## **Community Standards**

#### Read a letter from our team

Our mission is to give people the power to share and make the world more open and connected. Every day, people come to Facebook to share their stories, see the world through the eyes of others and connect with friends and causes. The conversations that happen on Facebook reflect the diversity of a community of more than one billion people.

We want people to feel safe when using Facebook. For that reason, we've developed a set of Community Standards, outlined below. These policies will help you understand what type of sharing is allowed on Facebook, and what type of content may be reported to us and removed. Because of the diversity of our global community, please keep in mind that something that may be disagreeable or disturbing to you may not violate our Community Standards.

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#### Read a letter from our team

Hello! We lead the teams that create Facebook's content policies and provide support to the community. Our teams work to make Facebook an open and safe environment for people around the world. We'd like to share a few insights into what it's like serving a community of more than a billion people around the world.

When we share information and opinions with our friends, families, communities, and the world around us, that's when we achieve extraordinary things - new ideas, opportunities, friendships, and collaborations. Every day, people around the world share billions of things on Facebook that add value to our lives. But sometimes

people share content that can be abusive or harmful to the rest of the community.

That's why we created Community Standards – to explain what kinds of things shouldn't be shared on Facebook. Our Community Standards aim to find the right balance between giving people a place to express themselves and promoting a welcoming and safe environment for everyone.

As you can imagine, striking the right balance is a tough job that we approach by focusing on a few key principles:

- Keeping you safe. We have zero tolerance for any behavior that puts people in danger, whether someone is organizing or advocating real-world violence or bullying other people.
   Requiring people to use their authentic identity on Facebook helps motivate all of us to act responsibly, since our names and reputations are visibly linked to our words and actions.
- **Encouraging respectful behavior.** We ask people to consider their audience when sharing something that may offend others. We make it easy for everyone to decide who can see the content they share, and we have policies that prohibit sexually explicit, hateful, and violent content.
- Acknowledging cultural diversity. To ensure our policies
  reflect the diversity of our community, we constantly seek and
  review input from experts around the world, as well as our
  community. Those insights help us understand the context
  through which people are sharing, and viewing, content on
  Facebook.
- Empowering you with tools to control what you see on Facebook. Facebook is a place for you to connect with the

people and things you care about, so we give you tools to control what you see, report things to us, and reach out to people who post things that you don't like or disagree with.

Our goal is to create an environment where we don't need a lot of rules, and people on Facebook feel motivated and empowered to treat each other with empathy and respect.

Thank you,

Monika Bickert Head of Global Product Policy

Justin Osofsky Vice President of Global Operations

## Helping to Keep you safe

- Overview
- Direct Threats
- Self-Injury
- Dangerous Organizations
- Bullying and Harassment
- Attacks on Public Figures
- Criminal Activity
- Sexual Violence and Exploitation
- Regulated Goods

We remove content, disable accounts, and work with law enforcement when we believe there is a genuine risk of physical harm or direct threats to public safety. Learn more about how Facebook handles abusive content.

# Direct Threats: How we help people who feel threatened by others on Facebook.

We carefully review reports of threatening language to identify serious threats of harm to public and personal safety. We remove credible threats of physical harm to individuals. We also remove specific threats of theft, vandalism, or other financial harm.

We may consider things like a person's physical location or public visibility in determining whether a threat is credible. We may assume credibility of any threats to people living in violent and unstable regions.

# Self-Injury: How we work to help prevent self-injury and suicide.

We don't allow the promotion of self-injury or suicide. We work with organizations around the world to provide assistance for people in distress. We prohibit content that promotes or encourages suicide or any other type of self-injury, including self-mutilation and eating disorders. We don't consider body modification to be self-injury. We also remove any content that identifies victims or survivors of self-injury or suicide and targets them for attack, either seriously or humorously. People can, however, share information about self-injury and suicide that does not promote these things.

# Dangerous Organizations: What types of organizations we prohibit on Facebook.

We don't allow any organizations that are engaged in the following to have a presence on Facebook:

- Terrorist activity, or
- Organized criminal activity.

We also remove content that expresses support for groups that are involved in the violent or criminal behavior mentioned above. Supporting or praising leaders of those same organizations, or condoning their violent activities, is not allowed.

We welcome broad discussion and social commentary on these general subjects, but ask that people show sensitivity towards victims of violence and discrimination.

# Bullying and Harassment: How we respond to bullying and harassment.

We don't tolerate bullying or harassment. We allow you to speak freely on matters and people of public interest, but remove content that appears to purposefully target private individuals with the intention of degrading or shaming them. This content includes, but is not limited to:

- Pages that identify and shame private individuals,
- Images altered to degrade private individuals,
- Photos or videos of physical bullying posted to shame the victim.
- Sharing personal information to blackmail or harass people, and
- Repeatedly targeting other people with unwanted friend requests or messages.

We define private individuals as people who have neither gained

news attention nor the interest of the public, by way of their actions or public profession.

## Attacks on Public Figures: What protection public figures receive on Facebook.

We permit open and critical discussion of people who are featured in the news or have a large public audience based on their profession or chosen activities. We remove credible threats to public figures, as well as hate speech directed at them – just as we do for private individuals.

## Criminal Activity: How we handle reports of criminal activity on Facebook.

We prohibit the use of Facebook to facilitate or organize criminal activity that causes physical harm to people, businesses or animals, or financial damage to people or businesses. We work with law enforcement when we believe there is a genuine risk of physical harm or direct threats to public safety.

We also prohibit you from celebrating any crimes you've committed. We do, however, allow people to debate or advocate for the legality of criminal activities, as well as address them in a humorous or satirical way.

# Sexual Violence and Exploitation: How we fight sexual violence and exploitation on Facebook.

We remove content that threatens or promotes sexual violence or exploitation. This includes the sexual exploitation of minors, and sexual assault. To protect victims and survivors, we also remove photographs or videos depicting incidents of sexual violence and images shared in revenge or without permissions from the people

in the images.

Our definition of sexual exploitation includes solicitation of sexual material, any sexual content involving minors, threats to share intimate images, and offers of sexual services. Where appropriate, we refer this content to law enforcement. Offers of sexual services include prostitution, escort services, sexual massages, and filmed sexual activity.

#### **Regulated Goods**

We prohibit any attempts by private individuals to purchase, sell, or trade prescription drugs, marijuana, firearms or ammunition. If you post an ofer to purchase or sell alcohol, tobacco, or adult products, we expect you to comply with all applicable laws and carefully consider the audience for that content. We do not allow you to use Facebook's payment tools to sell or purchase regulated goods on our platform.

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## Encouraging respectful behavior

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- Nudity
- Hate Speech
- Violence and Graphic Content

People use Facebook to share their experiences and to raise awareness about issues that are important to them. This means that you may encounter opinions that are different from yours, which we believe can lead to important conversations about difficult topics. To help balance the needs, safety, and interests of a diverse

community, however, we may remove certain kinds of sensitive content or limit the audience that sees it. Learn more about how we do that here.

## **Nudity**

People sometimes share content containing nudity for reasons like awareness campaigns or artistic projects. We restrict the display of nudity because some audiences within our global community may be sensitive to this type of content - particularly because of their cultural background or age. In order to treat people fairly and respond to reports quickly, it is essential that we have policies in place that our global teams can apply uniformly and easily when reviewing content. As a result, our policies can sometimes be more blunt than we would like and restrict content shared for legitimate purposes. We are always working to get better at evaluating this content and enforcing our standards.

We remove photographs of people displaying genitals or focusing in on fully exposed buttocks. We also restrict some images of female breasts if they include the nipple, but we always allow photos of women actively engaged in breastfeeding or showing breasts with post-mastectomy scarring. We also allow photographs of paintings, sculptures, and other art that depicts nude figures. Restrictions on the display of both nudity and sexual activity also apply to digitally created content unless the content is posted for educational, humorous, or satirical purposes. Explicit images of sexual intercourse are prohibited. Descriptions of sexual acts that go into vivid detail may also be removed.

## **Hate Speech**

Facebook removes hate speech, which includes content that directly attacks people based on their:

- Race,
- Ethnicity,
- National origin,
- Religious affiliation,
- Sexual orientation,
- Sex, gender, or gender identity, or
- Serious disabilities or diseases.

Organizations and people dedicated to promoting hatred against these protected groups are not allowed a presence on Facebook. As with all of our standards, we rely on our community to report this content to us.

People can use Facebook to challenge ideas, institutions, and practices. Such discussion can promote debate and greater understanding. Sometimes people share content containing someone else's hate speech for the purpose of raising awareness or educating others about that hate speech. When this is the case, we expect people to clearly indicate their purpose, which helps us better understand why they shared that content.

We allow humor, satire, or social commentary related to these topics, and we believe that when people use their authentic identity, they are more responsible when they share this kind of commentary. For that reason, we ask that Page owners associate their name and Facebook Profile with any content that is insensitive, even if that content does not violate our policies. As always, we urge people to be conscious of their audience when sharing this type of content.

While we work hard to remove hate speech, we also give you tools

to avoid distasteful or offensive content. <u>Learn more</u> about the tools we offer to control what you see. You can also use Facebook to speak up and educate the community around you. Counter-speech in the form of accurate information and alternative viewpoints can help create a safer and more respectful environment.

## **Violence and Graphic Content**

Facebook has long been a place where people share their experiences and raise awareness about important issues. Sometimes, those experiences and issues involve violence and graphic images of public interest or concern, such as human rights abuses or acts of terrorism. In many instances, when people share this type of content, they are condemning it or raising awareness about it. We remove graphic images when they are shared for sadistic pleasure or to celebrate or glorify violence.

When people share anything on Facebook, we expect that they will share it responsibly, including carefully choosing who will see that content. We also ask that people warn their audience about what they are about to see if it includes graphic violence.

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# Keeping your account and personal information secure

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- Using Your Authentic Identity
- Fraud and Spam

#### Accounts of Friends or Family Who Have Passed Away

We work hard to help keep your account secure and protect your personal information. By joining Facebook, you agree to use your authentic name and identity. You may not publish the personal information of others without their consent. Learn more about how we work to keep your information safe.

# Using Your Authentic Identity: How Facebook's real name requirement creates a safer environment.

People connect on Facebook using their authentic identities. When people stand behind their opinions and actions with their authentic name and reputation, our community is more accountable. If we discover that you have multiple personal profiles, we may ask you to close the additional profiles. We also remove any profiles that impersonate other people.

If you want to create a presence on Facebook for your pet, organization, favorite movie, games character, or another purpose, please create a <u>Page</u> instead of a Facebook Profile. Pages can help you conduct business, reach out to fans, or promote a cause you care about.

## Fraud and Spam: How we protect you from fraud and spam.

We work hard to help ensure that the information you share is secure. We investigate any suspected breach of security. Any attempt to compromise the security of a Profile, including fraud, may be referred to law enforcement. Using misleading or inaccurate information to artificially collect likes, followers, or shares is not allowed. We also ask that you respect people by not contacting them for commercial purposes without their consent.

# Accounts of Friends or Family Who Have Passed Away: How you can create a place to remember lost loved ones on Facebook.

Facebook is a place where people come to share their stories and reminisce about friends and family who have passed away. Once we receive proof of death, we secure and memorialize accounts. We do this once we receive sufficient proof of death. <u>Learn more</u> about what happens when we memorialize an account.

Immediate family members can also request that we remove and delete a loved one's profile.

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## Protecting your intellectual property

Facebook is a place for you to share the things that are important to you. You own all of the content and information you post on Facebook, and you can control how it is shared through your privacy and application settings. However, before sharing content on Facebook, please be sure you have the right to do so. We ask that you respect copyrights, trademarks, and other legal rights. Learn more about intellectual property rights.

## Reporting Abuse

Reporting Abuse Controlling What You SeeCommunication Tools

Our global community is growing every day and we strive to welcome people to an environment free from abusive content. To do this, we rely on people like you. If you see something on Facebook that you believe violates our terms, <u>please report it to us</u>. We have dedicated teams working around the world to review things you report to help make sure Facebook remains safe.

Governments also sometimes ask us to remove content that violates local laws, but does not violate our Community Standards. If after careful legal review, we find that the content is illegal under local law, then we may make it unavailable only in the relevant country or territory.

Please keep the following in mind:

- We may take action any time something violates the Community Standards outlined here.
- We may ask Page owners to associate their name and Facebook Profile with a Page that contains cruel and insensitive content, even if that content does not violate our policies.
- Reporting something doesn't guarantee that it will be removed because it may not violate our policies.
- Our content reviewers will look to you for information about why a post may violate our policies. If you report content, please tell us why the content should be removed (e.g., is it nudity or hate speech?) so that we can send it to the right person for review.
- Our review decisions may occasionally change after receiving additional context about specific posts or after seeing new, violating content appearing on a Page or Facebook Profile
- The number of reports does not impact whether something will be removed. We never remove content simply because it has been reported a number of times.
- The consequences for violating our Community Standards vary depending on the severity of the violation and the person's history on Facebook. For instance, we may warn someone for a first violation, but if we continue to see further violations we may restrict a person's ability to post on Facebook or ban the person from Facebook.

Not all disagreeable or disturbing content violates our Community Standards. For this reason, we offer you the ability to customize and control what you see by unfollowing, blocking, and hiding the posts, people, Pages, and applications you don't want to see – and we encourage you to use these controls to better personalize your experience. Learn more. People also often resolve issues they have about a piece of content by simply reaching out to the person who posted it. We've created tools for you to communicate directly with other people when you're unhappy with posts, photos, or other content you see on Facebook.