



Twitter Transparency Report

Report 19 (Jan - Jun 2021)

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

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Government

Published on January 25, 2022

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04. Preservation Requests

01. Latest Data: Government

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Worldwide (70 countries)



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

Information requests - January - June 2021

Information requests

12.4K

Compliance rate

36.2%

Accounts specified

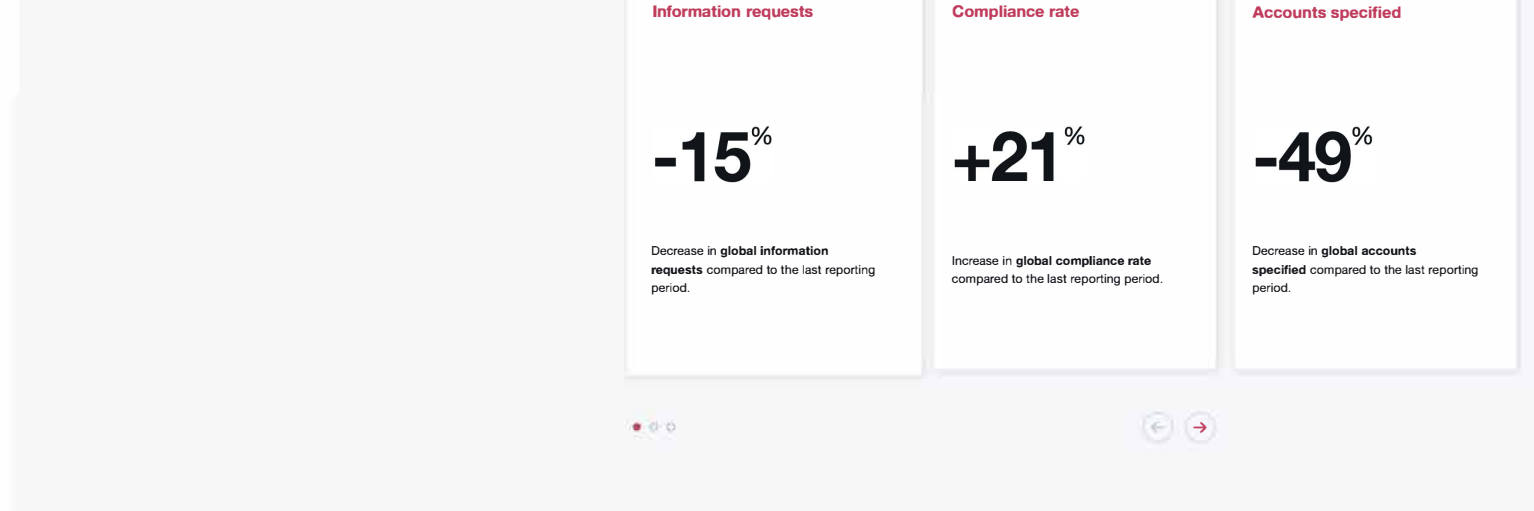
26.2K

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.

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

Some notable changes since the last report:⁴⁰



03. Analysis

Big picture

Global governments and law enforcement agencies submitted approximately 15% fewer [information requests](#) (combined [emergency](#) and [routine requests](#)) compared to the [previous reporting period](#). There was a 49% reduction in the aggregate number of [accounts specified](#). Twitter produced some or all of the requested information in response to 36% of these information requests.

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

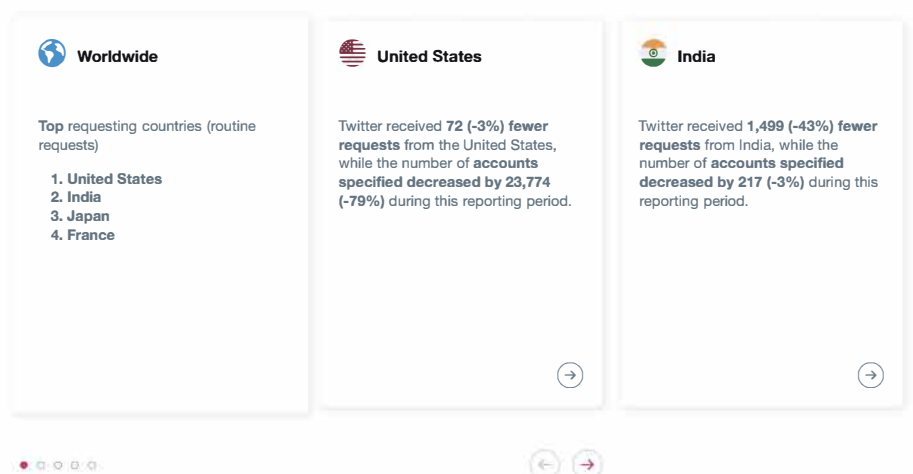
Country insights

Twitter has now received [government information requests](#) from 98 different countries since 2012, including [South Africa](#) and the [State of Palestine](#), which appeared in this report for the first time.

Top requesters

The [United States](#) submitted the most government [information requests](#) during this reporting period, accounting for 24% of the global volume, and 27% of the global [accounts](#) specified. The second highest volume of requests originated from [India](#), comprising 18% of global information requests and 30% of the global accounts specified. After falling to second place during the previous reporting period, the United States is once again the top global requester.

[Japan](#) (19%) and [France](#) (14%) round out the top four countries by volume. Combined, these four countries accounted for 75% of all global information requests during this reporting period. This is the third report in a row in which these countries represent the top four 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](#).

Emergency requests accounted for roughly 15% of [global information requests](#) submitted to Twitter. Emergency requests decreased by 25% during this reporting period, while the aggregate number of accounts specified in these requests decreased by 15%.

The [United States](#) submitted the highest volume of global emergency requests (36%), followed by [Japan](#) (19%), and [India](#) (12%).

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.

Periscope

The majority of government requests seek Twitter account information, but we occasionally receive requests for information about accounts on Twitter's [Periscope](#) live streaming service. Periscope was sunset in March 2021 and will not appear in future Transparency Reports.

We received 7 information requests that specified 9 Periscope accounts during this reporting period. Of these information requests, 5 were Periscope-only requests specifying 7 accounts. Twitter disclosed some information in response to 57% of these Periscope-related information requests.²⁴

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.²⁵

Twitter narrowed or did not disclose information in response to 64% of global government information requests, a decrease of 6% 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.²⁶

We were able to notify account holders in response to 238 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.²⁷

Global government preservation requests **decreased by 4%**, while accounts specified **increased by 24%** during this reporting period. The [United States](#) (57%) and [India](#) (25%) together accounted for **82%** of all global preservation requests.

Non-Government

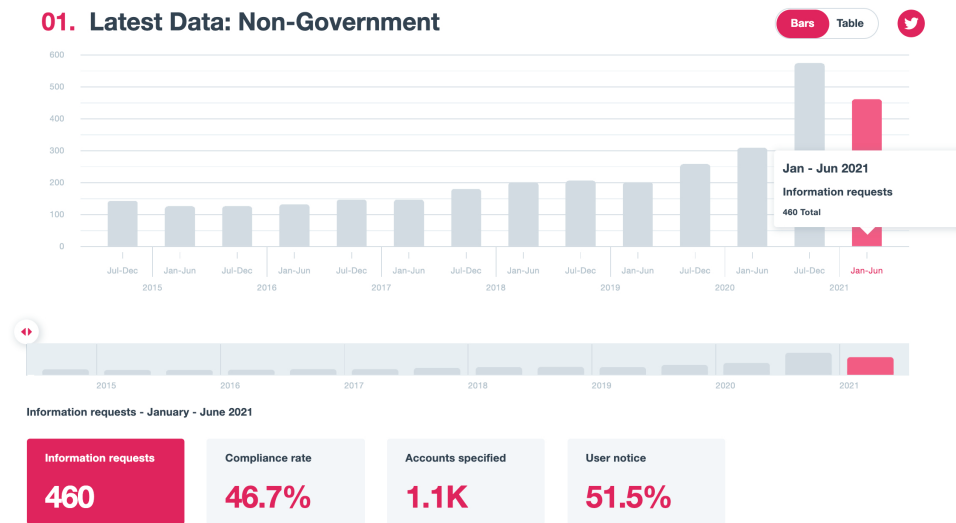
Published on January 11, 2021

01. Latest Data

02. Overview

03. Analysis

01. Latest Data: Non-Government



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.⁸

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

Information requests

-20%

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

Compliance rate

-2%

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

Accounts specified

-39%

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

03. Analysis

Twitter has now received non-government information requests from 35 different countries since 2014, including [Argentina](#), [Israel](#) and [Switzerland](#) which appeared in this report for the first time.

Twitter received 20% fewer non-government information requests during this reporting period. Notably, the number of **accounts specified** in these requests decreased by 39%, while the **compliance rate** decreased to 47%.⁸

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 32 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 3 of those requests. Twitter succeeded in convincing courts to apply the applicable First Amendment protections in 2 cases, and one case remains pending. No information was produced on 94% 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.

Government

1. Percentages rounded to the nearest whole number.

2. U.S. numbers in the table above include requests received from [U.S. Legal Attaches](#) 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.

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).

Other reports


**Removal Requests**


Legal requests for content removal




**Rules Enforcement**

Twitter Rules and TOS enforcement



**Information Operations**

Disclosures and elections integrity





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\(s\)](#)
[Jan - Jun 2021](#)
[Download Report](#)

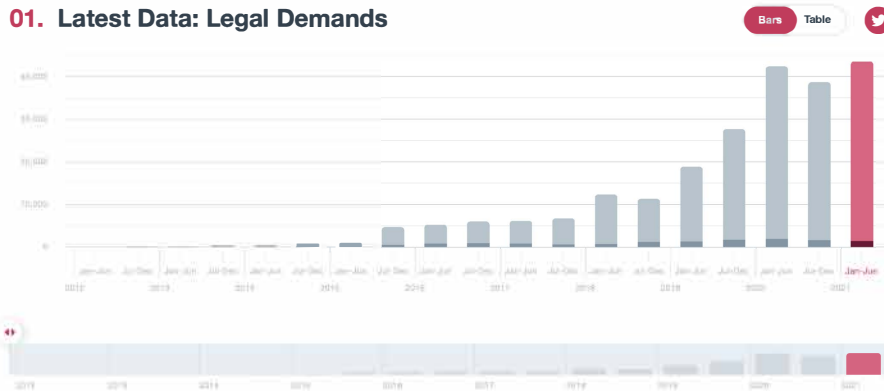
Legal Demands

Published on January 25, 2022

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- 03. Analysis
- 04. Withheld Content
- 05. Restored Content
- 06. TOS Violations
- 07. No Action

Removal Requests

01. Latest Data: Legal Demands



Legal demands - January - June 2021

Legal demands

43.4K

Compliance rate

54%

Accounts specified

196.9K

Accounts withheld

1.4K

Tweets withheld

6.3K

Accounts TOS

53.7K

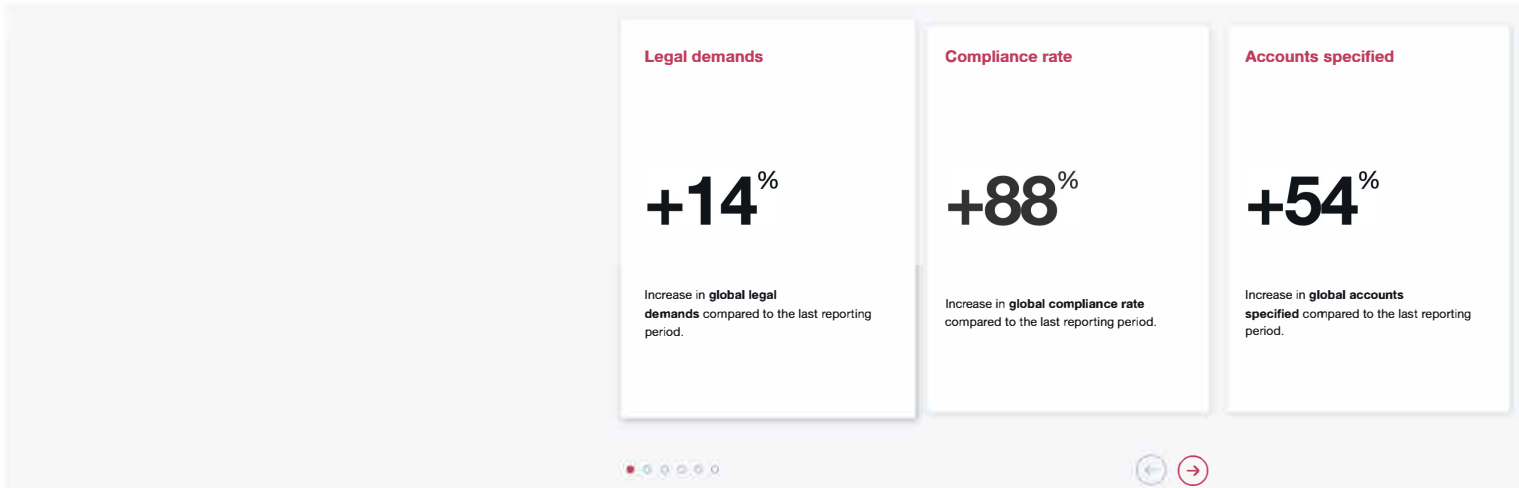
02. Overview

This section covers the latest data about third-party legal demands that compel Twitter to remove content under our [Country Withheld Content](#) ("CWC") policy.²⁰

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](#).

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

Some notable changes since the last report:



03. Analysis

Big picture

Twitter received 43,387 [legal demands](#) to remove content specifying 196,878 [accounts](#). During this reporting period, Twitter saw the largest increase in total accounts reported and legal demands received since releasing our first transparency report in 2012.

One contributor to the spike of specified accounts reported was the result of two legal demands submitted by Indonesia's Ministry of Communication and Information Technology. The Indonesian government claimed violations of their local law pertaining to sexual services and illegal adult content in 102,363 accounts. Upon investigation, Twitter took action on 18,570 accounts for violations to the [illegal or certain regulated goods or services](#), [Sensitive media](#), [Non-consensual nudity](#), and [Child sexual exploitation](#) policies, meanwhile the remaining reported materials were compliant to [Twitter Rules](#).

Other increases were seen in the accounts and Tweets withheld. The spike in Tweets withheld was partly due to content reported by Russia that was alleged to violate local laws against suicide promotion. Over 52% of all withheld Tweets in this reporting period involved content connected to suicide promotion in Russia. The spike in accounts withheld was particularly the result of Twitter's compliance of an Indian blocking order issued under India's Information Technology Act, 2000.

Overall, Twitter withheld or otherwise removed some or all of the reported content in response to 54% of global legal demands, which amounted to an 88% increase of compliance rate compared to the previous reporting period. The increase in the compliance rate is partly due to the 34% increase in violative accounts actioned under Twitter's Rules and Policies and partly due to tightened local laws and regulations.

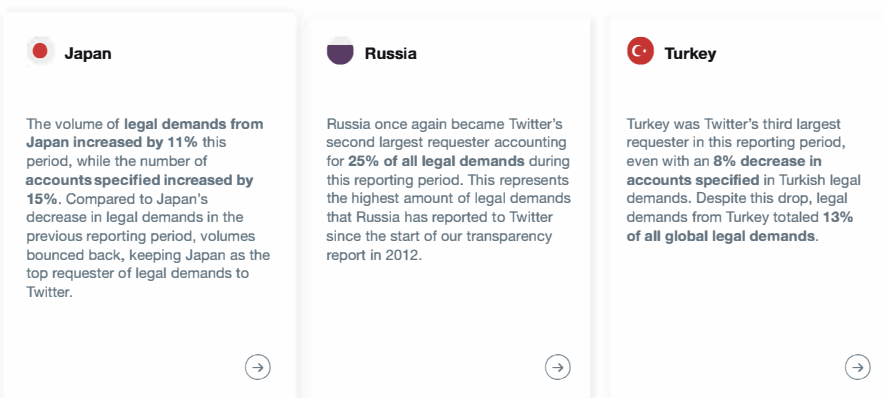
Country insights

This record number of [legal demands](#) originated from 55 different countries during this reporting period, and included the first legal demand received from [Nigeria](#). Twitter has received legal demands from 93 different countries since we published our first transparency report.

Top requesters

95% of the total global volume of legal demands originated from only five countries (in decreasing order): [Japan](#), [Russia](#), [Turkey](#), [India](#) and [South Korea](#).

[Japan](#) remained the top requester, accounting for 43% of all global requests received. 93% of requests from Japan were primarily related to laws regarding narcotics and drug control, obscenity, or financial-related crimes. The next highest volume of legal demands came from [Russia](#), comprising 25% of global legal demands and representing a 56% increase from the number of requests they submitted during the previous reporting period. 71% of Russian requests pertained to Russian laws prohibiting the promotion of suicide. [Turkey](#) accounted for 13% of global legal demands, showing a 30% increase of requests compared to the previous reporting period, making it our third largest requester. [India](#) accounted for 11% of global legal demands, down from 18% in the previous reporting period. [South Korea](#) remained the fifth largest contributor of requests, accounting for 5% of all global legal demands.



Verified journalists and news outlets

172 accounts of verified journalists and news outlets from around the world were subject to 231 legal demands, a 14% decrease in the number of accounts since the previous reporting period. These included legal demands from [India](#) (89), [Turkey](#) (59), [Russia](#) (40), and [Pakistan](#) (18). Notably, Twitter continued receiving an increase of legal demands, including reported content from verified journalists and news outlets from a wide range of jurisdictions, such as [Thailand](#) (9), [Brazil](#) (4), [United Kingdom](#) (4), [Mexico](#) (2), [Spain](#) (2), [France](#) (1), [Germany](#) (1), [Japan](#) (1), and [South Korea](#) (1).

In total, 11 Tweets from verified journalists and news outlets were withheld. Twitter saw a 120% increase of country withheld content from journalists and news outlets during this period compared to the previous reporting period.

Three Tweets were withheld in India in relation to legal requests for content removal under the Information Technology Act, 2000. The three Tweets were from the accounts of Indian journalists and were reported for possible incitement towards offline harm.

Eight Tweets were withheld in Russia for containing information about methods of committing suicide and one Tweet for sharing extremism-related content.

Other Requests

During this period, Twitter received its first General Correction Direction (GCD) from the Singapore Government, citing the Protection from Online Falsehoods and Manipulation Act (POFMA). A Tweet, posted by a high-ranking foreign government official, was reported for allegations of misinformation regarding the COVID-19 outbreak in Singapore. Twitter notified all users in Singapore about this issue by linking to a Tweet from the Singaporean Government which included the official government announcement. 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.⁸


We have now used CWC in 20 countries in response to legal demands: [Argentina](#), [Australia](#), [Brazil](#), [Canada](#), [France](#), [Germany](#), [India](#), [Ireland](#), [Israel](#), [Japan](#), [Netherlands](#), [New Zealand](#), [Russia](#), [Singapore](#), [South Korea](#), [Spain](#), [Turkey](#), and the [United Kingdom](#). During this reporting period, Twitter withheld content in Indonesia for the first time.


In total, Twitter withheld content at the account or Tweet level in 12 of those 20 countries during this period.

Examples (Lumen links to corresponding legal demands available below⁹):


**Brazil**


Twitter received a court order from Brazil's Fourth Civil Law Court of São Caetano do Sul of São Paulo to remove content claimed to distribute confidential and personal information of a Brazilian corporation executive, which breached a court ruling that restricted. In compliance with the court order, Twitter **withheld 10 Tweets in Brazil**.




**India**


Twitter received two legal demands from a multinational corporation for allegations of misinformation pertaining to health and nutritional information of their India-made products. **Twitter withheld 87 Tweets** in India based on the relevant court order.





**Indonesia**

Twitter received one legal demand for allegations of insults and hate speech against religion towards a public official. In accordance with Indonesia's hate speech laws Article 28(2) of Law No. 11 of 2008 on ethnicity, religion, and race, Twitter **withheld two Tweets** that were considered harmful in Indonesia. This is Twitter's **first country withheld content** in Indonesia.









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“):

 **Brazil**

Twitter received legal demands during the 2020 municipal elections, where content was temporarily withheld in Brazil to comply with election regulations and several court orders that directed Twitter to remove content. After the electoral period, Twitter later **restored 42 Tweets** in accordance with the electoral resolution, Article 38 § 7º of the Resolução Eleitoral 23610/2019.




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.⁸ 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 two legal** demands from the Windsor Police Department requesting the removal of two accounts alleged of purposely intimidating family members of a deceased law enforcement official and threatening the family's safety. **Both accounts were removed** for violations of Twitter Rules under abuse and harassment.




 **Chile**

Twitter **received a legal demand** from the Chilean National Police for an account alleged to be impersonating a law enforcement official. The **account was actioned** under Twitter's Impersonation policy.



 **Colombia**

Twitter **received a legal demand** from Colombia's National Police during the April 2021 national protests for allegations of hacked materials and private information sharing. The content exposed government databases and confidential information that threatened individuals' safety. The **account was actioned** under Twitter's distribution of hacked materials 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 one legal demand for allegations of anti-government sentiments by one account owned by a journalist and founder of a leading anti-corruption institute in Latin America. **No action was taken** as the content was considered political and social commentary regarding Covid-19 operations in Colombia and it did not violate Twitter's TOS.




**Indonesia**




Twitter received four removal requests from the Ministry of Communication and Information Technology for allegations of prohibited activities after the official disbandment of a national religious organization in Indonesia. **No actions were taken** on the majority of Tweets as they were considered as political and social commentaries, which did not violate Twitter's TOS.



**Mexico**

Twitter received 14 legal demands relating to the 2021 federal and municipal elections in Mexico. Most Tweets were already deleted by the users or were political and social commentaries regarding congressional candidates. Accordingly, **no actions were taken** with the majority of Tweets as they also did not violate Twitter's TOS.





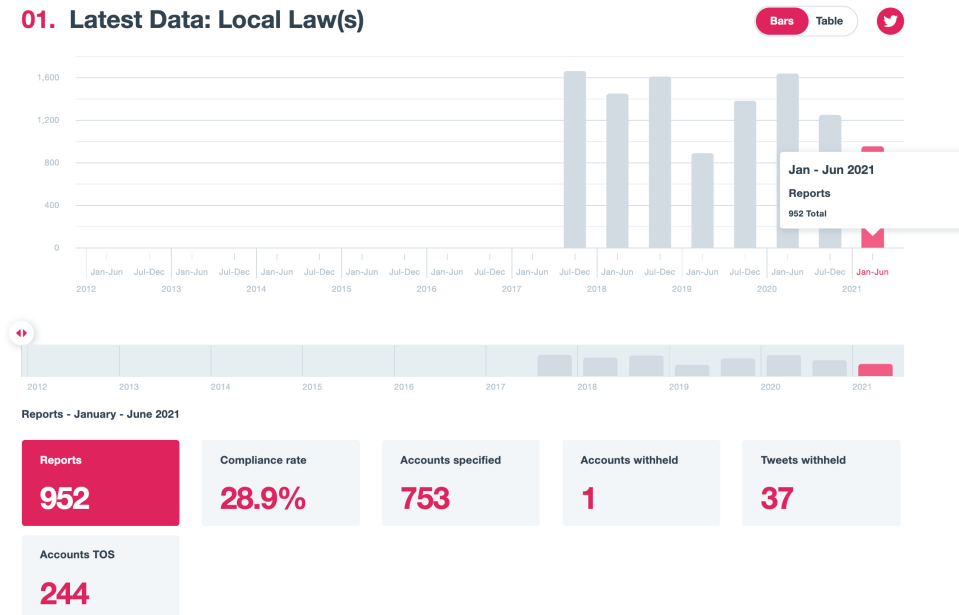
Local Law(s)

Published on January 11, 2021

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04. German Network Enforcement Act

01. Latest Data: Local Law(s)



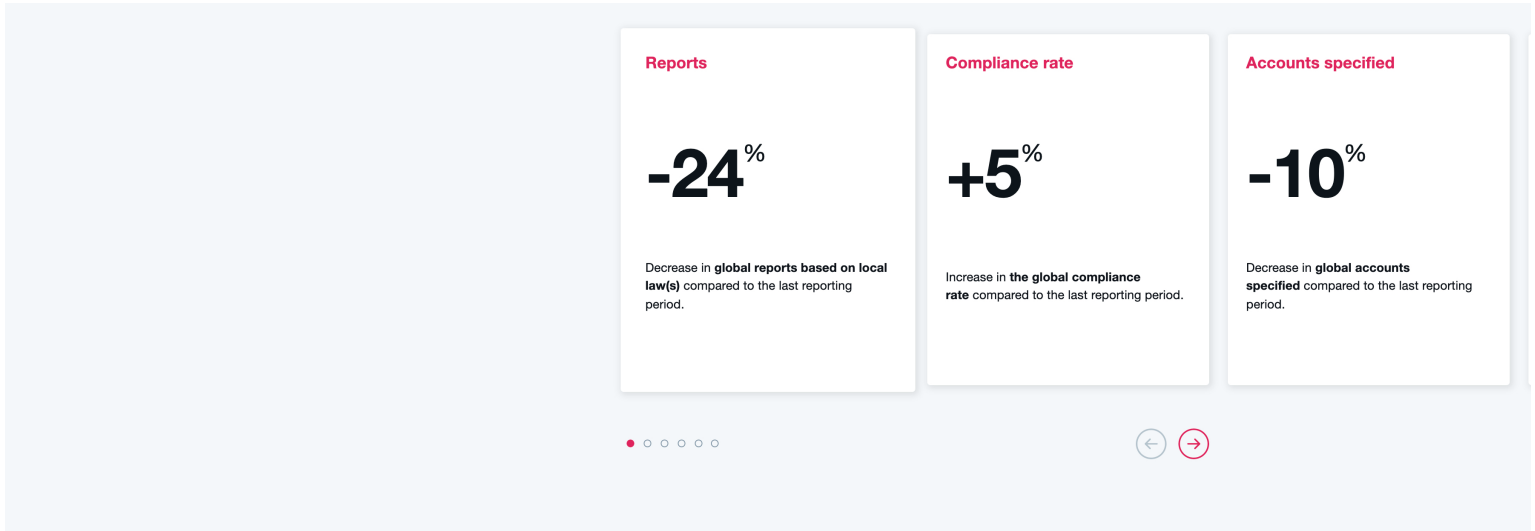
Removal Requests

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:



03. Analysis

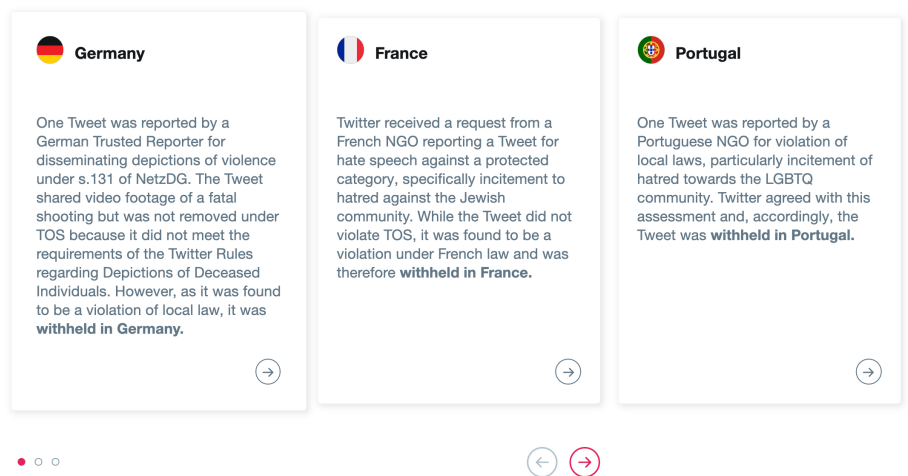
All reported content is first reviewed for potential violations of [Twitter's TOS](#). Any content that is found to be violating is removed from the platform. Content that does not violate Twitter's TOS is then reviewed for potential withholding based on the local law(s) of the reporting jurisdiction.

Trusted reporters and NGOs

Broadly speaking, the organizations that submitted reports to us work on protecting and furthering human rights, and preventing issues such as racism, xenophobia, or homophobia. Twitter has formed partnerships with trusted reporters from [Belgium](#), [France](#), [Germany](#), the [Netherlands](#), and [Spain](#) to date. During this reporting period the European Commission (EC) designated a number of other European NGOs to assist in evaluating industry implementation of the [Code of Conduct on countering illegal online hate speech](#). This was the 6th round of monitoring conducted by the EC which saw increased reports from NGOs from [Greece](#) and [Portugal](#).

Twitter received 24% fewer reports based on local law(s) from trusted reporters and NGOs, impacting approximately 10% fewer accounts during this reporting period.

Examples (Lumen links to corresponding legal demands available below):



04. German Network Enforcement Act

The Network Enforcement Act (Netzwerkdurchsetzungsgesetz, aka NEA) is a German law that came into effect on January 1, 2018. We're including information about it in this section of the transparency report as any content withheld under this law uses the same [local law messaging](#) as available in other countries.

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 July 2021, covering the reporting period of January 1 to June 30, 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

1. 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](#).

2. Court orders are often accompanied by a non-disclosure order that prevents Twitter for 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.
3. Withheld Content corresponding legal demands Lumen links:

 - [Brazil](#)
 - [India 1](#)
 - [India 2](#)
 - [Indonesia](#)
 - [Israel](#)
 - [Turkey 1](#)
 - [Turkey 2](#)

4. Restored Content corresponding legal demands Lumen links:


 - [Brazil 1](#)
 - [Brazil 2](#)
 - [Brazil 3](#)
 - [Brazil 4](#)
 - [Brazil 5](#)
 - [Brazil 6](#)
 - [Brazil 7](#)
 - [Brazil 8](#)
 - [Brazil 9](#)
 - [Brazil 10](#)
 - [Brazil 11](#)
 - [Brazil 12](#)
 - [Brazil 13](#)
 - [Brazil 14](#)
 - [Brazil 15](#)
 - [Brazil 16](#)

5. "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)


6. Trusted reporters/NGOs corresponding removal requests Lumen links:
- [Germany](#)
 - [France](#)
 - [Portugal](#)

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 and Periscope.



Copyright Notices

DMCA Takedown Notices

DMCA Counter Notices

Jan - Jun 2021

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DMCA Takedown Notices

Published on January 11, 2022

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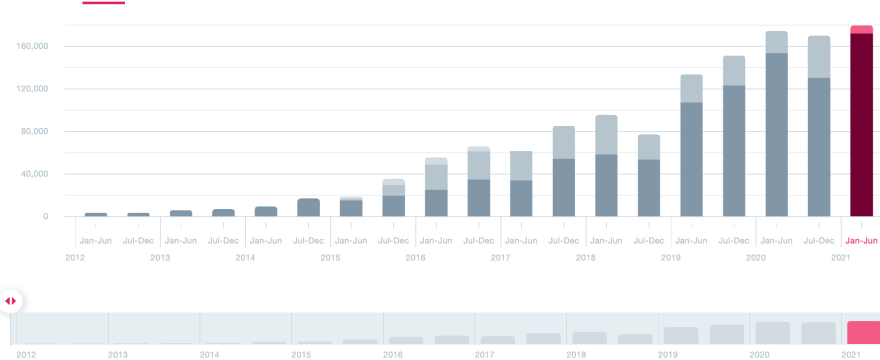
04. Top Copyright Reporters

01. Latest Data: DMCA Takedown Notices

[Bars](#)
[Table](#)



Grouped by [Biannual](#) [Monthly](#)



Takedown notices - January - June 2021

Takedown notices

179.4K

Compliance rate

33.2%

Accounts affected

799.4K

Media withheld

1.1M

Tweets withheld

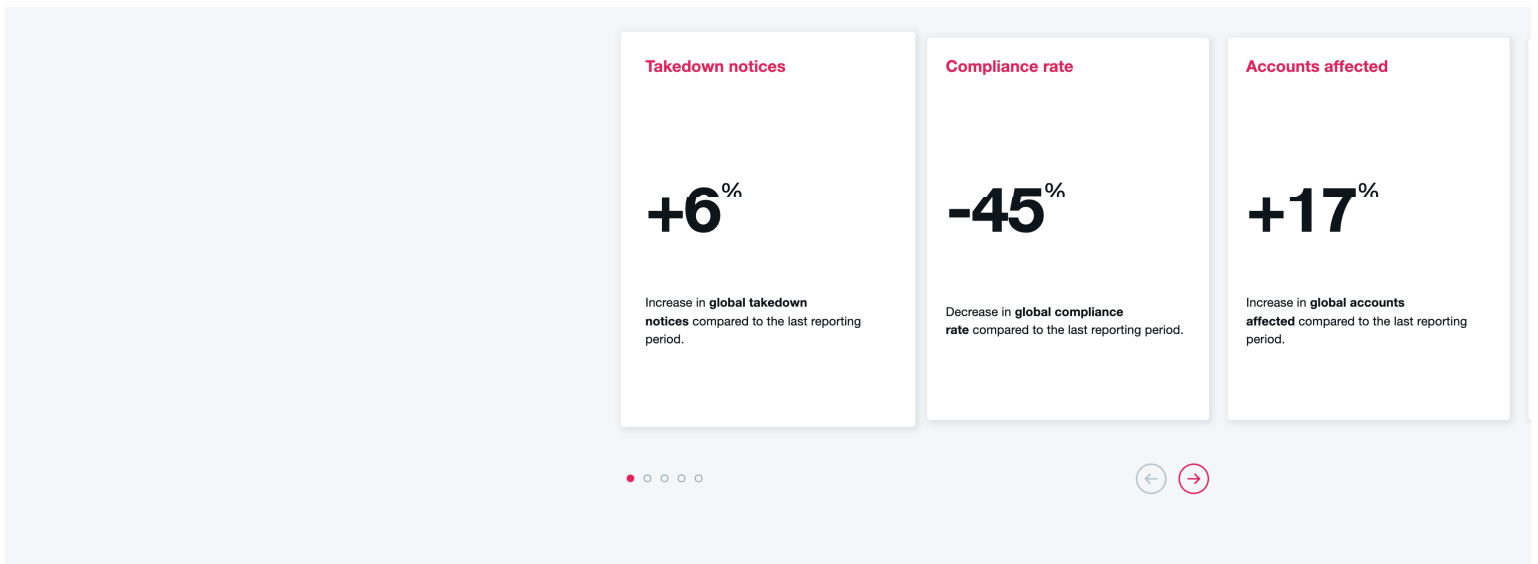
432.8K

02. Overview

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

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

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, such as via fax or mail. For more information, please see our [Copyright Policy](#).

We saw a 6% increase in DMCA takedown notices submitted, and a 17% increase in accounts affected. Tweets withheld dropped by 49% while media withheld increased by 18%, as Twitter's operations were affected due to the unprecedented [COVID-19](#) pandemic.

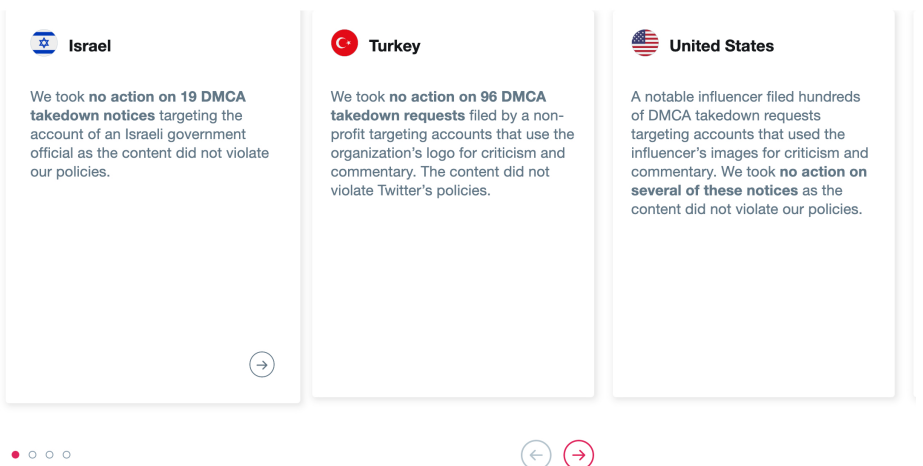
We provide affected account holders with a copy of the related DMCA takedown notice when their media or Tweets are withheld. The notification includes instructions on how to file a [counter-notice](#) (in case they believed the content was removed in error) and also how to seek a retraction from the 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. We carefully review each notice, and follow up with the reporter as appropriate. 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](#).

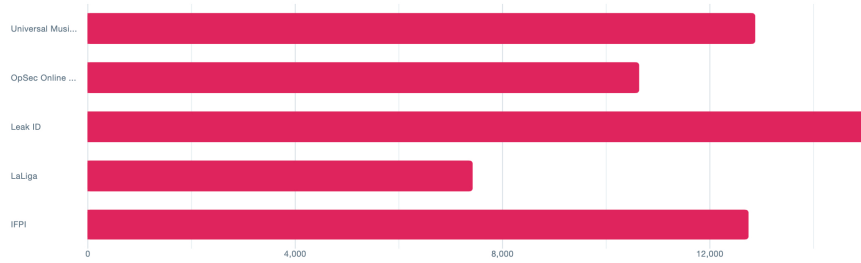
The following are examples of copyright takedown notices we determined were invalid due to misrepresentations made by the reporter or because the requests were overreaching.

Recent examples:



04. Top Copyright Reporters

Bars Table



Takedown notices - January - June 2021

Takedown notices

58.8K

% of all takedown notices

34.0%

Materials withheld

750.8K

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: Universal Music Group, OpSec Online LLC, Leak ID, La Liga, and IFPI.

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

DMCA Counter Notices

Published on January 11, 2021

01. Latest Data

02. Overview

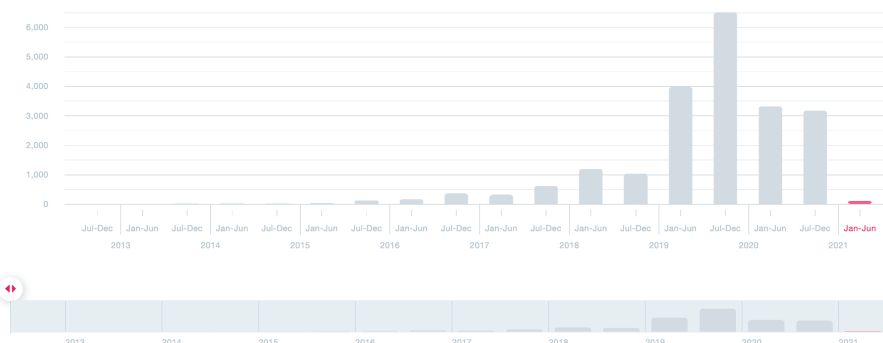
03. Analysis

01. Latest Data: DMCA Counter Notices

Bars Table



Grouped by Biannual Monthly



Counter notices - January - June 2021

Counter notices

102

Restoration rate

100%

Media restored

669

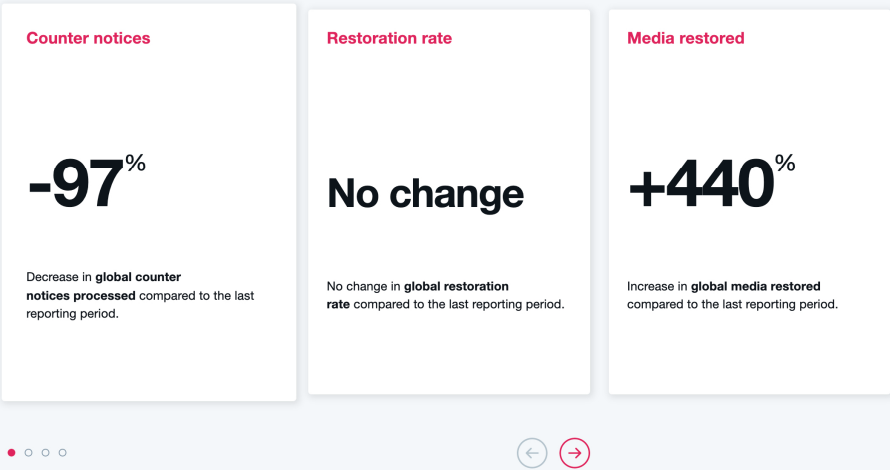
Tweets restored

197

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.



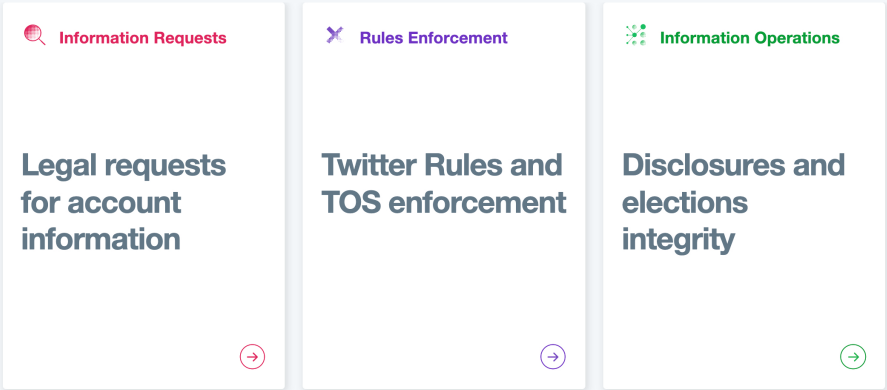
03. Analysis

Big picture
The DMCA provides statutory instructions on how an affected party can formally appeal a copyright removal by submitting a valid counter notice.

Footnotes

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

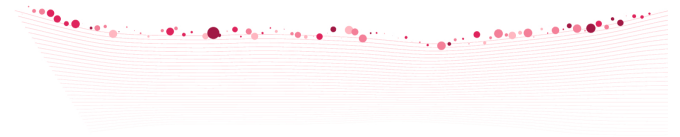
Other reports



Trademark Notices

About this report

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



Trademark Notices

Jan - Jun 2021

Download Report

Trademark Notices

Published on January 11, 2022

01. Latest Data

02. Overview

03. Analysis

01. Latest Data: Trademark Notices

[Bars](#)
[Table](#)

Grouped by [Biannual](#) [Monthly](#)



Trademark notices - January - June 2021

Trademark notices

20.1K

Notices actioned

738

Compliance rate

3.7%

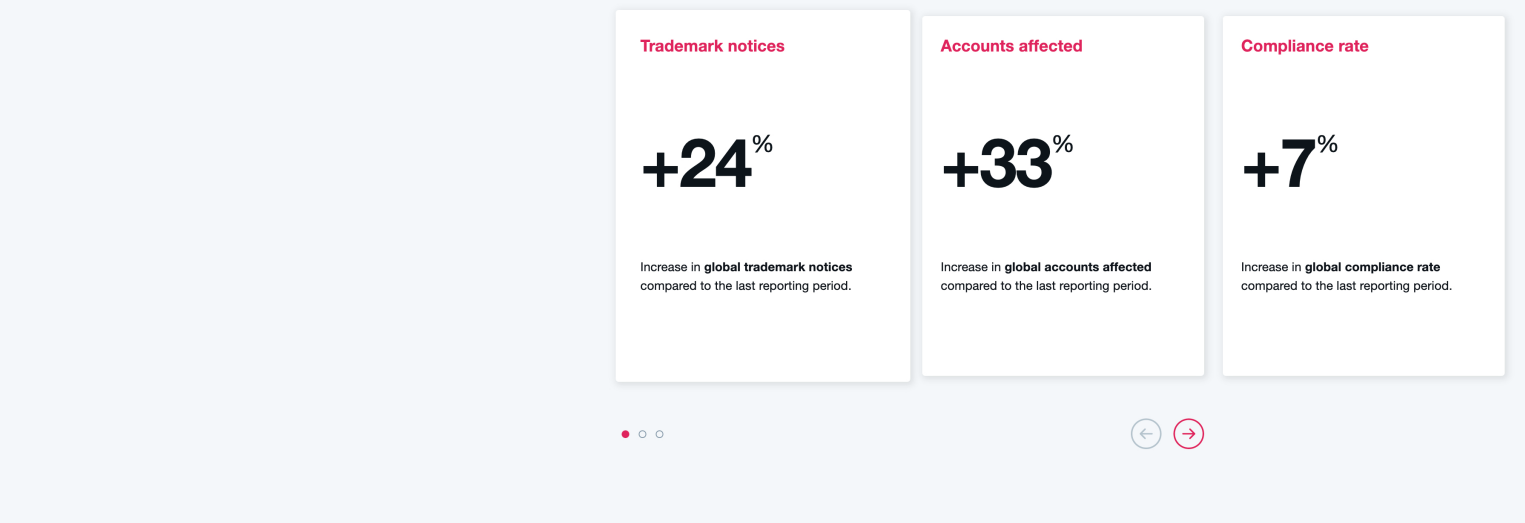
02. Overview

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 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.

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

Some notable changes since the last report:



03. Analysis

Big picture
Twitter received 24% more trademark notices, affecting 33% more accounts since our [last report](#).¹

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.²

Footnotes

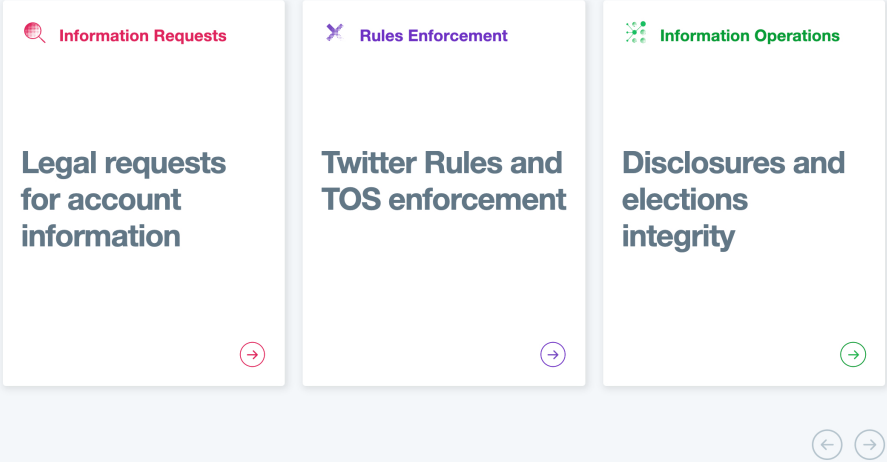
Some cases received during this reporting period may be in progress and may not be closed at the time of reporting.

¹. 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 and Periscope.
- Misfiled, duplicate, or non-trademark complaints submitted through our Trademark web form.

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

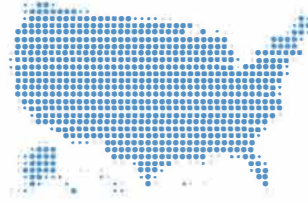
Other reports



United States

About this report

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



Information Requests

Published on January 25, 2021

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

01. Latest Data: Information

Map Bars Table



U.S. (52)

97 135 155



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, accounts specified, and the corresponding compliance 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](#).²

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

Information requests

-7%

Decrease in U.S. government information requests compared to the last reporting period.

Accounts specified

-77%

Decrease in U.S. government accounts specified compared to the last reporting period.



03. Analysis

Government information 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 2012.²⁵

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 , 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.²⁶

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 from federal, state, and local authorities. The following table illustrates 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.²⁷

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.

Search for a state1-7 de 5212345678View All

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

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.

New York

New York County was the top county requester, submitting **76% of total New York state information requests** during this reporting period.

Illinois

Cook County was the top county requester, submitting **68% of total Illinois state information requests** during this reporting period.

Pennsylvania

Allegheny County was the top county requester, submitting **36% of total Pennsylvania state information requests** during this reporting period.

Texas

Harris County was the top county requester, submitting **17% of total Texas state information requests** during this reporting period.

Virginia

Manassas City was the top county requester, submitting **48% of total Virginia state information requests** during this reporting period.

West Virginia

Harrison County was the top county requester, submitting **99% of West Virginia state information requests** during this reporting period.



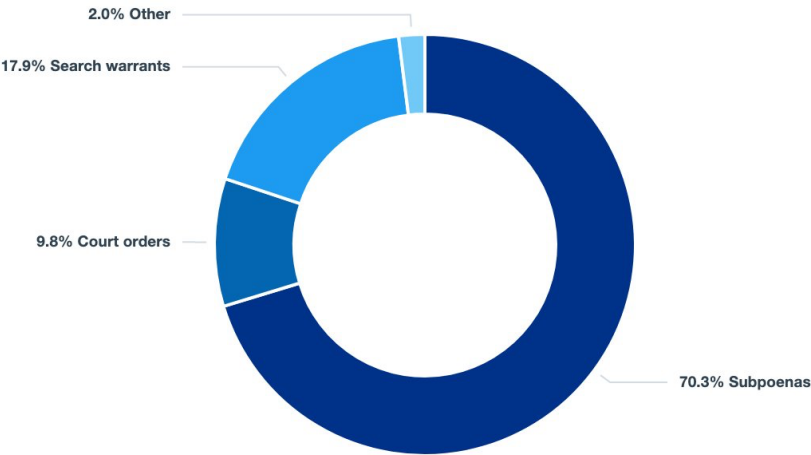
05. Types of Legal Process

Pie Bars Table



Types of legal process
January - June 2021

Subpoenas Court orders Search warrants 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.²⁸

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.²⁹

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](#).³⁰

- 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.

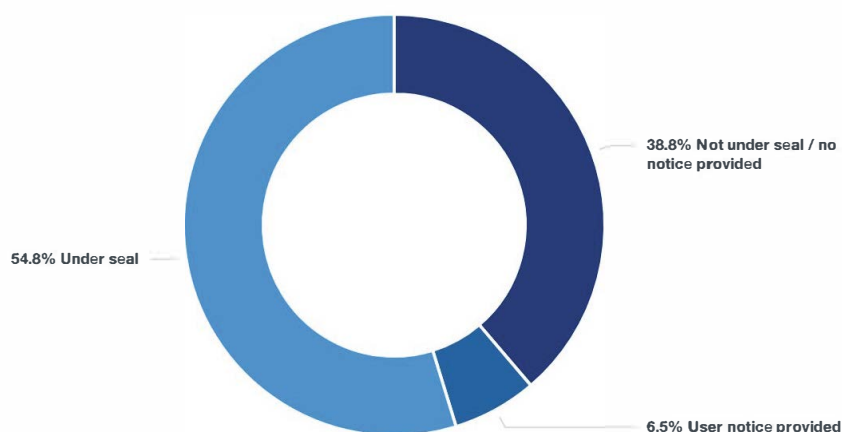
06. User Notice

Pls Bars Table 

User notice

January - June 2021

● Not under seal / no notice provided ● User notice provided ● 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.²⁴

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



Search for a year

Year received	Government initiated review	Provider requested review
Total	13	10
2021	0	0
2020	0	0
2019	0	0
2018	4	0
2017	1	0
2016	3	0
2015	5	1
2014	0	0
2013	0	0
2012	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.²⁵ 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 25, 2021

01. Latest Data

02. Overview

01. Latest Data: Removal



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 (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 withheld

No change

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

Tweets withheld

No change

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

Accounts TOS

+103%

Increase in **U.S. accounts TOS** 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.

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](#)
[Jan - Jun 2021](#)
[Download Report](#)

Accounts Actioned

Published on January 25, 2022

01. Latest Data

02. Overview

03. Analysis

01. Latest Data: Accounts Actioned



Accounts actioned - January - June 2021

Accounts actioned

4.8M

Accounts suspended

1.2M

Content removed

5.9M

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.

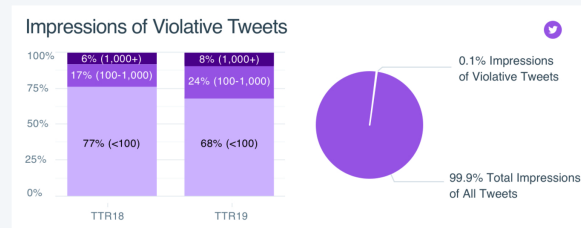
This section covers the latest data about instances where we've taken enforcement actions under the Twitter Rules to either require the removal of specific Tweets or to suspend accounts. These metrics are referred to as: [accounts actioned](#), [content removed](#), and [accounts suspended](#). More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

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

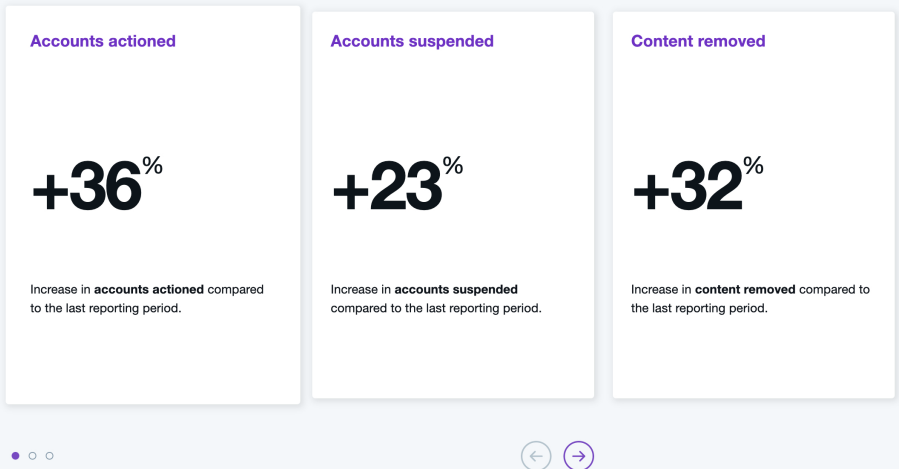
Impressions

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 January 1, 2021 through June 30, 2021, Twitter removed 4.7M Tweets that violated the Twitter Rules. Of the Tweets removed, 68% received fewer than 100 impressions prior to removal, with an additional 24% receiving between 100 and 1,000 impressions. Only 8% of removed Tweets had more than 1,000 impressions. In total, impressions on violative Tweets accounted for less than 0.1% of all impressions for all Tweets during that time period.

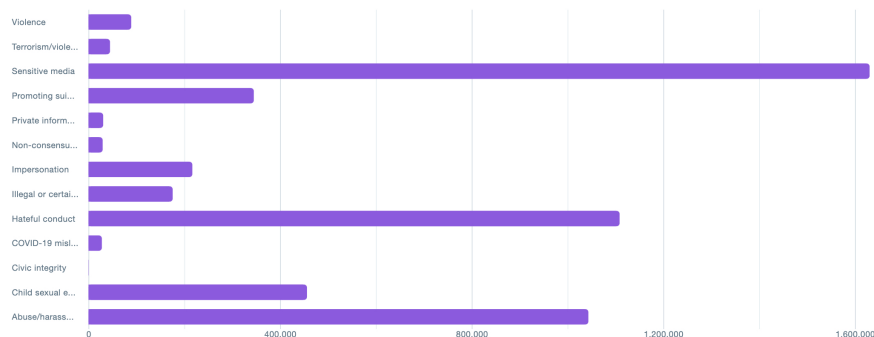


Some notable changes since our last report:



03. Analysis

Bars Table



Accounts actioned - January - June 2021



Big picture

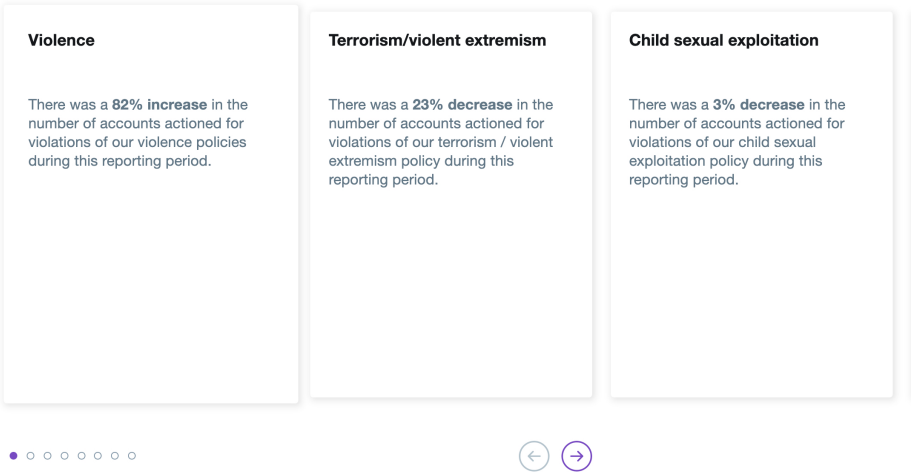
We have a global team that manages enforcement of the Twitter Rules with 24/7 coverage in every supported language on Twitter. Our goal is to apply the Twitter Rules objectively and consistently. Enforcement actions are taken on content that is determined to violate the Twitter Rules.

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

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:



Other select takeaways:

Terrorism/violent extremism
The Twitter Rules prohibit the [promotion of terrorism and violent extremism](#). We suspended 44,974 unique accounts for violations of the policy during this reporting period. Of those accounts, 93% 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 453,754 unique accounts during this reporting period for violating Twitter policies prohibiting child sexual exploitation with 89% of them 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 Behaviour policy, we prohibit content that harasses or intimidates, or is otherwise intended to shame or degrade others. We took action on 1,043,525 pieces of content during the reporting period. We also updated our policy and removed the targeting requirement for content that denies that mass murder or other mass casualty events took place, where we can verify that the event occurred, and when the content is shared with abusive intent.

Violence
Our policies prohibit sharing of content that threatens violence against an individual or a group of people. We also prohibit the glorification of violence. We saw a significant increase in the number of content removed for violence and 66,445 accounts suspended due to initiatives launched to bolster operational capacity.

Hateful conduct
We made some changes to our Hateful Conduct policy during the first half of 2021. The policy was updated in January 2021 to expand our enforcement approach towards content that incites others to discriminate by denying support to the economic enterprise of an individual or group because of their perceived membership in a protected category. In addition to the policy update, we also removed the targeting requirement for content aimed at individuals or groups that references forms of violence or violent events where a protected category was the primary target or victims and where the intent is to harass.

Promoting suicide or self-harm
We prohibit content that promotes, or otherwise encourages, suicide or self-harm. During this reporting period there was a significant increase in the volume of accounts actioned (83%), accounts suspended (101%), and content removed (82%). Initiatives were launched to better detect and take action on content that violated our policy on suicide and self-harm which led to the spike in enforcement numbers.

Sensitive media, including graphic violence and adult content
We saw the largest increase in the number of accounts actioned and content removed

during this reporting period. Initiatives were launched to bolster operational capacity that resulted in an increase in actioning of content that violates our sensitive media policies.

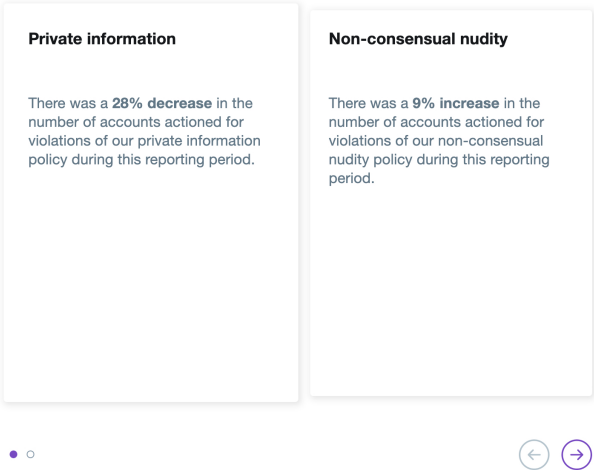
Illegal or certain regulated goods or services

Since the launch of the policy in 2019, and more specifically at the end of the last year, we have continued to refine our enforcement guidelines. This improvement resulted in more accounts being actioned for violation of the policy which in turn triggered an increase in the number of accounts trying to circumvent their previous suspension or enforcement action, thus violating Twitter policy on [ban evasion](#).

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:



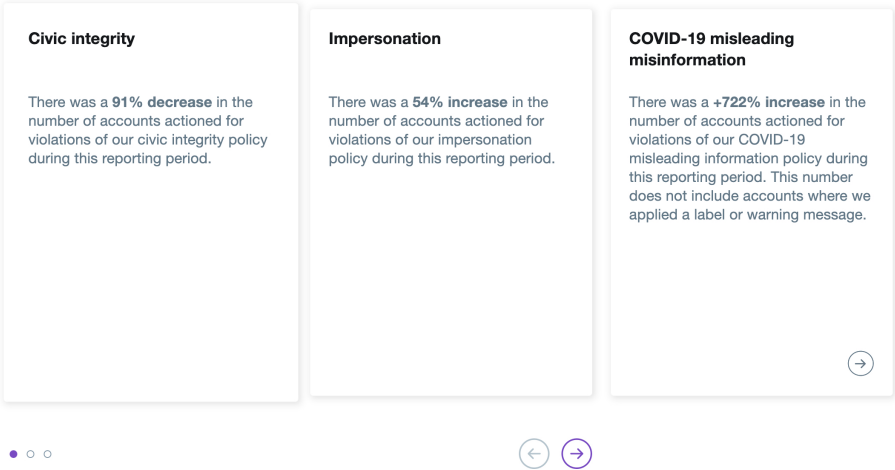
Other select takeaways:

Non-consensual Nudity
This reporting period saw the largest increase in the number of accounts suspended under this policy. We suspended 7,519 accounts for violating our non-consensual nudity policies. We launched initiatives to better detect and take action on content, which led to an increase in accounts suspended under our non-consensual nudity policy by 104%. In total, we suspended 7,519 accounts for violating 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.³ More information about each policy can be found in the [Twitter Rules](#).

Some notable changes since the last report:



Other select takeaways:

Civic Integrity

The end of the 2020 US election cycle led to a significant decrease in the number of accounts actioned under our civic integrity policy since the last report.

Impersonation

This reporting period saw more activity related to impersonation scams from accounts based in West Africa and Southeast Asia, which may account for the increase in accounts actioned under our impersonation policy.

COVID-19 misleading information

Since the introduction of [COVID-19 guidance](#) last year, there was increased focus on scaling the enforcement of the policy in particular in areas related to vaccine misinformation. In instances where accounts repeatedly violate [this policy](#), a strike system is now used to determine if further enforcement actions should be applied. These actions include requests for tweet deletion, temporary account locks and permanent suspensions. We believe this system further helps to reduce the spread of potentially harmful and misleading information on Twitter, particularly for high-severity violations of our rules.

Accounts Reported

Published on January 25, 2022

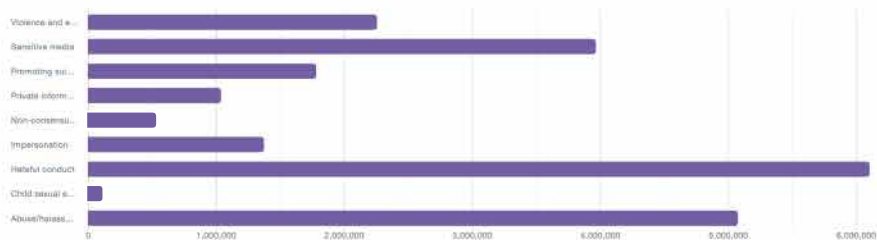
01. Latest Data

02. Overview

03. Analysis

01. Latest Data: Accounts Reported

Bars Table



Accounts reported - January - June 2021

Accounts reported

12.9M

02. Overview

Insights into accounts reported for violations of the Twitter Rules.

Accounts reported

-6%

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



03. Analysis

Big picture

Reported content is reviewed 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.

Footnotes


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.

Other reports


 **Information Requests**


Legal requests for account information




 **Platform Manipulation**

Malicious automation and spam



 **Information Operations**

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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

Jan - Jun 2021

Download Report

Platform Manipulation

Published on January 25, 2022

01. Latest Data

02. Overview

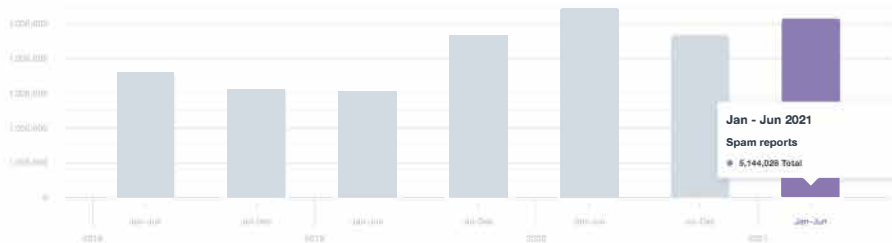
03. Analysis

01. Latest Data: Platform Manipulation

Bars Table



Grouped by **Biannual** Monthly



Spam reports - January - June 2021

Spam reports

5.1M

Anti-spam challenges

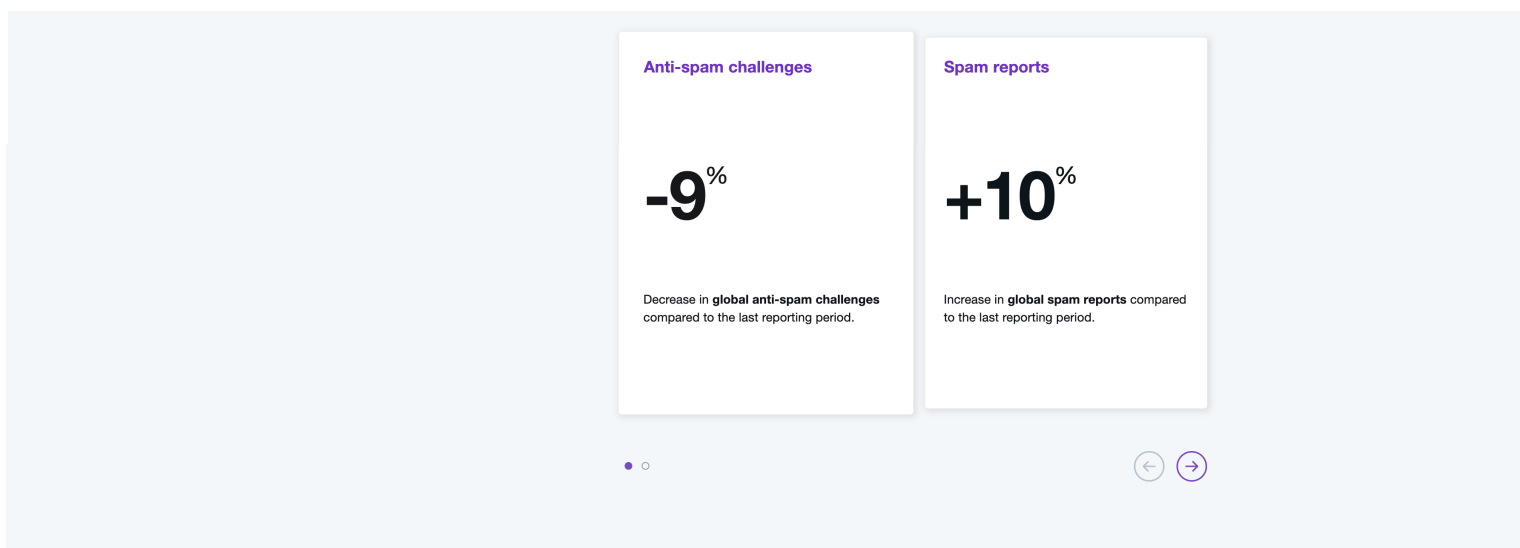
130.3M

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.

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



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 decreased by approximately 9% compared to the previous reporting period. We believe this can be attributed to ongoing efforts to reduce the impact of anti-spam challenges on legitimate users during this reporting period.

Spam reports

During the first half of 2021, we observed an approximately 10% 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. We do not have any meaningful evidence that the reduction in anti-spam challenges had any direct association with the increase in spam reports over the same period.

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 January 25, 2022

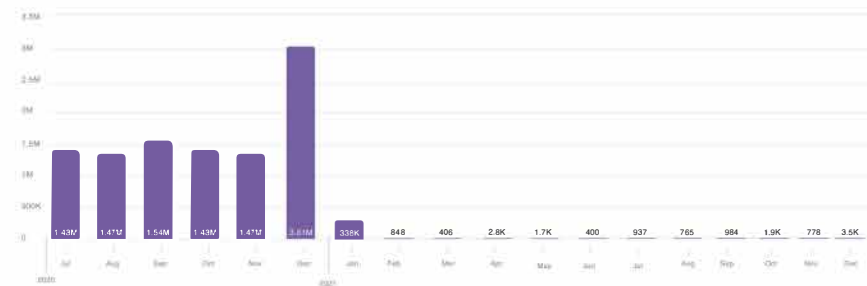
01. Latest Data

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](#).

December 2021

3,515 accounts challenged

666 accounts suspended

4,559 content removed

In the month of December, we challenged 3,515 accounts, suspended 666 accounts, and removed 4,559 pieces of content globally.

Total Since January 2020

11.7M accounts challenged

4,110 accounts suspended

72,062 content removed

Since introducing our COVID-19 guidance last year, we have challenged 11.7 million accounts, suspended 4,110 accounts, and removed over 72,062 content worldwide.



Other reports



Information Requests

Legal requests for account information



Rules Enforcement

Twitter Rules and TOS enforcement



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Disclosures and elections integrity



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Account Security

About this report

Statistics on how people on Twitter are protecting their accounts.

Account Security

Account Security

Published on January 25, 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 (January 2021 through June 2021):

2FA Usage

2.5%

Percentage of active Twitter accounts with at least one 2FA method enabled on average over the reporting period.

Change Over Period

+8.7%

Percentage change in number of active Twitter accounts with at least one 2FA method enabled over the reporting period from July to December 2020.

Types of 2FA

SMS: 77.7%
Auth App: 30.1%
Security Key: 0.5%

Breakdown of 2FA methods by percentage of account that have each enabled (Note: accounts can enable multiple 2FA methods)


03. Analysis


We are pleased to see a continued (albeit slow) growth in 2FA relative to our last report. The move from 2.3% of our active users in the previous reporting period to 2.5% of our active users in the current period represents an 8.7% 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.


Other reports



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About this report

Insights into attempts to manipulate Twitter by state linked entities.

Information Operations

- 01. Overview
 - 02. FAQs
 - 03. Download Archive
 - 04. Unhashed Releases

In line with our principles of transparency and to improve public understanding of inauthentic influence campaigns, Twitter is making publicly available archives of Tweets and media that we believe resulted from state linked information operations on our service.

We believe Twitter has a responsibility to protect the integrity of the public conversation — including through the timely disclosure of information about attempts to manipulate Twitter to influence elections and other civic conversations by foreign or domestic state linked entities. We believe the public and research community are better informed by transparency.

In October 2018, we launched the first archive in the industry of potential foreign information operations we have seen on Twitter. It is our fundamental belief that these accounts should be made public and searchable so members of the public, governments, and researchers can investigate, learn, and build media literacy capacities for the future.

Transparency has been a critical part of this company from the start. We expanded this dataset considerably with several separate updates over the past couple of years — we're the only company to offer this level of granularity and transparency.

For our part, we are learning, evolving, and building a technological and personnel-driven approach to combating inauthentic influence campaigns. We hope that holistic, transparent disclosures such as this can help us all learn and build the necessary societal defenses and capacities to protect public conversation.

February 2021

Twitter published a dataset of **3,465 accounts**, attributed to state linked information operations originating from **Venezuela, China, Russia, Tanzania, Mexico, and Uganda**.

Twitter published a dataset of **373 accounts**, attributed to state linked information operations originating from **Iran, Armenia, Russia (GRU), and Russia.**

Twitter published a dataset of **1,594 accounts**, attributed to state linked information operations originating from **Iran, Russia, Thailand, Cuba, and Saudi Arabia**.

[Blog post >](#)

[Blog post >](#)

[Blog post >](#)

02. FAQs

What will you release in the future?

If and when we identify additional attempted information operations on Twitter in the future, our first priority is to enforce our rules and remove accounts engaged in attempts to manipulate the public conversation. Following these enforcements, we carry out thorough investigations of the accounts and individuals involved. We only disclose datasets once we have determined attribution, and once all applicable investigations have concluded. We may also release incremental additions to existing datasets if we believe the additional information could materially impact research findings.

What's included?

Platform manipulation that we can reliably attribute to a government or state linked actor is considered an information operation and is prohibited by the [Twitter Rules](#).

These datasets are of a size that a degree of capability for large dataset analysis is required. You can download the datasets [below](#). While no content has been redacted, some account-specific information has been hashed to protect account privacy.

These datasets include profile information, Tweets and media (e.g., images and videos) from accounts we believe are connected to state linked information operations. Tweets and media which were deleted are not included in the datasets. Note that not all of the accounts we identified as connected to these campaigns actively Tweeted, so the number of accounts represented in the datasets may be less than the total number of accounts attributed to the information operation and enforced against.

Why hash some of the information?

For accounts with fewer than 5,000 followers, we have hashed certain identifying fields (such as user ID and screen name) in the publicly-available version of the datasets. While we've taken every possible precaution to ensure there are no false positives in these datasets, we've hashed these fields to reduce the potential negative impact on authentic or compromised accounts — while still enabling longitudinal research, network analysis, and assessment of the underlying content created by these accounts.

Specialist researchers can apply [below](#) for research access to an unhashed version of these datasets. Access to the unhashed version is governed by a data license agreement limiting usage of the unhashed datasets to research purposes, with provisions to ensure the researcher may only use the data in a limited manner and with appropriate security measures in place.

What can I do if I believe I've been included here in error?

If you believe your account has been included in error, please log into your account and file a suspension appeal [here](#). We carefully review these cases, and will help restore potentially compromised accounts, or accounts that may have been included in error, to their owners.

03. Download Archive

You can download the datasets by entering your email address and clicking "Submit". Your use of the datasets is governed by the [Twitter Developer Agreement and Policy](#). By clicking "Submit", you agree to the [Twitter Developer Agreement and Policy](#).

If you believe your account has been included in error, please log into your account and file a suspension appeal [here](#). We carefully review these cases, and will help restore potentially compromised accounts, or accounts that may have been included in error, to their owners.

Enter your email *

Submit

04. Unhashed Releases

To request research access to the unhashed version of these datasets, please complete this form.

Organization name (required) *

Email address (required) *

Details of proposed analysis (required) *

Submit