



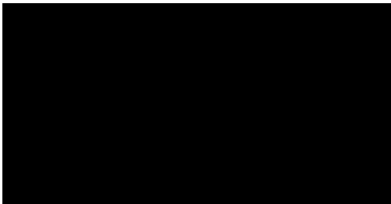
STATE OF NEW YORK  
OFFICE OF THE ATTORNEY GENERAL

LETITIA JAMES  
ATTORNEY GENERAL

DIVISION OF ECONOMIC JUSTICE  
BUREAU OF INTERNET & TECHNOLOGY

October 12, 2023

**VIA EMAIL**



Re: Removing Calls for Violence on the [REDACTED] Platform

Dear [REDACTED]:

In the wake of the horrific terrorist attacks in Israel, there have been reports of growing antisemitism and Islamophobia, including threats of violence against Jewish and Muslim people and institutions. We have also become aware of press reports that terrorist groups and individuals that sympathize with them are disseminating calls for violence and other materials that may incite violence against Jewish and Muslim people and institutions on social media platforms. We are deeply concerned about this activity in light of the tragic history of such calls for violence. We would like to better understand how [REDACTED] ensuring that its platform (the “Platform”) is not being used to incite violence and further terrorist activities, including by describing how the company is identifying, removing, and blocking the re-uploading of such content.

We request that you promptly respond to the following questions by October 20, 2023.

1. What actions, if any, has the company taken to address the recent calls for violence against Jewish and Muslim people and institutions and the possibility that the Platform may be used to plan, encourage, or disseminate those acts?
2. Describe in detail the public-facing terms of service, community rules, or other policies that prohibit users from using your Platform to disseminate calls for violence, including copies of any documentation or policies.
3. Describe in detail the company-facing policies that govern the determination of whether content is a call for violence that should be removed, including copies of any documentation and policies.

4. Describe in detail the company's process for reviewing and removing calls for violence in response to reports from Platform users, including copies of any internal documentation.
5. Describe in detail the company's process for identifying and removing calls for violence other than in response to reports from Platform users, including copies of any internal documentation.
6. Describe in detail the company's methods for identifying and removing additional copies of content that has been removed as a result of the processes described in response to Question 4 and Question 5.
7. Describe in detail the company's methods for blocking the re-posting of content that has been removed as a result of the processes described in response to Question 4, 5, and 6.
8. Describe in detail the company's policies regarding disciplining, suspending, and/or banning users for posting content that has been removed as a result of the processes described in response to Question 4 and Question 5.
9. Describe in detail whether content that has been removed as a result of the European Union's Digital Service Act is removed globally or whether such content remains accessible to users in the United States.
10. Explain whether the company has used the Global Internet Forum to Counter Terrorism hash-sharing database to identify content on the Platform calling for violence.
11. For all questions above, please identify the company or affiliate group responsible for such processes, including but not limited to the organizational chart for such group and the number of full and part-time employees in such group.

Please contact Jordan Adler at [REDACTED] or [REDACTED] if you have any questions.

Sincerely,



Letitia James