Discord Transparency Report: July - September 2023

At Discord, safety is one of our top priorities and commitments. Approximately 15% of our employees work on a cross-functional team that ensures users have a safe experience and make Discord the best place to hang out with friends.

This Transparency Report, our thirteenth since 2019, covers the third quarter of 2023, from July through September. We're proud of the work we do to keep people and communities safe on Discord and hope that these reports, alongside our Transparency Hub and Safety Center, provide greater insight into this work and give users an easier way to access resources and best practices for staying safe on Discord.

Community Guidelines Enforcement

Discord publishes and maintains a comprehensive set of Community Guidelines that explains what content and behavior is and isn't allowed on the platform. We recently launched our Policy Hub which expands on these Guidelines, providing more information about our policies.

We invest heavily in proactive efforts to detect and remove abuse before it is viewed or experienced by others. We do this by leveraging advanced tooling, machine learning, and specialized teams, and partnering with external industry experts.

In addition to our proactive efforts, we encourage users, moderators, and our Safety Reporting Network to submit reports if they believe an account or server is violating our Community Guidelines. We analyze these reports to determine if the content or behavior violates our Guidelines and may take a number of enforcement actions including but not limited to issuing warnings;

removing content; disabling or removing the accounts and/or servers responsible; and reporting them to law enforcement.

This report details the actions Discord has taken on accounts and servers that have violated our Community Guidelines and Terms of Service.

Actions Taken on Accounts and Servers

Account and Server Warnings

Warning type	Individual Accounts Warned	Servers Warned	Server Members Warned
Child Safety	2,599	106	98,498
Deceptive Practices	43,366	5	1
Exploitative and Unsolicited Content	1,814	96	1,272,870
Harassment and Bullying	4,738	155	146,798
Hateful Conduct	795	308	39,618
Identity and Authenticity	9	1	1
Misinformation	2	8	609
Platform Manipulation	24	6	49
Regulated or Illegal Activities	4	27	822,709
Self-Harm Concerns	184	113	2,409
Violent and Graphic Content	991	159	52,329
Violent Extremism	-	-	-
Total	54,526	984	2,435,891

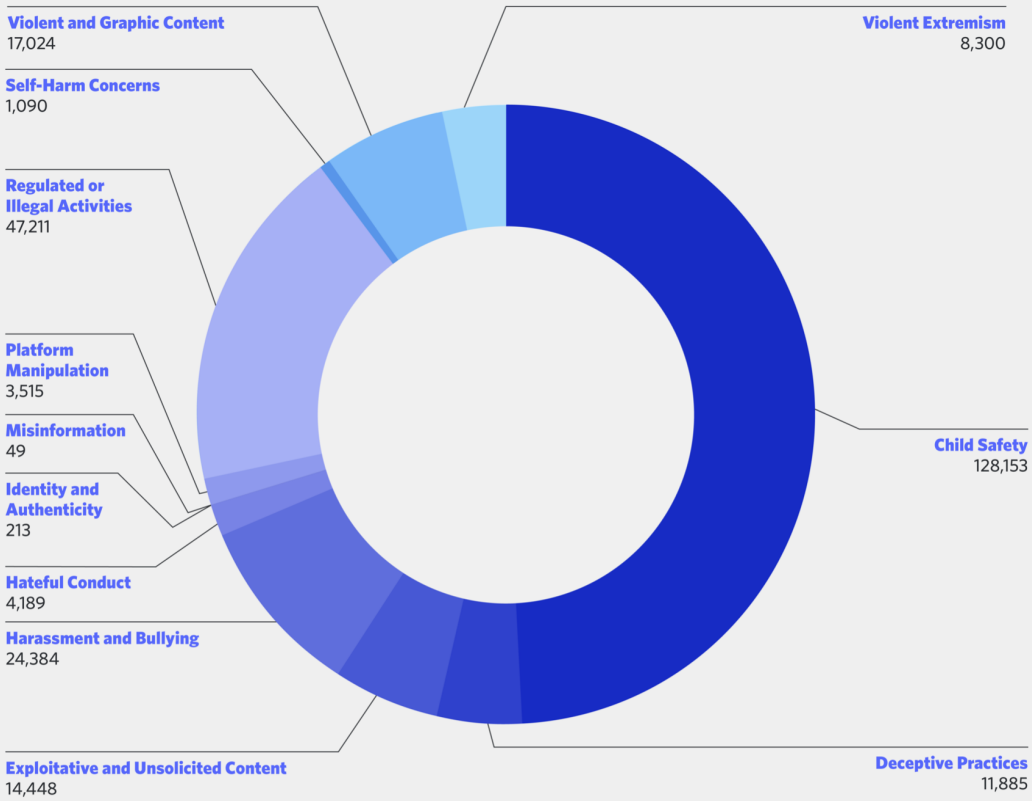
Discord issues warnings with the goal of preventing future violations of our Community Guidelines. For some high-harm issues such as Violent Extremism or Child Sexual Abuse Material (CSAM) - a subcategory of Child Safety - we

take direct action to immediately disable the account and remove the content. In the case of CSAM and other types of high-harm Child Safety activity, we also report the account to the National Center for Missing and Exploited Children, who subsequently work with local law enforcement to take appropriate action.

We issue two types of warnings for accounts: Individual Account Warnings, which are issued to individual users, and Server Member Warnings, which target members of a server and may be issued when warning or removing a server from Discord.

We issued **54,526** warnings to individual accounts, an increase of **183%** when compared to the previous quarter. The number of warnings issued to servers decreased by **24%** to **984**, and warnings issued to server members decreased by **18%** to **2,435,891** accounts warned. The reason for the significant increase in individual accounts warned was due to Deceptive Practices, which saw an increase in warnings from 93 in the second quarter to **43,366** warnings during the third quarter as a result of a new tool which detected malware. We are continuing to evolve our tooling and process for malware detection.

Accounts Disabled

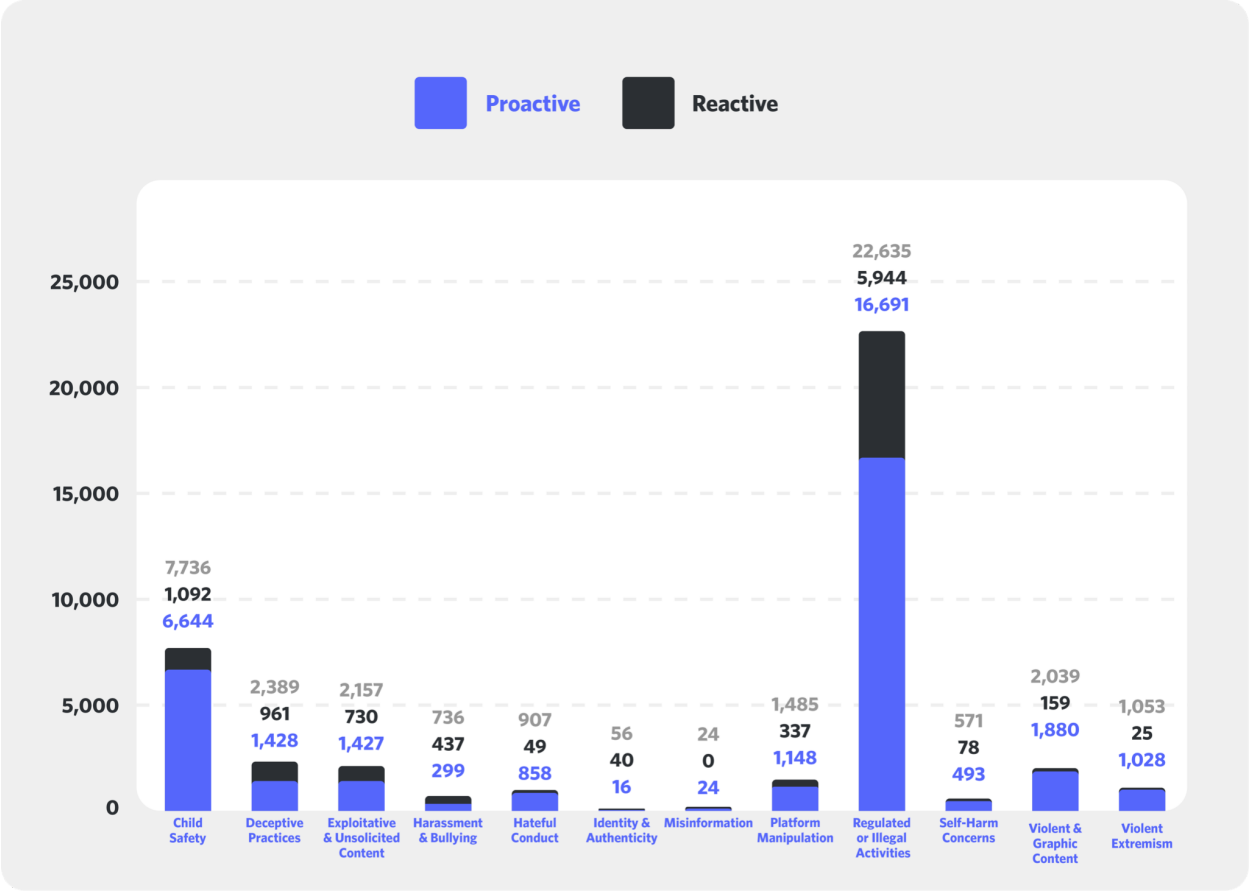


Accounts Disabled Category	Accounts Disabled
Child Safety	128,153
Deceptive Practices	11,885
Exploitative and Unsolicited Content	14,448
Harassment and Bullying	24,384
Hateful Conduct	4,189
Identity and Authenticity	213
Misinformation	49
Platform Manipulation	3,515
Regulated or Illegal Activities	47,211
Self-Harm Concerns	1,090
Violent and Graphic Content	17,024
Violent Extremism	8,300
Total	260,461

We disabled **260,461** accounts for policy violations not including spam, an **11.5%** decrease when compared to the previous quarter. Accounts disabled for spam or spam-related offenses increased by **61%** to **12,845,746** when compared to the previous quarter.

An in-depth explanation of these trends can be found in the Enforcement Trend Analysis of this report.

Servers Removed

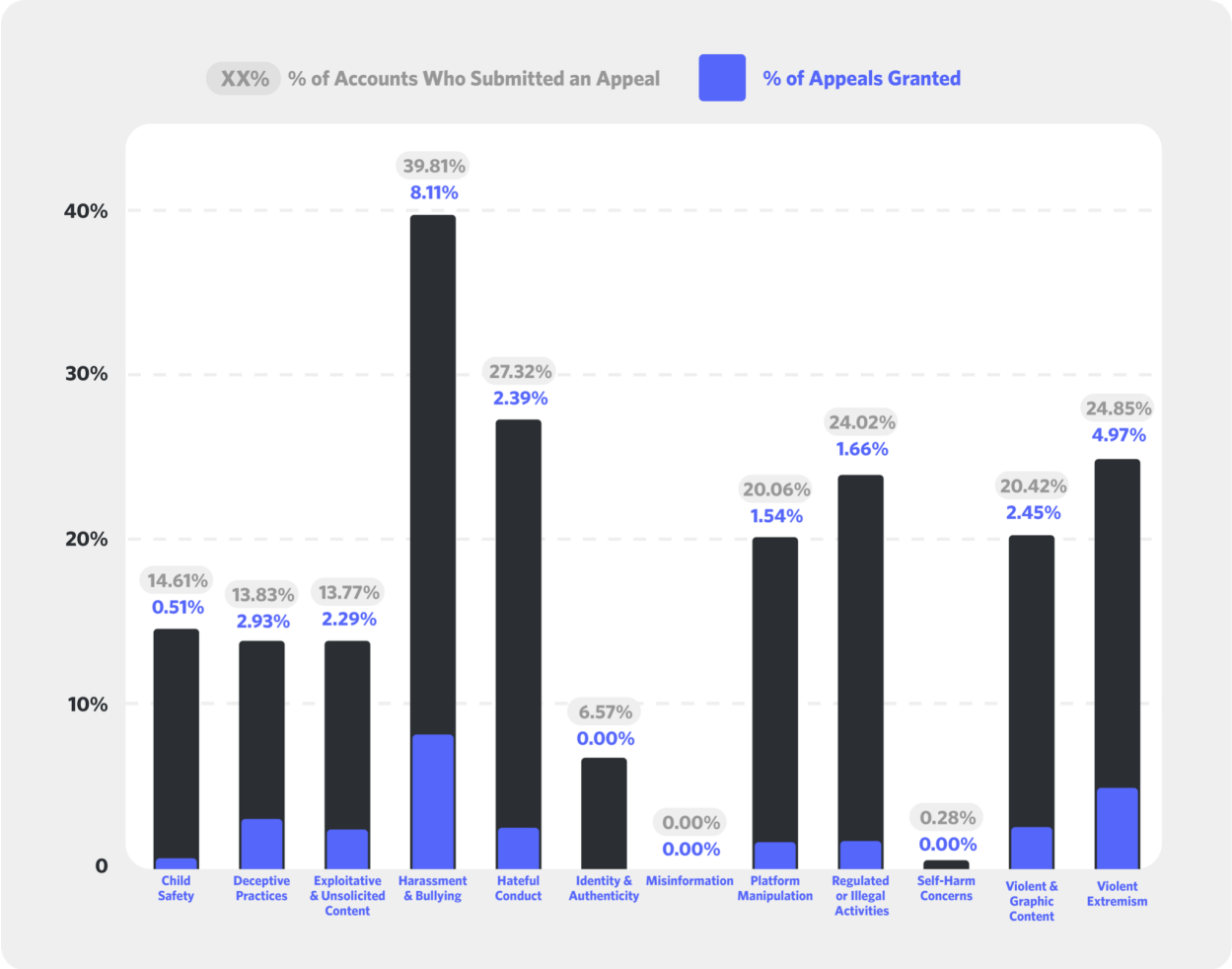


Servers Removed Category	Servers Removed Proactive	Servers Removed Reactive	Total Servers Removed
Child Safety	6,644	1,092	7,736
Deceptive Practices	1,428	961	2,389
Exploitative and Unsolicited Content	1,427	730	2,157
Harassment and Bullying	299	437	736
Hateful Conduct	858	49	907
Identity and Authenticity	16	40	56
Misinformation	24	0	24
Platform Manipulation	1,148	337	1,485
Regulated or Illegal Activities	16,691	5,944	22,635
Self-Harm Concerns	493	78	571
Violent and Graphic Content	1,880	159	2,039
Violent Extremism	1,028	25	1,053
Total	31,936	9,852	41,788

We removed **41,788** servers, a decrease of **23%** from the previous quarter.

An in-depth explanation of these trends can be found in the Enforcement Trend Analysis of this report.

Appeals


XX% % of Accounts Who Submitted an Appeal
% of Appeals Granted
40%
30%
20%
10%
0
14.61%
0.51%
13.83%
2.93%
13.77%
2.29%
39.81%
8.11%
27.32%
2.39%
6.57%
0.00%
0.00%
0.00%
20.06%
1.54%
24.02%
1.66%
0.28%
0.00%
20.42%
2.45%
24.85%
4.97%
Child Safety
Deceptive Practices
Exploitative & Unsolicited Content
Harassment & Bullying
Hateful Conduct
Identity & Authenticity
Misinformation
Platform Manipulation
Regulated or Illegal Activities
Self-Harm Concerns
Violent & Graphic Content
Violent Extremism

Appeal Category	Accounts Disabled	Appeals	% of Accounts Who Submitted an Appeal	Appeals Granted	% of Appeals Granted
Child Safety	128,153	18,069	14.10%	93	0.51%
Deceptive Practices	11,885	1,295	10.90%	38	2.93%
Exploitative and Unsolicited Content	14,448	1,659	11.48%	38	2.29%
Harassment and Bullying	24,384	7,728	31.69%	627	8.11%
Hateful Conduct	4,189	1,044	24.92%	25	2.39%
Identity and Authenticity	213	14	6.57%	0	0.00%
Misinformation	49	596	0.00%	0	0.00%
Platform Manipulation	3,515	651	18.52%	10	1.54%
Regulated or Illegal Activities	47,211	10,557	22.36%	175	1.66%
Self-Harm Concerns	1,090	3	0.28%	0	0.00%
Violent and Graphic Content	17,024	3,059	17.97%	75	2.45%
Violent Extremism	8,300	1,650	19.88%	82	4.97%
Total	**260,461**	**46,325**	**17.79%**	**1,163**	**2.51%**

Discord allows users to appeal actions taken on their accounts if they believe that the enforcement was incorrect.

We review appeals and reinstate accounts if we determine a mistake was made, or if we believe, based on the appeal, that the user has recognized the violation made for a low-harm issue and will abide by our Community Guidelines once back on Discord. We received appeals from **17.8%** of disabled accounts. From these appeals, we reinstated **1,163** accounts which was **2.51%** of the accounts that submitted an appeal.

Reports

Reports Received By Category:

Report Category	Reports Received
Child Safety	484,927
Deceptive Practices	688,434
Exploitative and Unsolicited Content	1,010,501
Harassment and Bullying	2,741,693
Hateful Conduct	607,585
Misinformation	102,103
Platform Manipulation	6,482,256
Regulated or Illegal Activities	220,214
Self-Harm Concerns	157,467
Violent and Graphic Content	501,695
Violent Extremism	47,344
Total	13,044,219

We received **13,044,219** reports during the third quarter. The largest category of reports was Platform Manipulation which includes all reports for spam. You can learn more about reporting abusive behavior to Discord here.

Enforcement Trend Analysis

Child Safety

Discord has a zero-tolerance policy for anyone who endangers or sexualizes children. Child-harm content is appalling, unacceptable, and has no place on Discord or in society.

We work with industry peers, civil society, and law enforcement to ensure that this effort extends beyond Discord. We invest heavily in resources and education so parents know how our platform works and understand the controls that can contribute to creating a positive and safe experience on Discord for their children.

Our Family Center makes it easy for parents and guardians to stay informed about their Discord teens Discord activity, and our Parent Hub is our resource to learn more about these tools and tips on how to help teens stay safer on Discord.

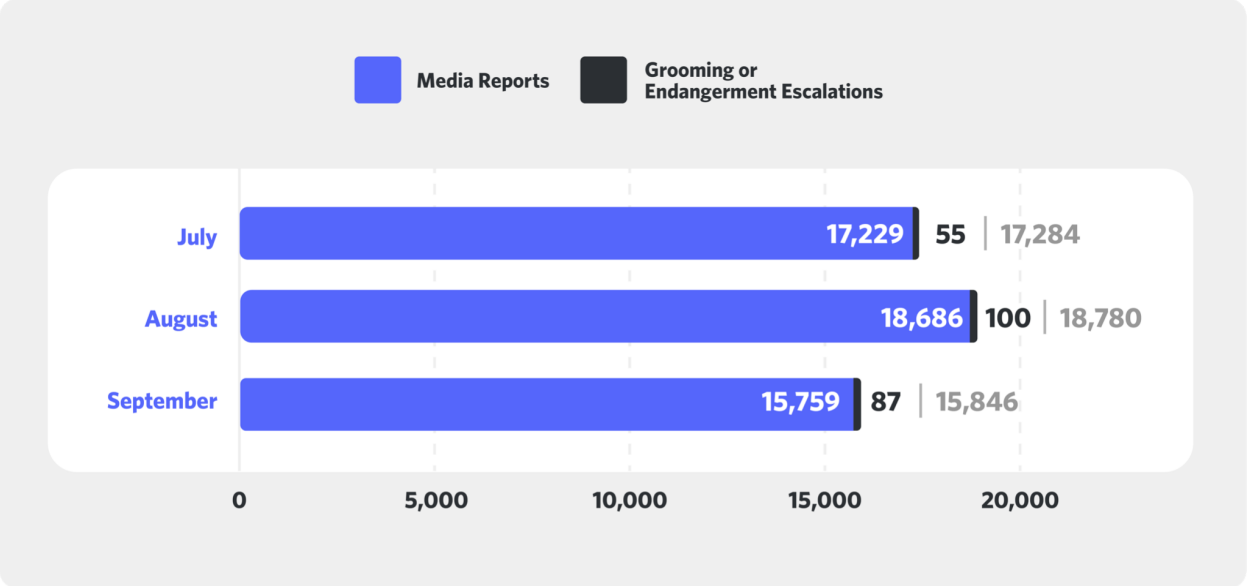
We are an active supporter of the National Center for Missing and Exploited Children (NCMEC) and their efforts to ensure that grooming and endangerment cases are quickly escalated to law enforcement. Users who upload abuse material of children to Discord or who engage in high-harm activity towards children are reported to NCMEC and removed from the service.

Discord is a member of the Technology Coalition, a group of companies working together to end online child sexual exploitation and abuse. We've also partnered with the technology non-profit Thorn to enable us to build the right protections to empower teens with the tools and resources they need to have a safe online experience. You can read more here. We are a proud sponsor of

the National Parent Teacher Association, ConnectSafely, and partner with The Digital Wellness Lab to integrate their research on teen health and social media. We're also members of the Family Online Safety Institute, contributing to and learning from its important work.

We also partner with INHOPE, the global network combatting online CSAM, and have become a member of the Internet Watch Foundation whose resources we will use to expand our ability to identify and prevent child sexual abuse imagery. We're also a sponsor of events dedicated to increasing awareness of and action on child safety issues such as the annual Dallas Crimes Against Children Conference.

You can read our Child Safety policies, developed with the latest research, best practices, and expertise in mind, here.



Month	Media Reports	Grooming or Endangerment Escalations	Total
July	17,229	55	17,284
August	18,686	100	18,786
September	15,759	87	15,846
Total	**51,674**	**242**	**51,916**

Discord disabled **128,153** accounts and removed **7,736** servers for Child Safety during the third quarter of 2023. We removed servers for Child Safety concerns proactively **86%** of the time, and CSAM servers **87%** of the time. We reported **51,916** accounts to NCMEC, which was a 40% increase from the previous quarter which we attribute to our continued use of PhotoDNA, and the introduction of new technologies and hashing systems such as our visual safety platform, PDQ, and CLIP, which you can read more about here. We observed a changing threat landscape as well as implemented new tools to remove CSAM at the message-level while identifying and removing server owners who were distributing CSAM. As a result, we were able to remove a greater volume of CSAM content at the message and account level during this quarter, instead of removing servers outright.

We have continually invested more resources in combating CSAM on our platform, including a team who solely focuses on child safety as well as a dedicated engineering team.

Discord is committed to continually exploring new and improved safeguards that help keep younger users safe on our platform and online.

Deceptive Practices

Using Discord for the purpose of distributing malware, sharing or selling game hacks or cheats, authentication token theft, or participating in either identity, investment, or financial scams is a violation of our Community Guidelines. You can read more about our Deceptive Practices policy here.

During the third quarter of 2023, **11,885** accounts and **2,389** servers were removed for Deceptive Practices. This was an increase of **47%** in accounts disabled, and a decrease of **27.5%** in servers removed. The increase in accounts disabled was due to increases in the number of accounts disabled for sharing malware, and a new tool which enables us to identify users attempting to steal Discord account tokens. The decrease in servers removed resulted in shifting attention to focus on proactively malware sharing and token theft.

We issued **43,366** warnings to accounts for Deceptive Practices, which was the reason for the significant increase in individual account warnings made during the third quarter. Specifically, **40,179** accounts were warned for malware sharing and distribution.

Exploitative and Unsolicited Content

It is a violation of our Community Guidelines to share or promote sexually explicit content of other people without their consent. You can read more about our Exploitative and Unsolicited Content policies here and here.

During the third quarter of 2023, **14,448** accounts and **2,157** servers were removed for Exploitative and Unsolicited Content. This was a decrease of

25.5% in the number of accounts removed, and a decrease of **18%** in the number of servers removed.

Harassment and Bullying

Harassment and bullying have no place on Discord. Continuous, repetitive, or severe negative comments, circumventing bans, suggestive or overt threats, the sharing of someone's personally identifiable information (also known as doxxing), and server raiding are violations of our Community Guidelines. You can read more about our Harassment and Bullying policy here, and our Doxxing policy here.

During the third quarter of 2023, **24,384** accounts and **736** servers were removed for Harassment and Bullying. This was a **128.5%** increase in the number of accounts disabled, which was driven by an increase in accounts disabled for doxxing. This was due to internal tooling improvements.

Hateful Conduct

Hate or harm targeted at individuals or communities is not tolerated on Discord in any way. Discord doesn't allow the organization, promotion, or participation in hate speech or hateful conduct. We define "hate speech" as any form of expression that denigrates, vilifies, or dehumanizes; promotes intense, irrational feelings of enmity or hatred; or incites harm against people on the basis of protected characteristics. You can read more about our Hateful Conduct policy here.

During the third quarter of 2023, **4,189** accounts and **907** servers were removed for Hateful Conduct.

Identity and Authenticity

Using Discord for the purpose of coordinating and participating in malicious impersonation of individuals or organizations is a violation of our Community Guidelines. You can read more about our Identity and Authenticity policy here.

During the third quarter of 2023, **213** accounts and **56** servers were removed for Identity and Authenticity concerns.

Misinformation

It is a violation of our Community Guidelines to share false or misleading information that may result in damage to physical infrastructure, injury to others, obstruction of participation in civic process, or the endangerment of public health. You can read more about our Misinformation policy here.

During the third quarter of 2023, **49** accounts and **24** servers were removed for Misinformation.

Platform Manipulation

Spam, fake accounts, and self-bots are examples of platform manipulation that damage the experience of our users and violate our Community Guidelines. You can read more about our Platform Manipulation policy here.

We're focused on combating spam and minimizing users' exposure to spammers and spam content on Discord. We have a dedicated cross-functional anti-spam team building sophisticated anti-spam measures. You can learn more about how Discord combats spam here, and here about Automod, a safety feature that enables server owners to automatically moderate certain abuse, including spam.

During the third quarter of 2023, **3,515** accounts and **1,485** servers were removed for non-spam related platform manipulation issues. An additional

12,845,746 accounts were disabled for spam or spam-related offenses. This represents an increase of **61%** in the number of accounts disabled when compared to the previous quarter. **99%** of accounts disabled for spam were disabled proactively, before we received any user report.

Regulated or Illegal Activities

Using Discord to organize, promote, or engage in any illegal behavior is a violation of our Community Guidelines. You can read more about our Regulated or Illegal Activities policies here and here.

During the third quarter of 2023, **47,211** accounts and **22,635** servers were removed for Regulated or Illegal Activities. Our rate of proactively removing servers was **74%**.

Self-Harm Concerns

For those experiencing mental health challenges, finding a community that is navigating similar challenges can be incredibly helpful for support. That said, platforms have a critical role to play in ensuring that these spaces do not normalize, promote, or encourage others to engage in acts of self-harm.

We may take action on content that seeks to normalize self-harming behaviors, as well as content that encourages self-harm behaviors or discourages individuals from seeking help for self-harm behaviors. These actions are only taken on accounts glorifying or promoting acts of self-harm, not on users seeking help or in need of medical attention. You may read more about this policy here.

We're proud to partner with Crisis Text Line, a nonprofit that provides 24/7 text-based mental health support and crisis intervention via trained volunteer crisis counselors. If a user reports a message for self-harm on Discord, they

will be presented with information on how to connect with a volunteer Crisis Counselor. You can learn more here.

Crisis Text Line is currently available to those in the United States and is offered in both English and Spanish. You can read more about this partnership here. Since the launch of our partnership, there have been over 2,000 conversations started using Discord's keyword.

During the third quarter of 2023, **1,090** accounts and **571** servers were removed for Self-Harm Concerns.

Violent and Graphic Content

Real media depicting gore, excessive violence, the glorification of violence, or animal cruelty is not allowed on Discord. You can read about our VIolent and Graphic Content policy here.

During the third quarter of 2023, **17,024** accounts and **2,039** servers were removed for Violent and Graphic Content. We proactively removed servers for these issues **92%** of the time, an increase from 71% in the previous quarter.

Violent Extremism

We consider violent extremism to be the support, encouragement, promotion, or organization of violent acts or ideologies that advocate for the destruction of society, often by blaming certain individuals or groups and calling for violence against them. You can read more about our Violent Extremism policy here.

By partnering and engaging in cross-industry work with the Global Internet Forum To Counter Terrorism (GIFCT), the European Union Internet Forum, the Christchurch Call, and other organizations, we've made progress in our

tooling, policy, and subject matter expertise to ensure violent extremism does not have a home on Discord.

During the third quarter of 2023, **8,300** accounts and **1,053** servers were removed for Violent Extremism. While the number of accounts disabled and servers removed declined, our proactive rate for removing servers for Violent Extremism increased from 77% to **98%**. This increase can be attributed to investments in improving our proactive detection models for violent extremist content as well as through our continued cross-industry work to bolster our tooling, policy, and awareness of emerging trends.

Information Requests

When appropriate, Discord complies with information requests from law enforcement agencies while respecting the privacy and rights of our users.

Law enforcement must provide valid legal documentation for the requested information. We review each information request to ensure legal compliance. We work to limit disclosures of user information and content so they match the specific circumstances dictated by each request.

Discord may also disclose user data to law enforcement in emergency situations when we possess a good faith belief that there is an imminent risk of serious physical injury or death. You can read more about how Discord works with law enforcement here.

United States Government Information Requests

Request Type	Requests	Information Produced
Court Orders	38	26
Pen Register / Trap and Trace	2	2
Search Warrants	633	574
Subpoenas	724	577
Total	1,397	1,179

Discord received **1,397** pieces of legal process from federal and state authorities in the United States during the third quarter of 2023, finding **1,179** (**84%**) both legally valid and specific enough for us to identify an account and produce relevant information.

International Government Information Requests

Country	Requests	Information Produced
Argentina	2	0
Australia	12	0
Austria	1	0
Belgium	7	0
Brazil	41	26
Canada	3	0
Costa Rica	1	0
Czech Republic	3	0
Denmark	11	0
Finland	3	0
France	21	0
Germany	28	0
Greece	5	0
Lithuania	1	0
Mexico	1	0
Netherlands	1	0
New Zealand	1	0
Norway	1	0
Poland	16	0
Singapore	1	0
Spain	4	0
Sweden	1	0
Switzerland	1	0
Taiwan	2	0
Turkey	1	0
United Kingdom	17	0
Total	186	26

Discord received **186** pieces of international legal process during the third quarter of 2023, finding **26 (14%)** both legally valid and specific enough for us to identify an account and produce relevant information. Note: Discord currently complies with international requests via the Mutual Legal Assistance Treaty (MLAT) or letters rogatory process and is evaluating disclosures per country on a case-by-case basis.

Preservation Requests

Country	Requests	Complied
Argentina	3	0
Australia	5	2
Austria	1	1
Brazil	19	7
Canada	24	16
Chile	1	0
Croatia	2	2
Cyprus	3	1
Denmark	17	13
Finland	1	1
France	4	0
Germany	10	8
India	1	0
Ireland	22	14
New Zealand	1	0
Philippines	2	0
Poland	1	0
Romania	1	0
Spain	3	0
Sweden	2	2
Taiwan	1	0
United Kingdom	10	7
United States	1,008	773
Uruguay	2	1
Total	1,144	848

Discord received **1,144** preservation requests globally during the third quarter of 2023, finding **848** (**74%**) valid and specific enough for us to identify an account and preserve relevant information. We preserve information for 90 days and offer a one-time extension as needed.

Emergency Requests

Discord received **165** valid emergency disclosure requests from law enforcement during this period. These requests originated from law enforcement agencies around the world. We disclose user data to law enforcement absent legal process only when there is imminent risk of serious physical injury or death. Our specialized team reviews each emergency request to authenticate the requestor and confirm the request meets our threshold for voluntary disclosure. Based on the information provided by law enforcement, Discord disclosed information in response to **124** (**75%**) of those requests.

Intellectual Property Removal Requests

Our Community Guidelines and Terms of Service prohibit the sharing of content that infringes third-party intellectual property rights. In accordance with the Digital Millennium Copyright Act (DMCA) and other applicable laws, Discord will remove content and/or accounts in connection with claims of copyright infringement on the platform. You can read about our unauthorized copyright access policy here.

We review each DMCA notice to ensure reports are valid, complete, and made in good faith.

Discord received **1,452** facially valid DMCA takedown notifications during this period, of which **929** (**64%**) provided information sufficient for content removal upon request.