

Safety & Privacy



Putting It All Together



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Welcome

The Internet and social media are changing the way people connect and share with one another. This dynamic is creating more experiences and opportunities throughout society -- from seeing live events unfold to following your favorite band to sharing a special moment with family and friends.

Twitter is the fastest way to see what's happening and what everyone is talking about. What makes Twitter great is that it's open to everyone and every opinion. We've seen a growing trend of people taking advantage of that openness and using Twitter to for abusive purposes. These behaviors inhibit people from participating on Twitter or anywhere. Abusive conduct removes the chance to see and share all perspectives around an issue, which we believe is critical to moving us all forward. In the worst cases, this type of conduct threatens human dignity, which we should all stand together to protect.

To help people stay safe on Twitter, we've provided tips on how to stay secure while using our platform. This guide will explore privacy options and help people find the best ways to report, block and communicate with Twitter.



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How to be private while being social

Every Twitter account and Tweet is set as public by default, which means anyone can see it. There are times, however, when people want to be private. Privacy needs and preferences vary from person to person.

It's important to consider your personal needs and preferences for privacy when deciding how to engage on Twitter. If you want to increase your privacy on Twitter, here are some steps you can take:

Choose your username

When signing up for a Twitter account, you can choose a username that is not directly attributed to your real name. Twitter does not require the use of a real name in signing up or maintaining an account. Users who would like to remain unidentifiable can be pseudonymous on the platform.

You may change your username at any time by going to your account settings or visiting the [Twitter Help Centre](#).

Who can see my Tweets?

In order to facilitate conversations on Twitter, Tweets are publicly accessible by default. When you Tweet, your followers will see it in their Timeline. They may decide to reTweet, which means that their followers will also see your Tweet in their Timeline.

If you would not like your Tweets to be seen by anyone who is not following you, then you can **protect your Tweets** to keep them private. Once your Tweets are protected, then they will be seen only by your followers, and no one will be able to reTweet them. Then you will receive a request when new people want to follow you, which you have the ability to approve or deny. In addition, your Tweets will be unsearchable to the public. Accounts that began following you before you protected your Tweets will still be able to view and interact with your protected Tweets unless you block them. Moreover, if your Tweet is embedded in a third party website prior to protecting your account, your Tweet will still be visible.

It is important to note that if you use a third-party app to access Twitter that company may be able to see protected Tweets.

Using photos on Twitter

Twitter enables you to Tweet photos and use photos on your public profile.

The Photo Tagging feature allows people to tag you in any Tweet that contains a photo. By default if those Tweets are public, then the images and people tagged in them may show up in the search results on Twitter or the internet.

You can choose your preference for photo tagging by updating your privacy settings to one of the following:

- Allow anyone to tag me in photos
- Only allow people I follow to tag me in photos
- Do not allow anyone to tag me in photos

You are able to update your preference for photo tagging on your Security and Privacy settings on desktop or your Settings on mobile. Visit the [Twitter Help Centre](#) for more information.



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How to be private while being social

Location privacy

By default, Twitter has the location sharing feature turned off. If you choose to turn it on, you have the option to switch the location on or off for before publishing individual Tweets. It's important to note that once you turn on this function, it will remain on until you choose to turn it off in privacy settings.

Twitter also allows you to easily remove location information from all previous Tweets at once. This tool can only be accessed by logging into your account online, navigating to the Privacy Settings, choosing Tweet location, and clicking on "Delete all location information." To remove location information from one Tweet, you can simply delete that Tweet.

How can I have private conversation on Twitter?

Even though Twitter is a public platform there are spaces on Twitter where you can communicate privately with other people. The Direct Messaging function allows you to have private conversations with a single user or a group of users. If Direct Messaging is enabled publicly on your account, any user can message you, even if you do not follow them. When public Direct Messaging is not enabled, you can only Direct Message with individuals you follow and who follow you back.

For added privacy, users who are added to a Group Direct Message will not be able to see the history of the conversation prior to their joining the group.

To learn more about how to send, delete, and receive Direct Messages, visit the [Twitter Help Centre](#).



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Keeping your account secure

The following options are available to help keep your account secure.

Login Verification

Login Verifications are a form of 'two factor authentication' that require extra identification before allowing someone to log into a Twitter account. By setting up Login Verifications, you receive notifications when anyone tries login to the account to approve or deny access. You have to provide a phone number to receive the request.

Once enabled, anyone trying to access the account will also need access to your phone to login. This feature can notify you if an unauthorised person is trying to access your account, and this function provides you the ability to ensure that it doesn't happen.

Email Notification Settings

It's important to check your Notification settings and choose whether you want to receive an email about any account setting changes. If you have that notification turned on and you add a phone number to your account for added security, the phone number will be sent in the notification email.

Reset Your Password

- Twitter offers password reset options through account settings. Choose a password that works best for you, and consider an option that limits the ability of someone else to reset your password to gain access to your account.
- More information can be found at the [Twitter Help Centre](#).



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How does twitter define harassment?

Abuse and harassment are serious issues and can have a significant effect on people's ability to feel safe, both online and offline. Twitter has rules in place to make clear that certain behavior — especially behavior intended to harass, intimidate, or silence another person — is not allowed.

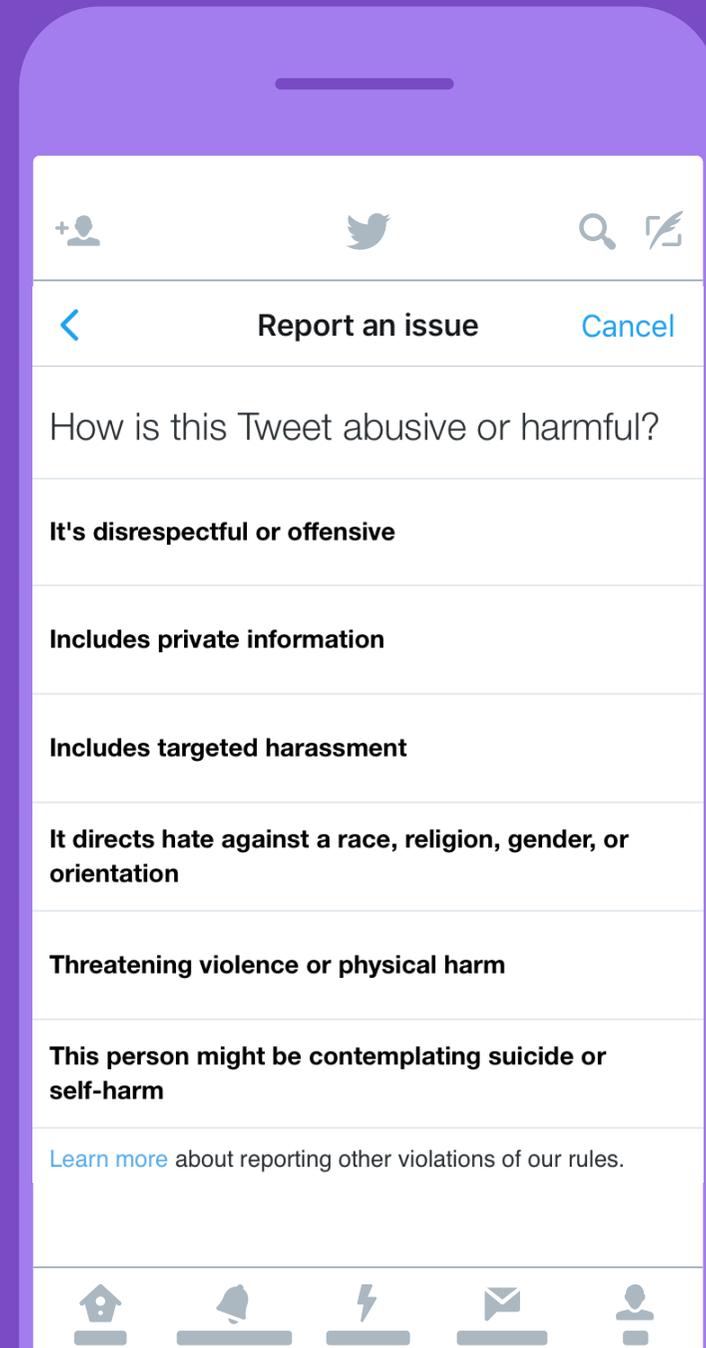
Twitter has also strengthened our hateful conduct policy that prohibits specific conduct that targets people on the basis of race, ethnicity, national origin, sexual orientation, gender, gender identity, religious affiliation, age, disability, or disease.

Through our new reporting flow, we're giving you a more direct way to report this type of conduct for yourself, or for others, whenever you see it happening. This will improve our ability to process these reports, which helps reduce the burden on users to report abuse.

Abuse and harassment are serious issues that can have a chilling effect on expression and damage a target's well-being. While Twitter embraces the diversity of ideas on its platform, the company has rules in place to make clear that certain behavior - especially behavior intended to harass, intimidate, or silence another person is not allowed.

For more information

To learn more about the types of content and behaviour that violates Twitter's policies, check out <https://support.twitter.com/articles/18311>.



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How to document and report abusive behaviour

The Twitter Help Centre provides information about what to do if someone is harassing or abusing you on the platform. You can mute, block or report abusive accounts and Tweets.

If someone is threatening, harassing, or causing you fear, one of the first things you

can do is document it. Documentation will be especially helpful if you decide to involve law enforcement at a later time. When you report a violent threat to Twitter, you can generate a report for law enforcement. This report will be emailed to the email address you have associated with your Twitter account.

Who can report violations?

Anyone -- direct targets of abuse or **bystanders** witnessing abuse -- is able to report a violation of Twitter's Terms of Service or Rules. It is important for bystanders to be empowered to help other users, friends, or family and cultivate a culture of collective support on the platform.

Reporting a Tweet or profile?

You can report directly from an individual Tweet or profile for certain violations, including abusive or harmful content. If you're on your mobile, you can click on the caret in the upper right hand corner of a Tweet or on desktop you can click on the ellipses at the bottom of a Tweet to reveal a reporting option in the dropdown menu. Once a report is submitted, Twitter will provide recommendations for additional actions you can take. You're also able to report multiple Tweets at once.

It's important to note that once content is reported or marked as abusive, it may be deleted either by the user who posted it or by Twitter.



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How to document and report abusive behaviour

Reporting abusive content

STEP 01



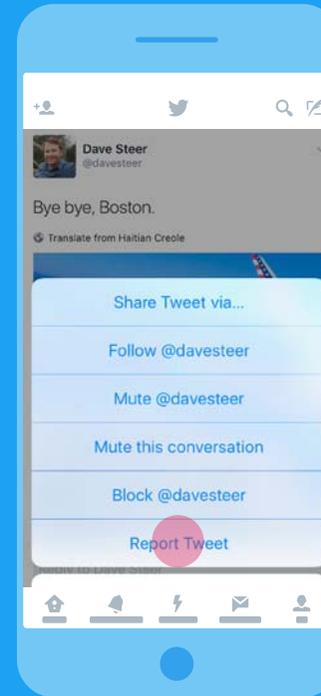
Navigate to the Tweet you'd like to report

STEP 02



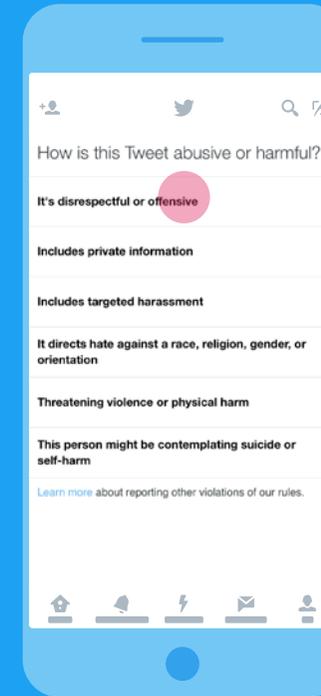
Tap the

STEP 03



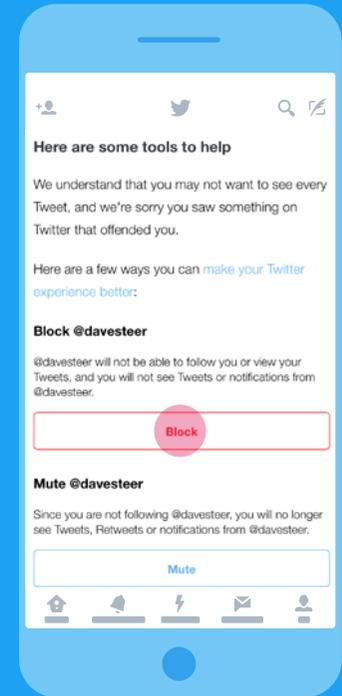
Select **Report**

STEP 04



If you select **They're being abusive or harmful**, we'll ask you to provide additional information about the issue you're reporting. We may also ask you to select additional Tweets from the account you're reporting so we have better context to evaluate your report

STEP 05



Once you've submitted your report, we'll provide recommendations for additional actions you can take to improve your Twitter experience



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How to document and report abusive behaviour

Block

For some targets of online abuse, blocking is their preferred method of managing the abuse. When someone is blocked, the other person will not be able to follow you, see your posts, view your following or followers lists, add your profile to a list, or tag you in a photo. The

other person will not be notified that they are blocked; however, they could figure out that they were blocked if they attempt to view your account and cannot. When you block a user, you will also no longer be able to follow that person's account.

Blocked Lists

Login Verifications are a form of 'two factor authentication' that require extra identification before allowing someone to log into a Twitter account. By setting up Login Verifications, you receive notifications when anyone tries login to the account to approve or deny access. You have to provide a phone number to receive the request.

Once enabled, anyone trying to access the account will also need access to your phone to login. This feature can notify you if an unauthorised person is trying to access your account, and this function provides you the ability to ensure that it doesn't happen.

Tip

Unfollowing a Person: Unfollowing a person means that you will no longer see that person's Tweets in your timeline. You will still be able to view their profile, however.

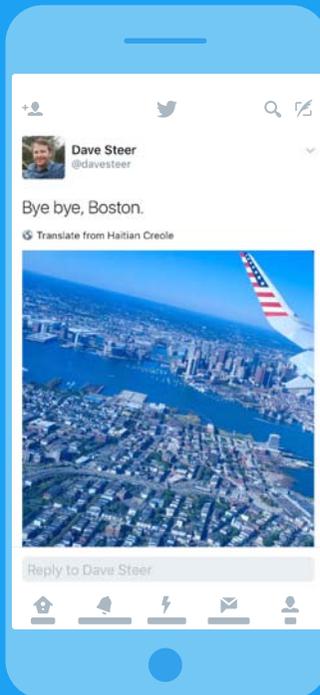


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Blocking a user

STEP 01



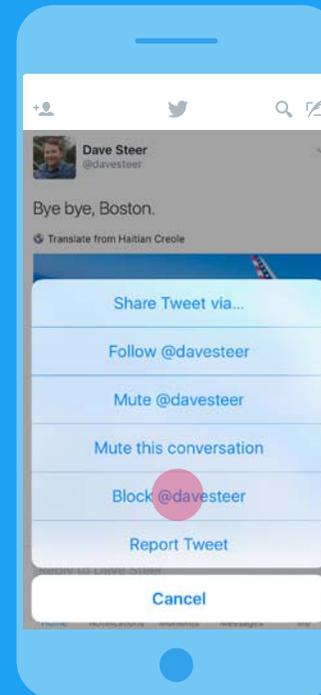
Navigate to the Tweet you'd like to report

STEP 02



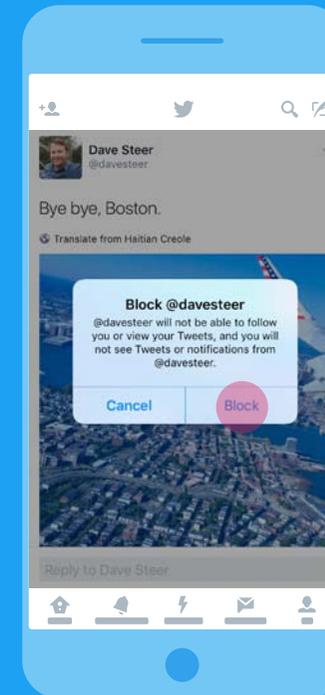
Tap the More icon

STEP 03



Tap Block

STEP 04



Then Block to confirm. You will see a confirmation message when you successfully Block



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Mute

Mute is a feature that allows you to remove an account's Tweets from your timeline without unfollowing or blocking that account. Muted accounts will not know that you've muted them and you can unmute them at any time.

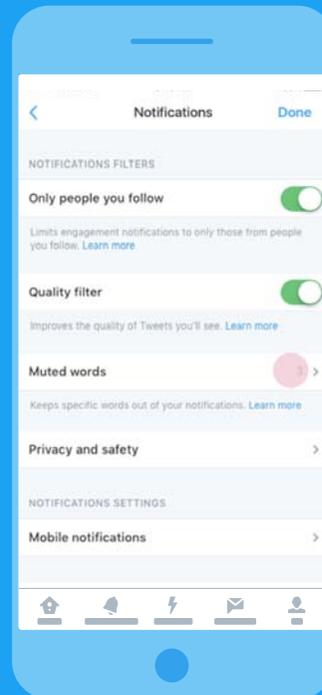
This is helpful if you do not want to see someone's Tweets, but you want to be able to access their profile or Tweets to document their behavior. To access a list of accounts you have muted, visit your muted accounts settings on twitter.com or your app settings on Twitter for iOS or Android.

We've also created a new option in your notification settings to mute notifications of Tweets you are mentioned in that contain particular words, phrases, usernames, emojis, or hashtags. Muting will remove these Tweets from your notifications tab, push notifications, SMS, and email notifications.

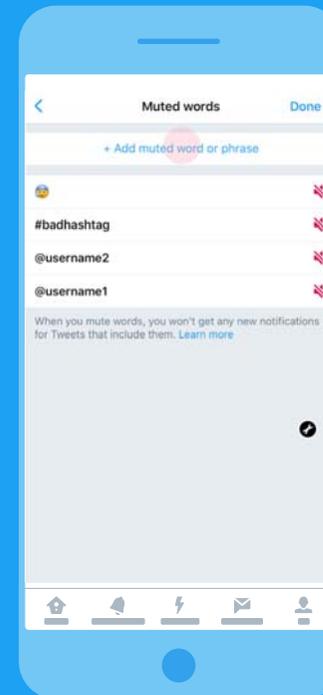
01 To mute specific words, go to Notifications > Settings



02 Next, tap on Muted Words to add words or phrases



03 Add words to stop getting them in notifications



To access a list of words you have muted, visit your settings and click on notifications on twitter.com or your app on Twitter for iOS or Android.



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Easily mute any conversation

Twitter has also introduced the new tool to let you opt out of notifications from a specific conversation. When you mute a conversation, you won't get any new notifications about

that conversation. You will, however, still see Tweets from the conversation in your timeline and when you click into the original Tweet.

01 To mute a conversation, tap the  from any Tweet



02 Next, tap on Muted Words to add words or phrases



03 Add words to stop getting them in notifications



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More Resources

Online Resources To Help You

Twitter Help centre

<https://support.twitter.com/>

Generating reports For law enforcement

<https://blog.twitter.com/2015/making-it-easier-to-report-threatsto-law-enforcement>

Twitter Safety centre

<https://about.twitter.com/safety>

Follow us on Twitter

@safety and @support

