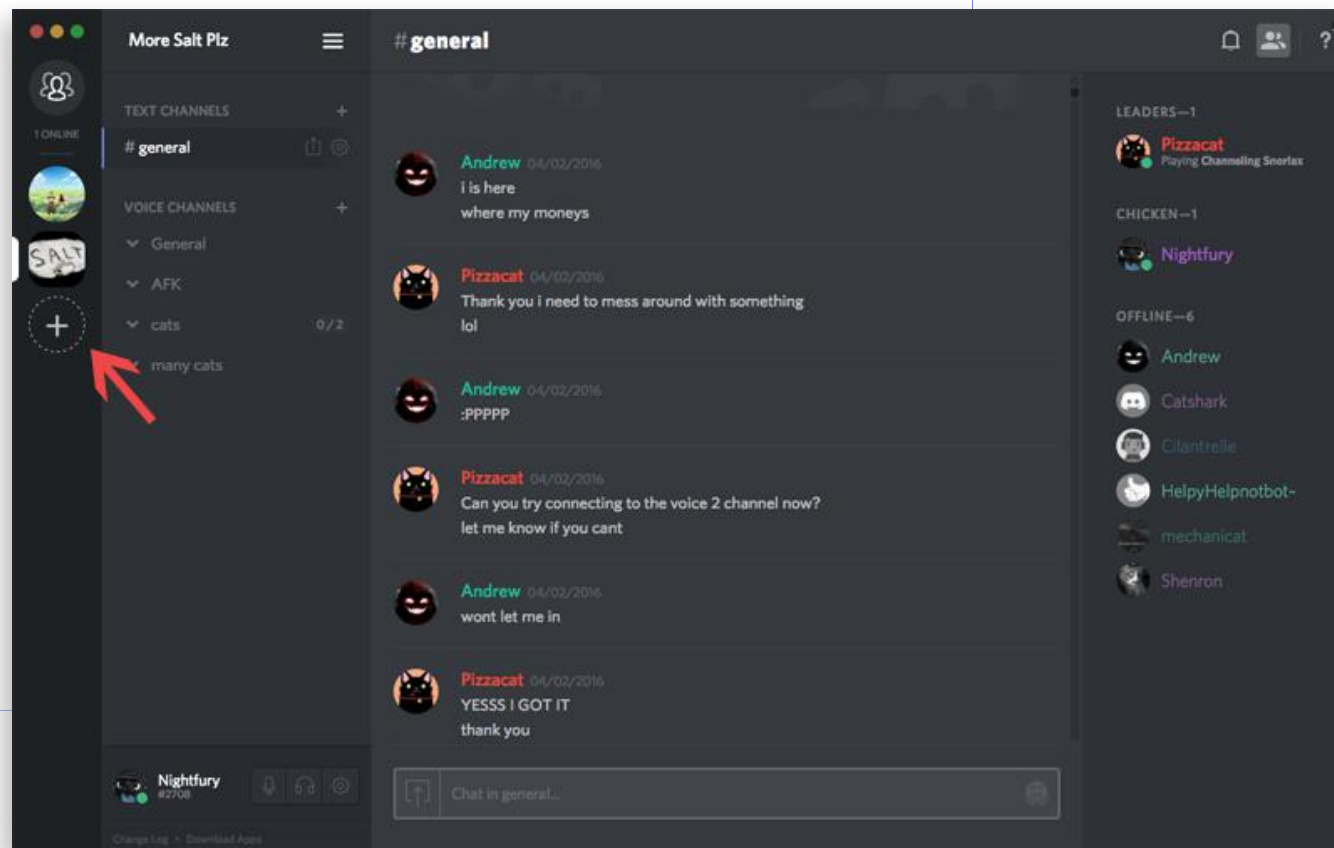




# DISCORD

Desktop Application

Ethical Evaluation



## What is Discord?

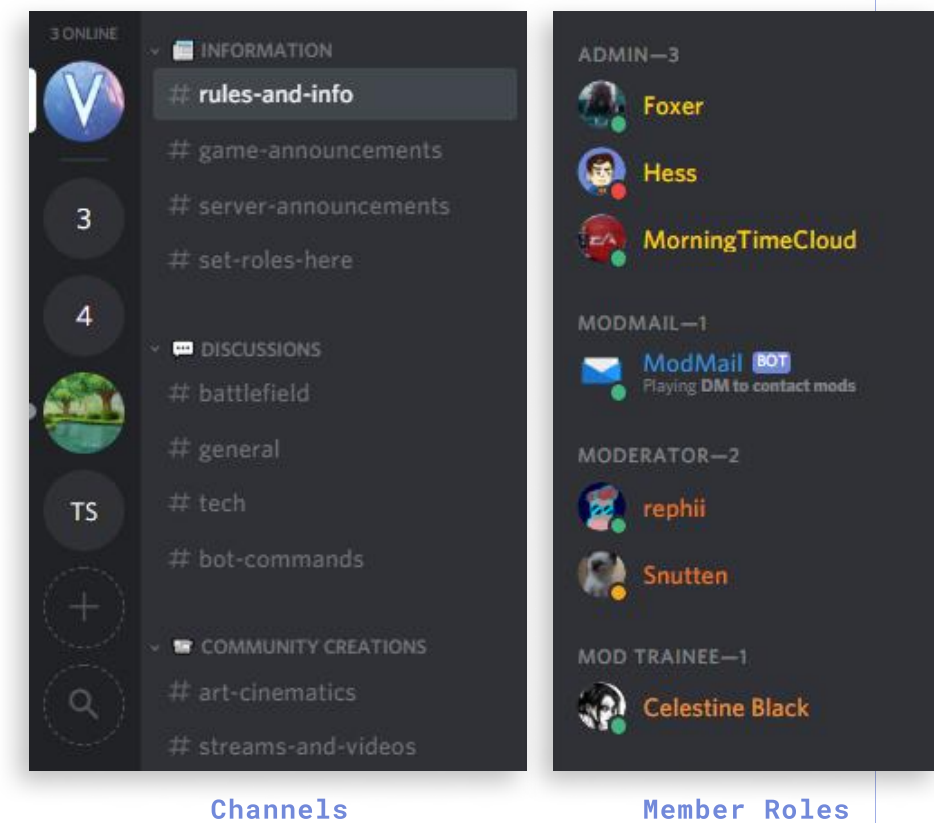
Discord is a proprietary freeware Voice over Internet Protocol (VoIP) application and digital distribution platform **designed for video gaming communities**, that specializes in text, image, video and audio communication between users in a chat channel.

## Why we chose Discord

We chose Discord because it's a widely used communication platform that is relatively new.

It provides for an interesting evaluation because our team is already familiar with its basic functions, but not with the ethics of the application or the more complex features such as **requesting our own user data and creating roles within servers.**

Example: Discord's Battlefield Server



## Ethical Principles for Evaluation

The principles we decided to evaluate Discord on are **Empowerment, Transparency, Respectfulness and Inclusiveness**.

We chose these principles because they are especially relevant to Discord's experience as a hub for online communication.

## Our Goal

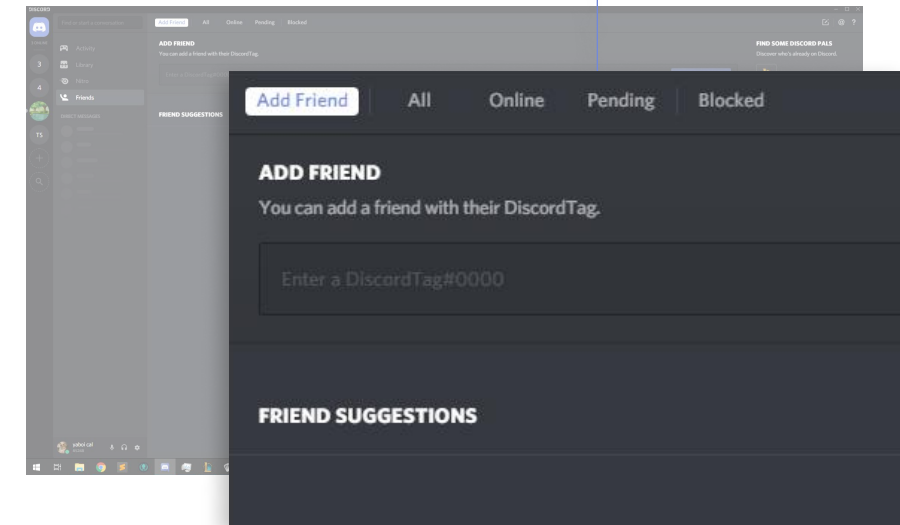
Our team's goal is to ensure that users are getting the most **value** out of the application with terms of their **well-being and enjoyment**.



# Tasks

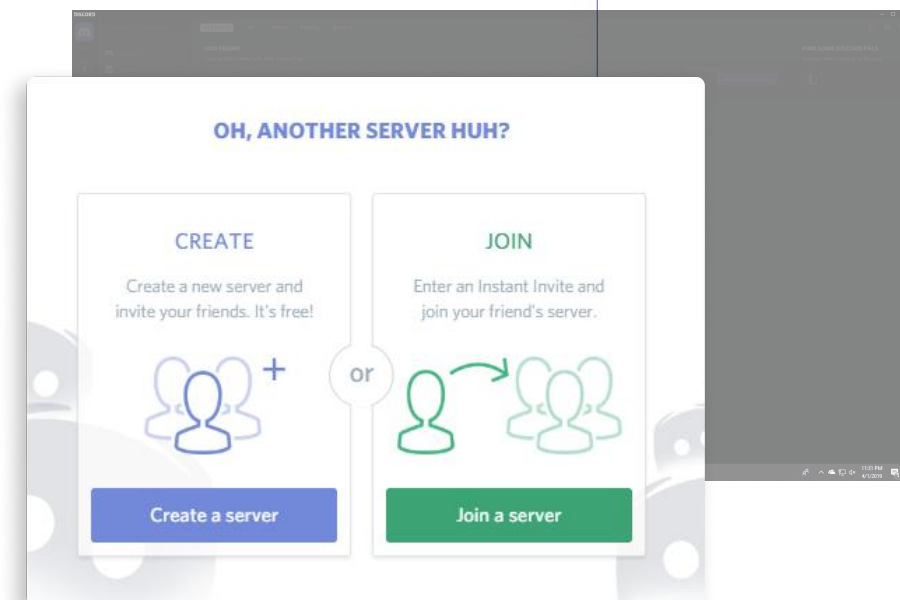
1. Add a new friend
2. Join a server
  - a. Create a permanent invite link & share to your friend
  - b. Create and assign different membership roles
3. Import a game to your library to launch directly from discord
4. Check for your desktop notifications settings and disable desktop notifications
5. Check for the data gathered by Discord and disable data collection
  - a. Request data that has been collected from you
6. Add a billing method to the account

1



Adding a friend

2

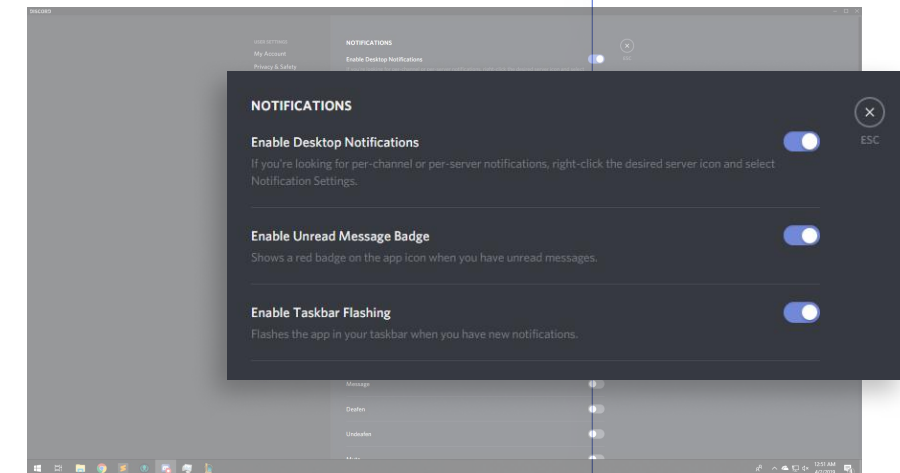


Joining a sever

# Tasks

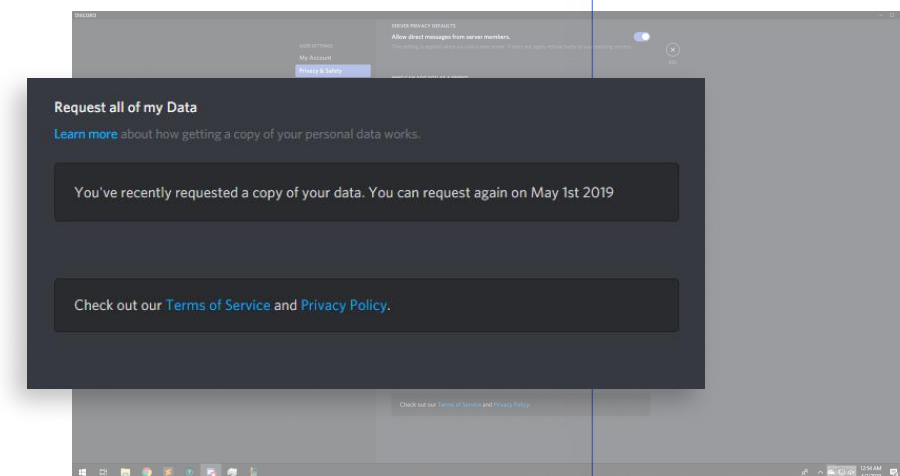
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4



Notification Settings

5



Personal Data Request

# Evaluation Chart

Severity Ranking	Definition
0	Not a problem
1	Irritating
2	Minor difficulty
3	Major difficulty
4	Unable to complete



## Data Collection [severity: 3]

Transparency - The Right to be Forgotten

Transparency - Data Transparency

Empowering - Protected

An example of data collected given by Discord on the linked page is "Joining a server and knowing what kind of access to give to a user". However, this seems to be very obvious for an app of this nature. There must be more data being collected, but **Discord does not say what this data is**. Users can request a copy of their data, but this data is not readily available as it **takes up to 30 days** to collect, so there's no way for a user to know immediately what is being collected from them.

Request all of my Data

[Learn more](#) about how getting a copy of your personal data works.

Request Data

### SUBMIT DATA REQUEST

It may take us up to 30 days to collect your data. We will send you an email to the address you registered with when the package is ready.

I've changed my mind

Request My Data

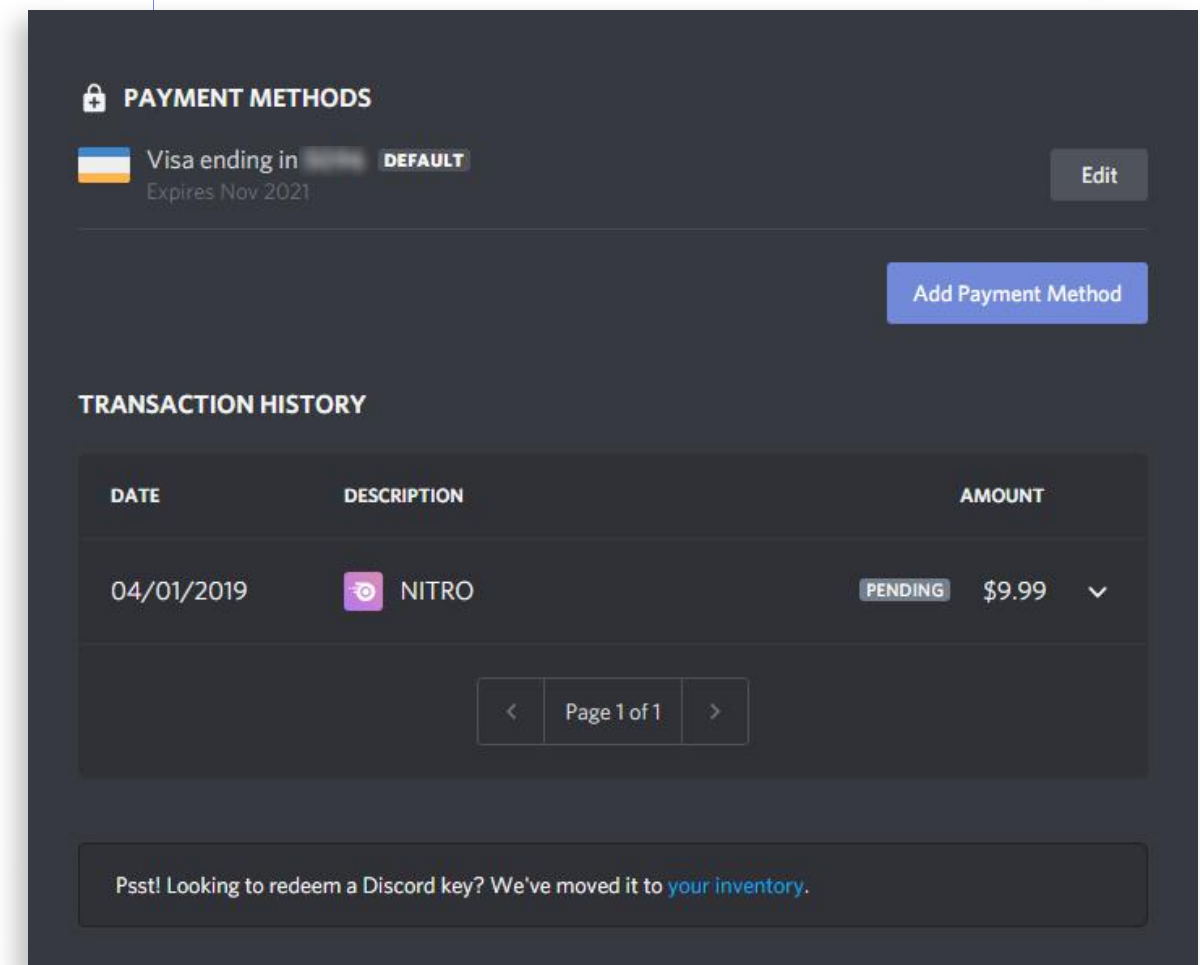
## Billing Method [severity: 3]

Empowering - Protected

Empowering - In control

Transparency - Easy Exit

Discord allows users to add a payment method to their account for purchases, however the personal data on the account is easily accessible. For example, the associated address for the payment method **does not require any authentication to view**, making it vulnerable to other users who may use the computer. As well, **making purchases also requires no authentication**, making it easy for unauthorized people to make purchases. There are also **no reminders** about the payment method, which can result in users forgetting that it is linked to their account.



## Discord Notifications *[severity: 2]*

**Empowering - Avoid Disruption**

**Respectful - Respect and Adapt to Context**

**Respectful - Align Delivery with Urgency**

There is **no way to mute notifications for specific roles** creating a lack of customizability for role and server mentions within discord server. If you receive a notification and then it is later deleted, you will **still have the alert icon** but when you go to check the message, it wont be there. This is especially **frustrating when deleting DMs** to people.



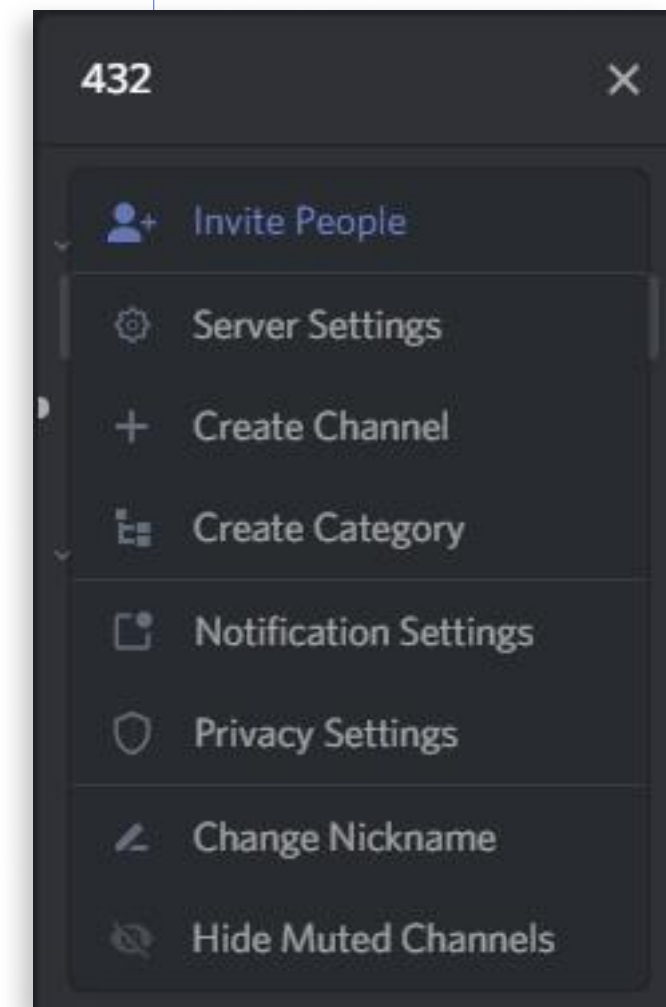
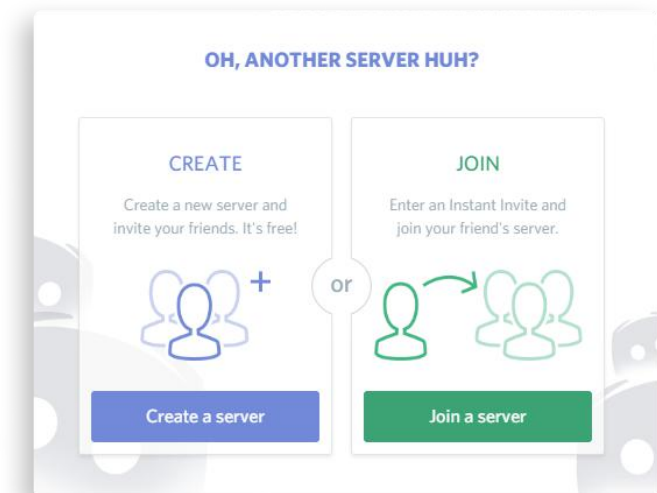
## Create/Join A Server [severity: 2]

**Empowering - Protected**

**Transparency - Easy Exit**

**Inclusivity - Give Control**

Discord allows users to create their own servers. When a user initially creates a server, they are automatically put into the voice call channel. Even though the server is empty, this action should not be automatic as it may feel like a **privacy violation** as it is an action performed without the user's consent. The server settings are also **not very intuitive** as they are not located under the regular settings, and is hidden under a small arrow depicting a drop-town menu. Directions on browsing different servers is also not very clear.





## References

<https://humanebydesign.com/>

<http://tarotcardsoftech.artefactgroup.com/>

<https://discordapp.com/branding>