



Hateful Conduct Policy

Our philosophy

Freedom of expression is a human right. Everyone has a voice and a right to use it. Our responsibility is to ensure people feel safe expressing diverse opinions and beliefs. Inspired by the principles outlined in the Universal Declaration of Human Rights, we have 5 principles designed to guide our work in creating a safe platform for expression.

Value Human Dignity

We care about people in all corners of the world

Self Expression without Fear

People should feel safe on Twitter and across the Internet

Control Your Experience

Everyone deserves the power to control what they see

Twitter for All

Everyone has access to support and protection on Twitter

Safety in Voices

Everyone plays a role in keeping Twitter safe

Updates to our policies and enforcement

We're strengthening our reporting, enforcement, and support for hateful conduct issues. **Twitter will always be a place for freedom of expression, but we draw the line at behavior that's intended to silence others.**

1. Reporting & Enforcement

We've created a new hateful conduct option within our reporting flow to make it easier to report hateful conduct to us. We have also expanded the types of reports that we are able to process to include more bystander reports, which helps to reduce the burden on the person experiencing the abuse and to create a culture of collective support on the platform.

2. Support Teams

We have retrained all of our support teams on these policy areas, including special sessions on cultural and historical contextualization of hateful conduct, and implemented an ongoing refresher program. We've also improved our internal tools and systems in order to deal more effectively with this type of content when it is reported to us.