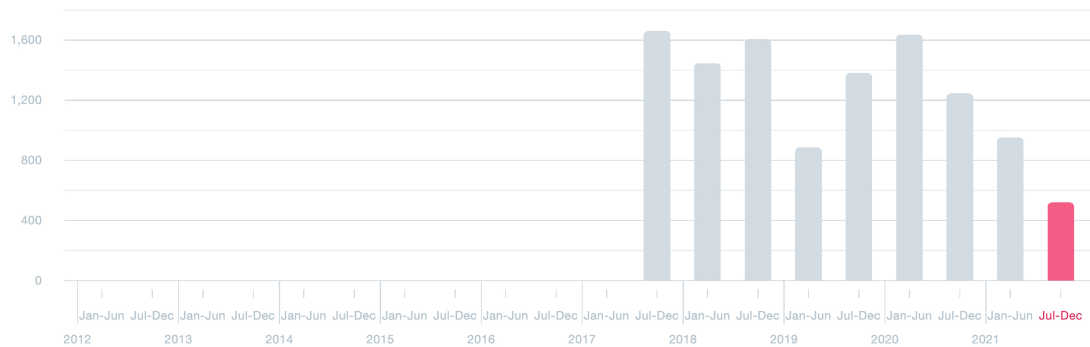
03. Analysis

04. German Network Enforcement Act

## 01. Latest Data: Local Law(s)

Bars

Table



Reports - July - December 2021

Reports

520

Compliance rate

25.6%

Accounts specified

386

Accounts withheld

Tweets withheld

32

Accounts TOS

114

## Removal Requests

## 02. Overview

This section includes reports based on local law(s) from trusted reporters and non-governmental organizations ("NGOs") identified by the European Commission.

There are also details about the latest trends in global volumes of requests, accounts specified, total compliance rate, accounts withheld, Tweets withheld, and accounts TOS.

Some notable changes since the last report:

### Reports

**-45%**

Decrease in **global reports based on local law(s)** compared to the last reporting period.

### Compliance rate

**-11%**

Decrease in **the global compliance rate** compared to the last reporting period.

### Accounts specified

**-49%**

Decrease in **global accounts specified** compared to the last reporting period.

### Accounts with

**-100%**

Decrease in **global i withheld** compared reporting period. Ac decreased from 1 to



## 03. Analysis

All reported content is first reviewed for potential violations of [Twitter's TOS](#). Any content that is found to be violating is removed from the platform. Content that does not violate Twitter's TOS is then reviewed for potential withholding based on the local law(s) of the reporting jurisdiction.

### Trusted reporters and NGOs

In April 2017, Twitter allowlisted the first group of EU organizations as part of our continuing efforts under the EU [Code of Conduct on Countering Hate Speech Online](#). Since then, several more organizations have joined the program. Broadly speaking, the organizations that submitted reports under the Code of Conduct work on protecting and furthering human rights, and preventing issues such as racism, xenophobia, or homophobia. Twitter has formed partnerships with **trusted reporters** and NGOs from [Belgium](#), [France](#), [Germany](#), the [Netherlands](#), [Spain](#), [Italy](#), [Latvia](#), [Austria](#), [Estonia](#), [Czech Republic](#), [Ireland](#), [Poland](#), [Sweden](#), [Croatia](#) and [Greece](#) to date.

Twitter received 45% fewer **reports based on local law(s)** from trusted reporters and NGOs, impacting approximately 49% fewer accounts during this reporting period.

Examples (Lumen links to corresponding legal demands available below<sup>3)</sup>):



Italy

Twitter received a report from an Italian Trusted Reporter reporting one Tweet for racism and abuse directed at a protected category group (PCG). The Tweet used a derogatory term for black migrants but did not meet the threshold for removal under Twitter's Terms of Service. The Tweet was therefore **withheld in Italy** per Italian law.



Latvia

One Tweet was reported by a Latvian NGO for racial discrimination. The Tweet shared a video of African migrants celebrating in the street and the user referred to the group using derogatory terms for African migrants. Therefore, it was **withheld in Latvia**.



Spain

Twitter received a request from a Spanish Trusted Reporter reporting a Tweet for incitement to hatred against the Muslim community. This tweet was withheld in Spain in compliance with local law(s).



## 04. German Network Enforcement Act

The Network Enforcement Act (Netzwerkdurchsetzungsgesetz, aka NEA) is a German law that came into effect on January 1, 2018.

Twitter is required to publish a biannual report in German regarding our handling of complaints submitted from users or complaints bodies pursuant to the law. The most recent [report](#) was published in January 2022, covering the reporting period of July 1 to December 31, 2021, and is available to download from the [Germany country report](#).

---

### Footnotes

Some cases received during this reporting period may be in progress and may not be closed at the time of reporting.

Each request may identify multiple items to be removed. For example, a single request may ask us to remove individual Tweets, an entire account, or both.

We may not comply with every request or all aspects of a request for a variety of reasons. For example, we do not comply with requests that fail to identify content on Twitter.

---

### Legal Demands

<sup>1</sup> This section does **not** include reports submitted by government officials to review content solely under Twitter's TOS. More information about Twitter Rules enforcement is available [here](#).

<sup>2</sup> Court orders are often accompanied by a non-disclosure order that prevents Twitter from notifying a specified account holder.

Where permitted, Twitter has published copies of removal requests to [Lumen](#), at times redacted, that have resulted in content being withheld. We try to redact as little information as possible. Redacted information usually consists of personally identifiable information, but may also include defamatory statements or information that we are prohibited from publishing.

<sup>3</sup> Withheld Content corresponding legal demands Lumen links:

- [Brazil](#)
- [Germany](#)
- [India](#)
- [South Korea](#)
- [Taiwan](#)
- [United Arab Emirates](#)

<sup>4</sup> Restored Content corresponding legal demands Lumen links:

- [Turkey 1](#)
- [Turkey 2](#)

<sup>5</sup> "Twitter's TOS" is made up of Twitter's [Terms of Service](#) and the [Twitter Rules](#). More information about Twitter Rules enforcement is available [here](#).

---

### Local Law(s)

<sup>6</sup> Trusted reporters/NGOs corresponding removal requests Lumen links:

- [Latvia](#)
- [Spain](#)
- [Italy](#)

## Other reports

 **Information Requests**

**Legal requests for  
account  
information**



 **Rules Enforcement**

**Twitter Rules and  
TOS enforcement**



 **Information  
Operations**

**Disclosures and  
elections integrity**



## Removal Requests

### Twitter platform

[Twitter.com](#)  
[Status](#)  
[Card validator](#)  
[Privacy Center](#)  
[Transparency Center](#)

### Twitter, Inc.

[About the company](#)  
[Twitter for Good](#)  
[Company news](#)  
[Brand toolkit](#)  
[Jobs and internships](#)  
[Investors](#)

### Help

[Help Center](#)  
[Using Twitter](#)  
[Twitter Media](#)  
[Ads Help Center](#)  
[Managing your account](#)  
[Safety and security](#)  
[Rules and policies](#)  
[Contact us](#)

### Developer resources

[Developer home](#)  
[Documentation](#)  
[Forums](#)  
[Communities](#)  
[Developer blog](#)  
[Engineering blog](#)  
[Developer terms](#)

### Business resources

[Advertise](#)  
[Twitter for business](#)  
[Resources and guides](#)  
[Twitter for marketers](#)  
[Marketing insights](#)  
[Brand inspiration](#)  
[Twitter Data](#)  
[Twitter Flight School](#)

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[Cookies](#)

[Privacy](#)

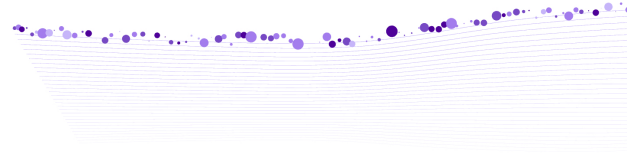
[Terms and Conditions](#)

[English](#) 

# Platform Manipulation

## About this report

Insights into the unauthorized use of Twitter to mislead others and/or disrupt their experience by engaging in bulk, aggressive, or deceptive activity.



## Platform Manipulation

Jul - Dec 2021

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# Platform Manipulation

Published on July 28, 2022

01. Latest Data

02. Overview

03. Analysis

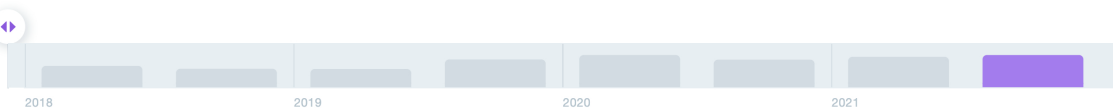
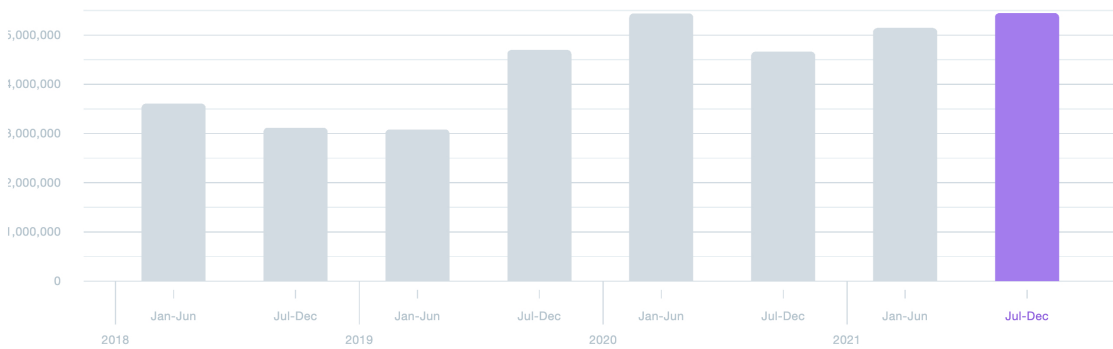
## 01. Latest Data: Platform Manipulation

Bars

Table



Grouped by Biannual Monthly



### Spam reports - July - December 2021

Spam reports

5.4M

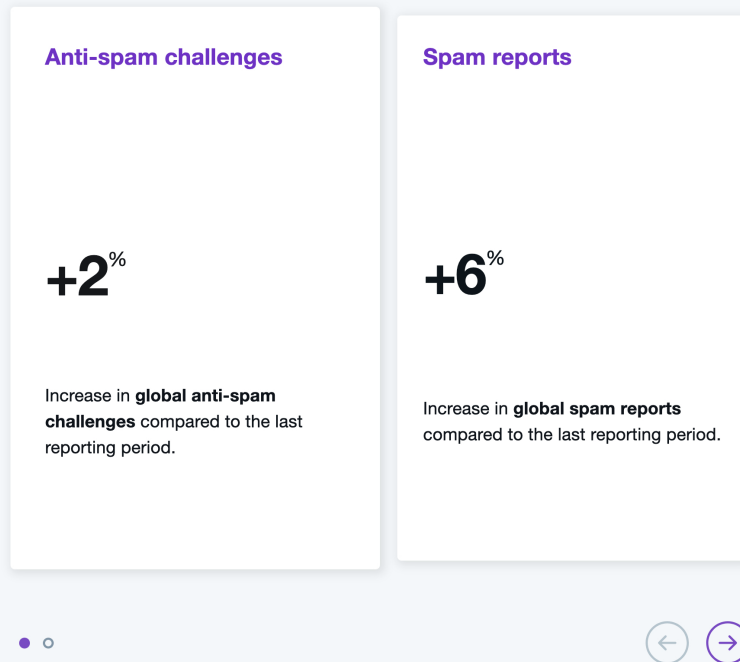
Anti-spam challenges

133.3M

## 02 Overview

Platform manipulation refers to the unauthorized use of Twitter to mislead others and/or disrupt their experience by engaging in bulk, aggressive, or deceptive activity. This prohibited activity includes, but is not limited to, spam, malicious automation, and fake accounts.

This report reflects both the volume of anti-spam challenges issued to Twitter accounts each month, and the number of reports of spam submitted by people on Twitter.



## 03. Analysis

### Big picture

Platform manipulation and spam can include the following behaviors:

- Commercial spam — Persistent, often automated content which puts uninvited information in front of you. The spammer tries to get you to do something you wouldn't otherwise do, such as click a link, buy something, or give up personal information.
- Artificial amplification — Actions to make an account or concept seem more popular or controversial than it actually is, through inauthentic engagements (e.g. followers, mentions, Likes, or Retweets).
- Coordinated activity — Efforts to artificially influence conversations through the use of multiple and/or fake accounts.
- Combination of any of the above — Spammers may attempt to take advantage of a popular topic in order to sell something, or ideologically-motivated actors may use spammy amplification tactics to attempt to reach more people.

For more information about how we define these behaviors, please see our [Platform Manipulation and Spam policy](#).

## Anti-spam challenges

One way we fight manipulation and spam at scale is to use anti-spam challenges to confirm whether an authentic account holder is in control of accounts engaged in suspicious activity. For example, we may require the account holder to verify a phone number or email address, or to complete a CAPTCHA test. These challenges are simple for authentic account owners to solve, but difficult (or costly) for spammers to complete. Accounts which fail to complete a challenge within a specified period of time may be suspended.

These anti-spam challenges increased by approximately 2% compared to the previous reporting period. This nominal increase is related to ongoing efforts to disrupt spam attacks on our platform.

## Spam reports

During the second half of 2021, we observed an approximately 6% increase in the number of spam reports from the previous reporting period.

World events can cause spam reports to fluctuate as users may block and report one another during conversations, and we believe that this increase may be largely correlated with various socio-political events that took place during this time.

## Other reports

 **Information Requests**

**Legal requests for account information**



 **Rules Enforcement**

**Twitter Rules and TOS enforcement**



 **Information Operations**

**Disclosures and elections integrity**



# Copyright Notices

## About this report

Insights into Digital Millennium Copyright Act ("DMCA") takedown notices and counter-notices for content on Twitter.



## © Copyright Notices

DMCA Takedown Notices

DMCA Counter Notices

Jul - Dec 2021

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# DMCA Takedown Notices

01. Latest Data

02. Overview

03. Analysis

Published on July 28, 2022

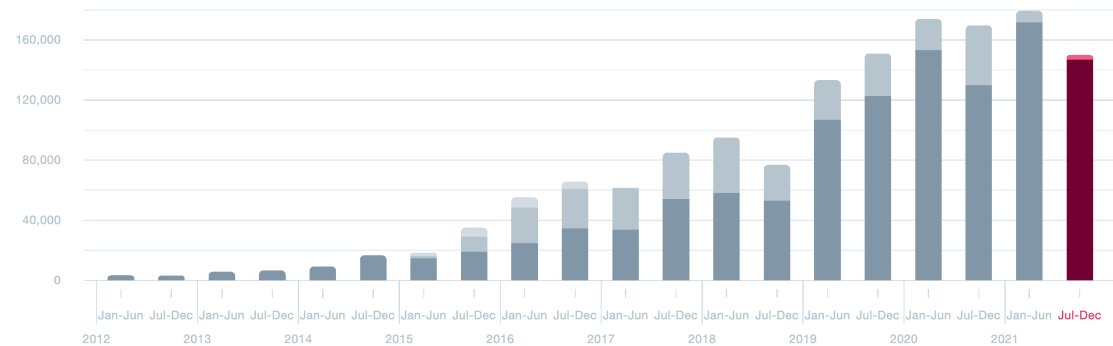
## 01. Latest Data: DMCA Takedown Notices

Bars

Table



Grouped by **Biannual** Monthly



Takedown notices - July - December 2021

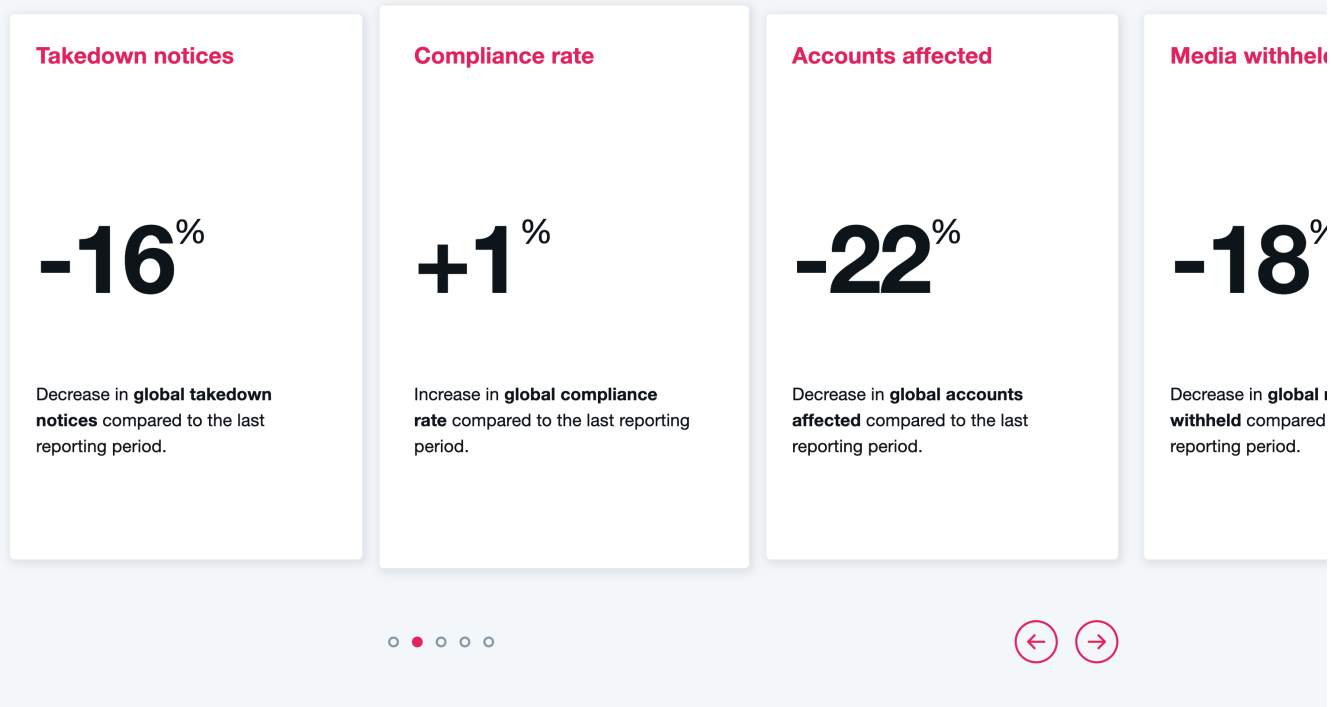
<p>Takedown notices</p> <p><b>150.1K</b></p>	<p>Compliance rate</p> <p><b>33.5%</b></p>	<p>Accounts affected</p> <p><b>624.2K</b></p>	<p>Media withheld</p> <p><b>876.4K</b></p>
<p>Tweets withheld</p> <p><b>162.0K</b></p>			



## 02. Overview

This section covers the latest data about Digital Millennium Copyright Act (“DMCA”) takedown notices to remove content on Twitter.

There are also details about the latest trends in global volumes of requests, corresponding compliance rate, accounts affected, media withheld, and Tweets withheld, as well as insights into our related policies.



## 03. Analysis

### Big picture

This report includes data on DMCA takedown notices submitted through our [web form](#) or otherwise sent to Twitter, including via mail. For more information, please see our [Copyright Policy](#).

We saw a 16% decrease in DMCA takedown notices submitted, and a 22% decrease in accounts affected. Tweets withheld dropped by 63% while media withheld decreased by 18%.


We provide affected account holders with a copy of the related DMCA takedown notice when their media or Tweets are withheld. The notification includes instructions on how to file a counter-notice (where the account holder believes the content was removed in error) and also how to seek a retraction from the original reporter.

### No action


We do not withhold content in response to DMCA takedown notices that are incomplete, do not concern copyright issues, or that we determine to be fraudulent. In addition, there may be certain uses of copyrighted material that do not require the copyright owner’s permission, such as political speech, content that is potentially newsworthy, or cases of apparent [fair use](#). This type of speech is protected under UN-recognized principles of free expression and may not violate Twitter’s [Copyright Policy](#), and therefore may not be removed in response to a facially-complete DMCA notice. We carefully review each notice, and follow up with the reporter as appropriate.

The following are examples of copyright takedown notices that we determined were invalid due to misrepresentations made by the reporter or because the requests were overreaching.

Recent examples:



 **Bangladesh**

We experienced a coordinated attack by a network of bad actors seeking to **abuse the DMCA notice and takedown process** by sending unauthorized DMCA notices that claimed to represent the owners of a popular K-POP group. Over 45 abusive accounts were suspended, and 20 victim/target accounts were restored. We also applied preventative measures to the victims' accounts to mitigate the impact of future abusive reports.

 **United States**

We received **multiple DMCA takedown notices** that made reference to security camera footage. However, in the United States such footage is usually not considered subject to copyright protections. Such footage may be removed on other policy grounds relating to personal or private information depending on the jurisdiction.

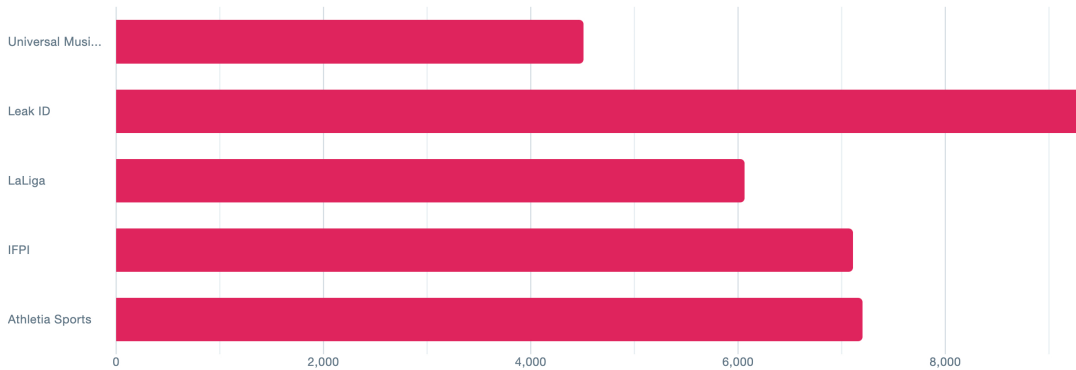
◦ ●

## 04. Top Copyright Reporters

Bars

Table



Takedown notices - July - December 2021

<b>Takedown notices</b> <b>34.2K</b>	<b>% of all takedown notices</b> <b>23.1%</b>	<b>Materials withheld</b> <b>551.6K</b>
---	--	--

We receive copyright takedown notices from copyright owners or their authorized representatives. The entities who have submitted the most takedown requests over the past six months include: IFPI, Universal Music Group, Athletica Sports, La Liga, and Leak ID.

You can see these takedown notices, along with all the other actionable copyright notices we process, at [Lumen](#).

# DMCA Counter Notices

Published on July 28, 2022

01. Latest Data

02. Overview

03. Analysis

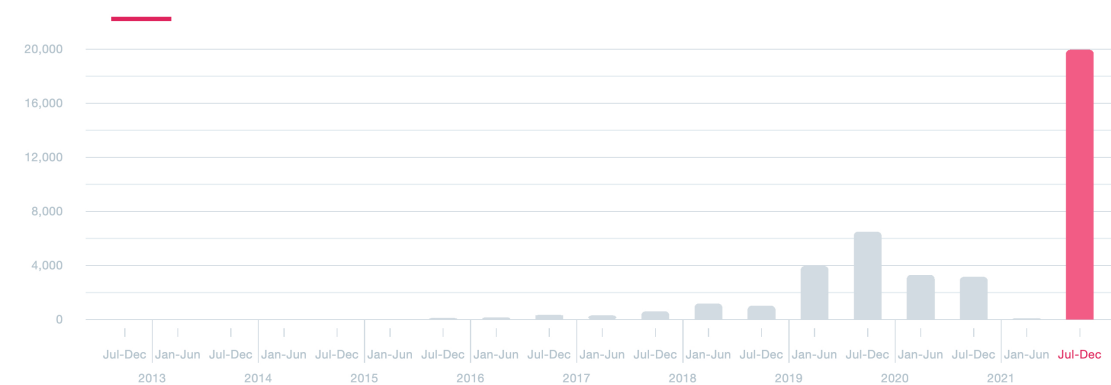
## 01. Latest Data: DMCA Counter Notices

Bars

Table



Grouped by **Biannual** Monthly



Counter notices - July - December 2021

Counter notices

20.0K

Restoration rate

100%

Media restored

12.1K

Tweets restored

4.6K

## 02. Overview

This section covers the latest data about DMCA counter notices to restore content on Twitter.

There are also details about the latest trends in global volumes of requests, restoration rate, media affected, and Tweets affected.

### Counter notices

**+19,464%**

Increase in **global counter notices processed** compared to the last reporting period. Counter-notice processing was previously impacted by a security incident in July 2020.

### Restoration rate

**No change**

No change in **global restoration rate** compared to the last reporting period.

### Media restored

**+1,709%**

Increase in **global media restored** compared to the last reporting period. Counter-notice processing was previously impacted by a security incident in July 2020.

### Tweets restored

**+2,2**

Increase in **global T** compared to the last reporting period. Counter-notice processing was previously impacted by a security incident in July 2020.



## 03. Analysis

### Big picture

The DMCA provides statutory instructions on how an affected party can formally contest a copyright-related removal by submitting a valid counter notice.

### Footnotes

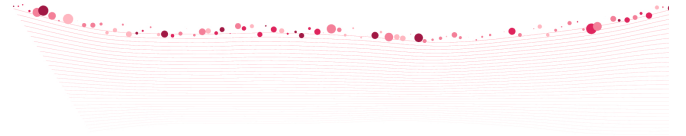
Some cases received during this reporting period may be in progress and therefore may not be included in this report.

Counter-notice processing was interrupted by a security incident in July 2020. The backlogged notices from that interruption were processed throughout 2021, alongside new notices submitted during that period.

# Trademark Notices

## About this report

Insights into reports and outcomes of alleged trademark policy violations on Twitter and Periscope.



® Trademark Notices

Jul - Dec 2021

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## Trademark Notices

Published on July 28, 2022

01. Latest Data

02. Overview

03. Analysis

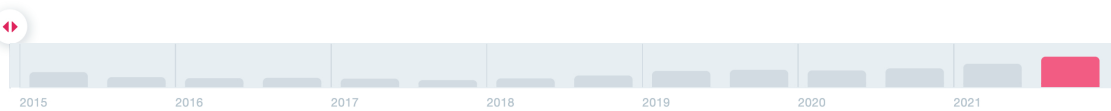
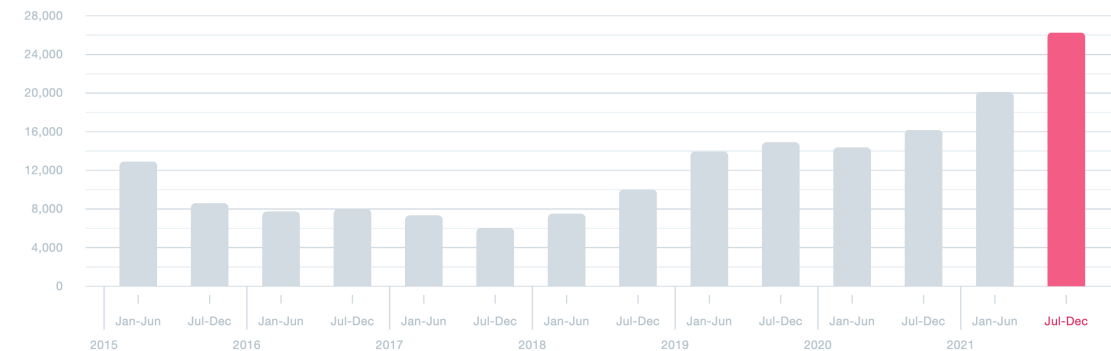
## 01. Latest Data: Trademark Notices

Bars

Table



Grouped by **Biannual** Monthly



Trademark notices - July - December 2021

Trademark notices

26.3K

Notices actioned

800

Compliance rate

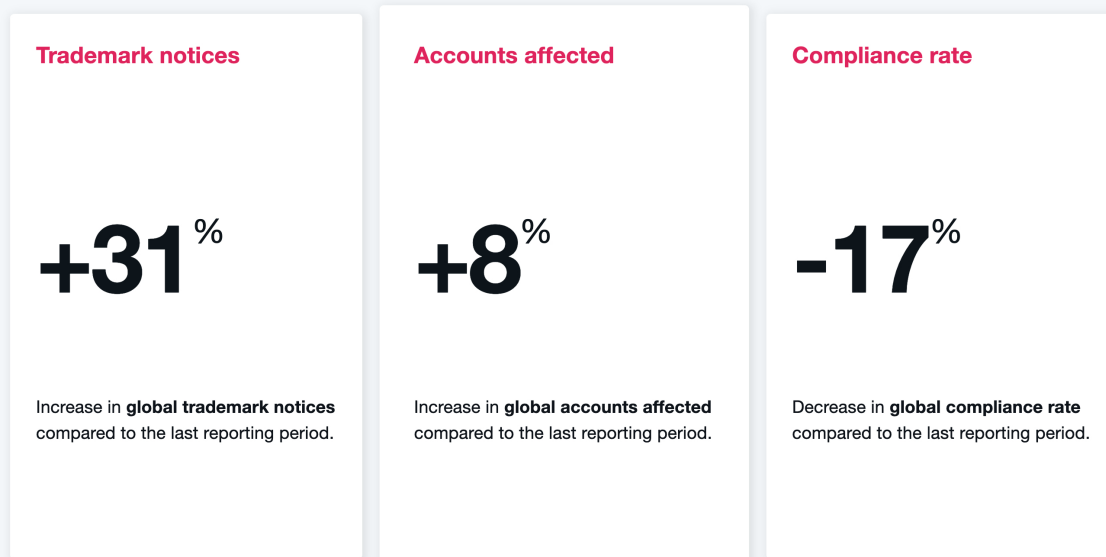
3%

## 02. Overview

This section covers the latest volume of trademark notices, accounts affected, and the corresponding compliance rates.

Twitter responds to reports of alleged [trademark policy](#) violations when we receive a valid complaint from the trademark owner or their authorized representative. Using another's trademark in a way that may mislead or confuse people about your affiliation may be a violation of our trademark policy.

Some notable changes since the last report:



## 03. Analysis

### Big picture

Twitter received 31% more trademark notices, affecting 8% more accounts since our [last report](#).<sup>[1]</sup>

### Key factors

We carefully review each report received under our [trademark policy](#), and follow up with the reporter as appropriate, such as in cases of apparent fair use. We may take action on reported content if it is using another's trademark in a manner that may mislead others about its business affiliation.<sup>[2]</sup>

### Footnotes

Some cases received during this reporting period may be in progress and may not be closed at the time of reporting.

<sup>1</sup> We may not take action on every request for a variety of reasons. For example, we may not take action on:

- Trademark notices filed by representatives who have not been authorized by the trademark owner.
- Trademark notices that fail to provide sufficient information for us to locate accounts or material on Twitter.
- Misfiled, duplicate, or non-trademark complaints submitted through our Trademark web form.

<sup>2</sup> Where an account is determined to violate Twitter's [trademark policy](#), each account holder is given the opportunity to appeal an account suspension.

# COVID-19 Misinformation

## About this report

As the global community faces the COVID-19 pandemic together, Twitter is helping people find reliable information, connect with others, and follow what's happening in real time.

### COVID-19 Misinformation

## COVID-19 Misinformation

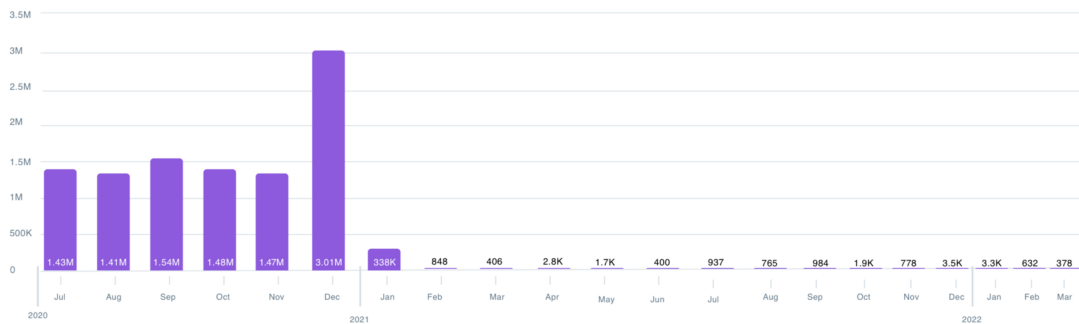
Published on July 28, 2022

- 01. Latest Data
- 02. Overview

## 01. Latest Data

Accounts challenged [Accounts suspended](#) [Content removed](#)

### Accounts challenged



## 02. Overview

The world has changed dramatically since this pandemic was first declared a public health emergency. Since then, public health experts, medical professionals, scientists and researchers have been educating and informing us on how to stay safe, and Twitter has worked to highlight and empower that vital public conversation. As the global vaccination rollout evolves and the pandemic enters a new phase, we are committed to ensuring our rules and enforcement match the changing nature of the content we're seeing on Twitter.

Similarly, as the distribution of COVID-19 vaccines expands around the world at varying degrees of pace and scale, people continue to turn to Twitter to discuss what's happening and find the latest authoritative public health information. As such, we continue to prioritize removing or annotating potentially harmful and misleading information to ensure that users can readily find credible information during this critical phase.

Further details about some of the most common types of misleading claims which we will remove under this policy are provided [on our blog](#).

### February 2022

**632 accounts challenged**

**336 accounts suspended**

**1,828 content removed**

In the month of February, we challenged 632 accounts, suspended 336 accounts, and removed 1,828 pieces of content globally.

### Total Since January 2020

**11.7M accounts challenged**

**6,599 accounts suspended**

**77,287 content removed**

Since introducing our COVID-19 guidance last year, we have challenged 11.7 million accounts, suspended 6,599 accounts, and removed over 77,287 content worldwide as of February 2022.





# Account Security

## About this report

Statistics on how people on Twitter are protecting their accounts.

### Account Security

## Account Security

Published on July 19, 2022

### 01. Overview

### 02. 2FA

### 03. Analysis

## 01. Overview

Keeping your account secure is an important part of using Twitter. While we recommend a [number of best practices](#) to users to help them protect their accounts, not all users take these precautions. These challenges are not unique to Twitter -- across the Internet, individuals are subject to a range of attacks aimed at taking over individual user accounts and employ a variety of protections to repel such attacks. In order to shine a light on the challenges we all face securing our accounts online, we've begun to publish statistics on the security protections used on Twitter accounts.

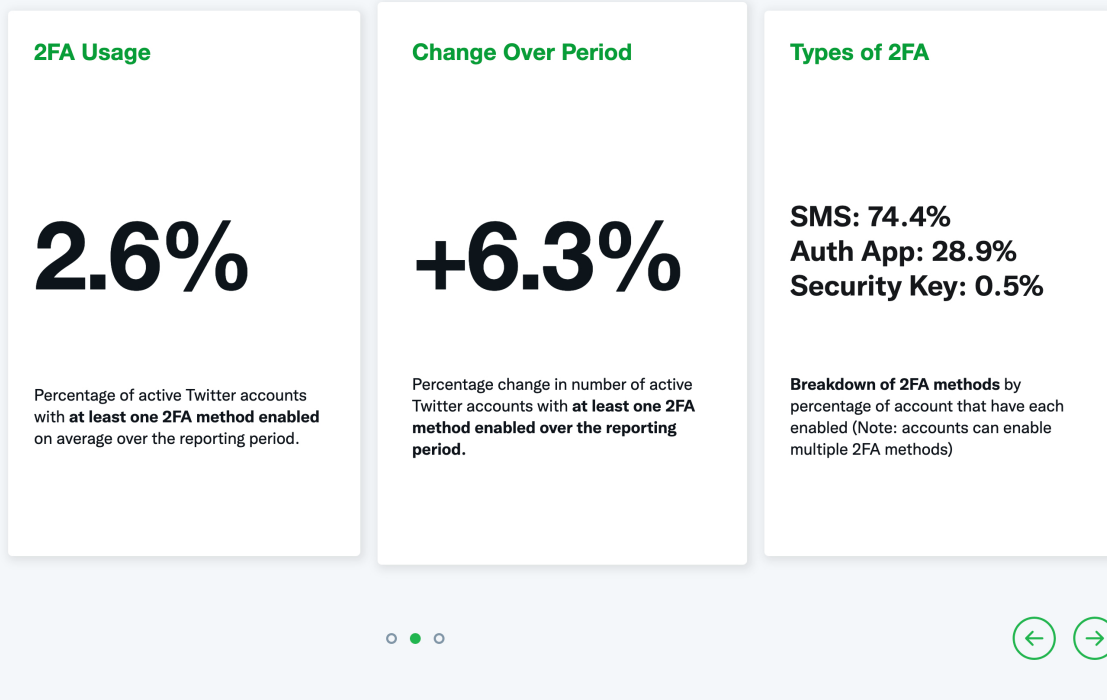
Over time, we hope to see the data on this page trend toward better security practices for all accounts. We'd also like to see other organizations publish similar account security information about their services. Doing so will provide the data necessary for security researchers and professionals to continue to advance the state of account security on the Internet.

## 02. 2FA

[Two-factor authentication](#) (2FA) is one of our strongest protections against account compromise. Enabling 2FA ensures that even if your account password is compromised (perhaps due to the reuse of your Twitter password on other, less secure, websites), attackers will still be blocked from logging into your account without access to the additional authentication required.

Twitter supports several types of two-factor authentication. These include sending a unique code to the phone number linked to an account (Text message/SMS), using a mobile app to generate a unique code (authentication app), or using a security key. While any form of 2FA is much more secure than not having 2FA enabled at all, some forms of 2FA are more secure than others. In general, SMS-based 2FA is the least secure due to its susceptibility to both SIM-hijacking and phishing attacks. Authentication apps avoid the SIM-hijacking risk, but are still susceptible to phishing attacks. Security keys are the newest and most secure form of 2FA since they include built-in protections from phishing attacks.

Over the most recent reporting period (July 2021 through December 2021):



### 03. Analysis

We are pleased to see a continued (albeit slow) growth in 2FA relative to our last report. The move from 2.5% of our active users in the previous reporting period to 2.6% of our active users in the current period represents an 6.3% increase compared to the previous reporting period. Overall 2FA adoption remains relatively low, which is an unfortunate challenge across the industry. When accounts do not enable 2FA, we are left relying on less robust mechanisms to help keep Twitter accounts secure. We are, however, encouraged to see a significant increase in 2FA usage over the reporting period since it shows that people are increasingly utilizing 2FA to protect their Twitter accounts.

Security keys, while the most secure form of 2FA, are still relatively new. Twitter has made numerous improvements to our security key support over the past year, and we hope to see the usage number grow in the next reporting interval.

Overall, these numbers illustrate the continued need to encourage broader adoption of 2FA, while also working to improve the ease with which accounts may use 2FA. Making 2FA methods simpler and more user friendly will help to encourage adoption and increase security on Twitter.