

Digital platform

Twitter

Rank: 1st Score: 53%

Out of 14 digital platforms.

basic information missing

| | | | |
|---------------|----|------------------------|-----|
| Twitter | 1 | <div><div></div></div> | 53% |
| Verizon Media | 2 | <div><div></div></div> | 52% |
| Microsoft | 3 | <div><div></div></div> | 50% |
| Google | 4 | <div><div></div></div> | 48% |
| Facebook | 5 | <div><div></div></div> | 45% |
| Apple | 6 | <div><div></div></div> | 43% |
| Kakao | 7 | <div><div></div></div> | 42% |
| Mail.Ru | 8 | <div><div></div></div> | 27% |
| Yandex | 8 | <div><div></div></div> | 27% |
| Alibaba | 10 | <div><div></div></div> | 25% |
| Baidu | 10 | <div><div></div></div> | 25% |
| Samsung | 12 | <div><div></div></div> | 23% |
| Tencent | 13 | <div><div></div></div> | 22% |
| Amazon | 14 | <div><div></div></div> | 20% |

key findings missing

Key Takeaways:

key takeaways missing

Key Recommendations:

key recommendations missing

Services evaluated:



Twitter

The 2020 RDR Index covers policies that were active between February 8, 2019 and September 15, 2020. Policies that came into effect after September 15, 2020 were not evaluated for this Index.

Scores reflect the average score across the services we evaluated, with each service weighted equally.

Download data and sources

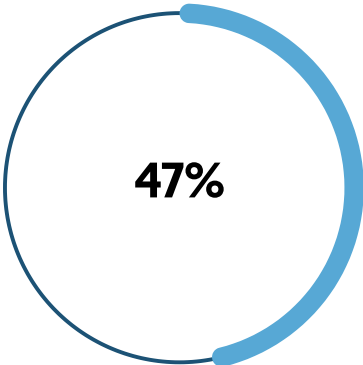
Changes since 2019:

analysis missing

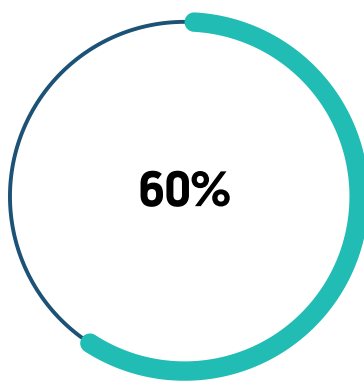
+ 0.27 points

Gained 0.27 points on comparable indicators since the 2019 RDR Index.

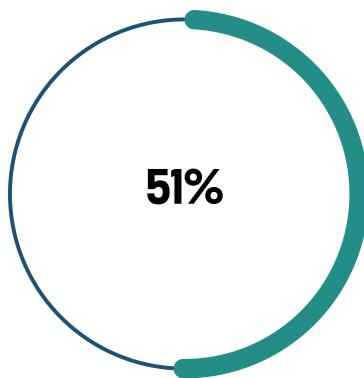
Governance



Freedom of Expression



Privacy



We rank companies on their approach to governance, and their policies and practices that affect freedom of expression and privacy.

Governance

47%

governance missing

Indicators

G1. Policy Commitment



67%

G2. Governance and management oversight



75%

G3. Internal implementation



63%

| | |
|---|-----|
| G4. Human rights due diligence | 2% |
| G5. Stakeholder engagement and accountability | 50% |
| G6. Remedy and appeals | 26% |

Freedom of Expression

60%

freedom of expression missing

Indicators

| | |
|--|------|
| F1. Access to policies | 71% |
| F2. Notification of policy changes | 16% |
| F3. Process for policy enforcement | 68% |
| F4. Data about policy enforcement | 37% |
| F5. Process for responding to third-party requests to restrict content or accounts | 85% |
| F6. Data about government demands to restrict for content and accounts | 80% |
| F7. Data about private requests for content or account restriction | 60% |
| F8. User notification about content and account restriction | 63% |
| F9. Network management (telecommunications companies) | NA |
| F10. Network shutdown (telecommunications companies) | NA |
| F11. Identity policy | 100% |
| F12. Algorithmic content curation, recommendation, and/or ranking systems | 30% |
| F13. Automated software agents (“bots”) | 50% |

privacy missing

Indicators

| | | |
|---|------------------------|------|
| P1. Access to policies affecting users' privacy | <div><div></div></div> | 50% |
| P2. Notification of changes | <div><div></div></div> | 25% |
| P3. User information collection and inference | <div><div></div></div> | 50% |
| P4. Sharing of user information | <div><div></div></div> | 63% |
| P5. Purpose for collecting, inferring, and sharing user information | <div><div></div></div> | 60% |
| P6. Retention of user information | <div><div></div></div> | 40% |
| P7. Users' control over their own user information | <div><div></div></div> | 25% |
| P8. Users' access to their own user information | <div><div></div></div> | 75% |
| P9. Collection of user information from third parties | <div><div></div></div> | 33% |
| P10. Process for responding to demands for user information | <div><div></div></div> | 50% |
| P11. Data about demands for user information | <div><div></div></div> | 43% |
| P12. User notification about third-party requests for user information | <div><div></div></div> | 67% |
| P13. Security oversight | <div><div></div></div> | 67% |
| P14. Addressing security vulnerabilities | <div><div></div></div> | 50% |
| P15. Data breaches | <div><div></div></div> | 0% |
| P16. Encryption of user communication and private content (digital platforms) | <div><div></div></div> | 25% |
| P17. Account security (digital platforms) | <div><div></div></div> | 100% |
| P18. Inform and educate users about potential risks | <div><div></div></div> | 100% |

About

2020 Methodology

Publications

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RankingRights

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RSS

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