twitch.json

misinformation

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['authentic', 'misinfo', 'misrepresent']

We report all illegal content or activity to the National Center for Missing and Exploited Children, which works with global law enforcement agencies around the world, and the consequence for engaging in such activity or with such content is immediate and indefinite suspension.

For example, you may not show, promote, or engage in [content warning]: Sexually explicit content or sexualized images of youth Sharing links to third-party sites that contain content prohibited by this policy Content that promotes, encourages, provides instruction to, or admits participation in the sexual exploitation or sexualization of youth Content that constitutes or facilitates inappropriate interactions with youth, including grooming, purposefully exposing youth to sexually explicit language or sexual material, and engaging in sexual conversations in messages with youth Content that attempts to exploit youth by coercing money, favors or intimate imagery with threats to expose intimate imagery or information Content depicting nudity of youth Identifying alleged victims of CSAM by name or image Off-Service Conduct For streamers and their viewers to build vibrant and dynamic communities, everyone must feel secure and protected.

We believe that some off-service offenses committed by Twitch users can create a substantial safety risk to the Twitch community.

As a result, Twitch enforces against certain severe offenses that occur off Twitch when committed by members of the Twitch community, up to an indefinite suspension on the first offense for some behaviors.

For example, we do not allow individuals or organizations who engage off-service in [content warning]: Deadly violence and violent extremism Terrorist activities or recruiting Explicit and/or credible threats of mass violence (i.e. threats against a group of people, event, or location where people would gather).

Leadership, membership, or sponsorship of a known hate group Carrying out or deliberately acting as an accomplice to non-consensual sexual activities and/or sexual assault Sexual exploitation of youth, such as grooming and/or solicitation/distribution of CSAM Actions that would directly and explicitly compromise the physical safety of the Twitch community Explicit and/or credible threats against Twitch, including Twitch staff Harmful misinformation actors, or persistent misinformation superspreaders Users can contact the Twitch Off-Service Investigations Team to report cases of any abhorrent and impactful off-service abuses listed above.

These reports go directly to our global team responsible for investigating allegations of severe off-service offenses, and are handled with complete confidentiality.

Evidence for Off-Service reports Because we have less context for behaviors that occur off Twitch, we require that evidence of these activities is verifiable before we will take action.

This includes content directly uploaded by the violating user or direct reports from victims themselves sent to our Off-Service Investigations team with appropriate evidence.

Screenshots and other content from groups not directly involved that may be edited, doctored, or falsified are generally not considered to be sufficient unless they are supported by other verifiable evidence that is accurate and not misrepresented or confirmed by our third party investigator as authentic.

Additionally, we will consider law enforcement action(s) as an input when assessing the credibility of accusations and evidence.

Off-Service FAQ Will on-service reports sent to the Off-Service Investigations Team receive preferential review?

No.

Please only submit reports that relate to the off-service severe offenses listed above and meet our criteria of having direct and verifiable evidence.

This helps our investigations team prioritize and more efficiently action your valid reports, which we know can be particularly urgent given the severe harms they address.

We will not action any report submitted for behavior that is on-service, unrelated to the criteria above, or is not verifiable.

['authentic', 'trust']

How does Twitch verify off-service behavior?

Twitch leverages third-party legal experts to assist in investigating severe offenses that occur outside of the Twitch services when needed.

What are the limitations of acting on off-service behavior?

Twitch has established this policy primarily to protect the safety of our users.

Because of this, persons who have carried out severe offenses and create a safety risk will be prohibited from using our services.

However, in cases where these behaviors have occurred in the distant past, users have gone through a trusted rehabilitation process, such as legally mandated time served in a correctional facility, and our investigative process determines that there is no evidence to suggest that the user would cause any clear and present danger to the community, we may decline to take action against a user or we may unsuspend their account based on an appeal.

For particularly egregious offenses that present a physical safety risk to the community, these suspensions will not be eligible for appeal, no matter how much time has elapsed.

Twitch will not actively monitor other websites or services for violations of our Community Guidelines, nor will we be acting on off-Twitch content created prior to March 5, 2018.

Why is Twitch moderating off-Twitch conduct?

We recognize that toxicity and abuse can spread to Twitch from outside our service.

Our desire to moderate verifiable off-Twitch behavior stems from our belief that ignoring conduct when we are able to verify that the behavior is true and attribute it to a Twitch account compromises one of our most important goals: that every Twitch user who participates in good faith can bring their authentic self to the Twitch community without fear of harm or harassment.

How does off-Twitch conduct influence on-service decisions?

To mitigate this harm and in addition to our Hateful Conduct & Harassment Policy, we will take reported off-service context into account when evaluating violations of any of our policies that occur on Twitch.

If we are able to verify reports of off-service statements or behaviors that relate to an incident on Twitch, we will use this evidence to support and inform our enforcement decisions.

If the off-service behavior does not involve an incident on Twitch, we may not investigate unless it is one of the severe offenses listed above.

Unauthorized Sharing of Private Information Sharing someone else’s sensitive data without their permission can be both a distressing and potentially dangerous experience.

Therefore, Twitch doesn’t allow users to reveal personal information of others on our service.

['spam', 'integrity']

Twitch affords every user globally equal protections under this policy.

For example, regardless of your intent, you may not [content warning]: Promote, glorify, threaten, or advocate violence, physical harm, or death against individual(s) or groups on the basis of a protected characteristic, including age.

Incite or promote violence against a protected group, e.g., “kill all the [protected group]” Promote or express a desire for a protected group to be infected and/or die from a serious disease Tell a user to kill themselves used in combination with a hateful slur, e.g., “kys [slur]” Modify video game content to promote violence against a group based on a protected characteristic Glorify specific hate crimes or mass violent acts and/or the perpetrators of such acts Suggest that a victim of a hate crime deserved to be harmed Use hateful slurs, either untargeted or directed towards another individual.

We allow certain words or terms, which might otherwise violate our policy, to be used in an empowering way or as terms of endearment when such intent is clear.

We also make exceptions for slurs in music—and singing along to music—as long as the song itself is not hateful and the slurs are not combined with other discriminating or denigrating content.

Enter a chat and spamming a slur Target an individual with a slur based on a protected characteristic in chat Include a slur in profile content Call another player a slur while streaming Post, upload, or otherwise share hateful images or symbols, including symbols of established hate groups and Nazi-related imagery.

Stream with a Confederate flag in the background.

Given its historic association with slavery and white supremacist groups in the US, displaying this symbol— in non-educational contexts — runs counter to Twitch’s commitment to being a service that is inclusive and welcoming to all users.

Wear a T-shirt with the Arrow Cross Post a swastika or SS bolts in chat Create speech, imagery, or emote combinations that dehumanize or perpetuate negative stereotypes and/or memes.

Black/brown/yellow/redface Content that perpetuates a recognized negative stereotype about a protected group as greedy or unintelligent Content perpetuating negative associations between an animal and a protected group, or comparing a protected group to animals that are perceived as inferior or unclean Content comparing a protected group to insects, pests, parasites, filth, or diseases/viruses Content suggesting that protected group members are sub-human, inhuman, or impure Content insinuating that individuals with certain protected characteristics are criminals or terrorists Referring to a protected group as property or things Intentionally referring to someone using a pronoun or form of address that does not correctly reflect the gender with which they identify, such as repeating incorrect pronouns after being asked to stop Create content that expresses inferiority based on a protected characteristic, for example, statements related to physical, mental, and moral deficiencies.

Support for or promotion of outdated, discriminatory genetic or anthropological theories, including eugenics Claims of divine sanction for hostility toward a protected group Negative statements related to mental health, e.g., “[protected characteristic] is a form of insanity” Negative statements related to hygiene, e.g., “[protected group] are all smelly” Expressions questioning a group’s worth, e.g., “[protected group] are useless” Statements suggesting inferiority of a protected group, e.g., “[protected group] are just worse at gaming” Statements questioning the moral integrity of a protected group, including statements suggesting that a protected group are all cheaters Content that implies that another contemporary culture is primitive Call for subjugation, segregation or exclusion, including political, economic, and social exclusion/segregation, based on a protected characteristic, including age.

We do, however, allow discussions on certain topics such as immigration policy, voting rights for non-citizens, and professional sports participation as long as the content is not directly denigrating based on a protected characteristic.

Support for denying right to political participation, e.g., “[protected group] should not be allowed to vote” Support for limiting participation in the workplace, e.g., “we shouldn’t hire [protected group]” Calls for exclusion from public services, e.g., “we shouldn’t spend tax dollars educating [protected group]” Calls for exclusion from online services based on protected characteristic, including suggestions that a protected group does not belong on Twitch Calls for controlling or dominating a group of people, including glorifying a period because a protected group was subjugated during that time, e.g., “slavery was the glory days of America” Encourage or support the political or economic dominance of any race, ethnicity, or religious group, including support for white supremacist/nationalist ideologies.

This does not include support for self-determination movements.

Support for the hegemony of any group based on protected characteristic Calls to increase fertility rates or restrict immigration to preserve the economic/political/social power of any group Expressions of contempt, hatred, or disgust based on a protected characteristic.

Statements that a protected group should not exist Statements dismissing an entire group, e.g., “I don’t like [protected group]” Statements that a protected characteristic is repulsive or disgusting, or causes sickness, e.g., “[protected group] just make me want to vomit” Mock the event/victims or deny the occurrence of well-documented hate crimes, or deny the existence of documented acts of mass murder/genocide against a protected group.

Drawing a cartoon mocking the victim of a hate crime Denial of the existence of a genocide, including the Holocaust Suggesting a documented act of mass murder motivated by a protected characteristic was a hoax Make unfounded claims assigning blame to a protected group, or that otherwise intends to incite fear about a protected group as it relates to health and safety.

['fake']

Engaging in harassment will result in enforcement action taken against the relevant accounts.

Please keep in mind, we expect streamers to take the necessary steps to mitigate harassing content that appears on their stream or in their chat.

We will not suspend broadcasters that we find to be acting in good-faith (including by using tools such as AutoMod, timeouts, and channel bans) to remove abuse appearing from third parties and external sources.

For example, you may not engage in [content warning]: Wishing harm or death on others Telling another person to severely harm or kill themselves Saying that another person deserves to contract a terminal or severe illness Glorifying, endorsing, or expressing approval of a person’s past or current traumatic events Telling a victim of a violent crime or their kin that they deserved to be harmed (if based on a protected characteristic, this is evaluated under Hateful Conduct)

Encouraging a suicidal person to kill themselves Making implied physical threats to others (Note that explicit threats of violence are handled under our Violence and Threats policy)

Targeting others with repeated or severe personal attacks Repeatedly sending personal insults to a broadcaster after being timed-out in the channel Browsing other broadcasters’ channels on stream and directing insults towards them related to their intelligence or appearance Sharing negative doctored or artistic content to abuse or degrade another person Creating “deepfake” videos to insult or abuse another person Drawing images of another person for the purposes of mocking or attacking that person Inciting viewers to target another person with abuse, regardless of whether the targets are on or off-Twitch Organizing or participating in hostile raiding Directly opening a user’s channel on stream and directing personal attacks towards them Making malicious contact towards legitimate businesses or private persons Calling customer support lines repeatedly and hanging up, or calling restaurants and placing fake orders Deliberate, non-consensual in-game stream sniping, including using another person’s stream to gain a competitive advantage in a multiplayer game and disrupt their broadcast Stalking or ignoring another person’s established personal physical boundaries Broadcasting another person who has denied consent Broadcasting in a location where recording is prohibited Creating accounts dedicated to harassment, such as through abusive usernames Streamers should always consider the consequences of their statements and actions of their audiences; sometimes unwanted focus or attention can encourage others to escalate their behavior into abuse.

For example, broadcasting other Twitch streams while insulting those users often encourages others to also direct abuse to the target.

Participating in this activity can, therefore, lead to suspension of your account.

Although harassment is never allowed on Twitch, we want users to express themselves naturally with their friends and communities without fear that these interactions could be misidentified as harassment.

In order to fully understand the context of incidents that appear unclear when viewed in isolation, we may require that individuals who feel targeted by abuse indicate that these actions were not consensual banter before we will intervene.

Filing a user report or taking moderation action on the individual’s channel count as such indications.

Sexual Harassment Sexual harassment is never acceptable, regardless of whether these comments are directed towards others on or off our services.

['impersonat', 'misrepresent']

For example, something that is acceptable for a broadcast at the beach or the gym may not be acceptable for a cooking or gameplay broadcast.

In an effort to help streamers abide by our Community Guidelines in the same way they would expectations of behavior in the real world, we’ve updated our policies to reflect that we will consider not just the attire itself, but also the contextual setting in which it is worn and the intent of the person wearing it, when moderating content.

Please remember that sexually explicit or suggestive content, such as nudity exposing or focusing on genitals, buttocks, or nipples, and attire intended to be sexually suggestive are prohibited Account Usernames and Display Names In order to ensure that our community is safe and inclusive, inappropriate account names that violate our Community Guidelines are prohibited.

We also recognize that an account’s username has more impact across our services than many other forms of content because they are persistent, cross-functional, and, in most cases, much more visible.

Because of this, we have additional, higher standards for usernames based on reducing harm across our services.

For example, usernames and display names created on Twitch may not include: Breaking the law, including terrorism and child exploitation Violence and threats Hateful conduct Harassment and sexual harassment Unauthorized sharing of private information Impersonation Glorification of natural or violent tragedies Self-destructive behavior References to recreational drugs, hard drugs, and drug abuse, with exceptions for alcohol, tobacco, and marijuana References to sexual acts, genital, or sexual fluids Indefinite suspensions are issued for usernames and display names that constitute clear violations of our standard Community Guidelines, or that are typically representative of malicious and bad-faith behavior.

For example, you may not create a username that includes [content warning]: References to terrorism or terrorist organizations References to child grooming or exploitation Threats, promotions, or calls to real-life violence against others (with exceptions for references to video game or non-hateful historical violence)

Calling for another group of people to be harmed or killed Creating a username that threatens violence against another person Hateful Conduct, including slurs and derogatory terminology related to protected characteristics Creating a username that includes a hateful slur Glorifying, promoting, or advocating for discrimination, denigration, segregation, exclusion, hatred, or disgust based on protected characteristics (see our Hateful Conduct policy for more information)

Creating a username that references a hate group Mocking, denying, or glorifying the occurrence of well-documented hate crimes or acts of genocide Harassment and Sexual Harassment directed towards another person Creating a username that is sexually degrading towards another person Creating a username that includes insults targeted towards another person’s sexual practices Creating a username that includes a personal attack or targeted profanity against another person Directing an insulting username towards another person Mocking streamers, community members, or their friends and family that have passed away Threats or promotion of suicide and self-harm Glorifying methods of self-harm, including suicide and eating disorders Encouraging another person to self-harm or commit suicide Registering a username that threatens suicidal action Personal information of another person leaked without consent IP addresses, email addresses Mailing addresses, home addresses, private work or school addresses Personal or private phone numbers Sensitive identification or financial information, such as bank account numbers or government ID numbers Impersonation of another person, company, or organization Attempting to misrepresent yourself as a staff member or employee of Twitch Creating an account with a nearly identical name to another Twitch user and attempting to pass yourself off as them Attempting to pose as a representative of a company or organization without authorization (See the Trademark Policy for more information on usernames that may constitute legal violation of a trademark.)

Glorification of natural or violent tragedies Glorifying references to specific natural disasters that are responsible for death, such as Hurricane Katrina Glorifying people directly responsible for the murder or death of others, such as serial killers Celebrating deaths of individuals due to violence, including suicides and lethal government or police actions (see Hateful Conduct for more on our guidelines regarding glorifying violence on the basis of a protected class)

In instances where we believe users may be acting in good-faith, we will mandate a username or display name reset instead of indefinitely suspending the accounts.

For example, your username may be reset if it includes: References to hard drugs, recreational drugs, and drug abuse (with the exceptions of alcohol, tobacco, and marijuana)

Explicitly referencing recreational drugs or psychoactive substances, such as peyote Explicitly referencing hard drugs, including cocaine or heroin Overtly glorifying the abuse of prescription or harmful drugs, including practices such as inhalant abuse References to pornography, sexually explicit, and sexually suggestive content or behavior Creating usernames that reference explicit or implied sexual acts Creating usernames that indicate overt sexual arousal Creating usernames that include references to genitalia or sexual bodily fluids References to sexually transmitted infections and other types of sexual-related trauma Overt references to sexual fetishes Using terms related sexual orientation or disability in an insulting context or as a negative descriptor (reminder that using terms related to protected groups in an openly hateful or derogatory way will result in an indefinite suspension, see Hateful Conduct above)

Creating a name that uses terms related to Autism or intellectual disability in a negative or insulting context Creating a name that uses terms related to sexual orientation, such as ‘gay,’ in a negative or insulting context Username resets are leveraged in these cases under the assumption that these violations are likely mistaken or unintentional.

However, repeatedly renaming an account in violation of our username policy will result in further enforcement actions against your account, up to an indefinite suspension.

['spam',

'mislead',

'trust',

'authentic',

'fraud',

'misinfo',

'false',

'disinfo',

'impersonat',

'integrity',

'decept']

No, we do not allow free social versions of the sites listed above.

Does this policy prohibit fantasy sports, sports betting, and poker?

No, we still permit broadcasting websites focused on fantasy sports, sports betting, and poker at this time.

Is sponsorship of skins gambling, such as for CSGO skins, allowed on Twitch?

No, promotion or sponsorship of skins gambling is prohibited under our policy.

Authenticity Impersonation Impersonation is a malicious practice that compromises trust in our service and can harm the target of impersonation.

Content or activity meant to impersonate an individual or organization is prohibited, including impersonation of Twitch staff, celebrities, companies, or friends.

For example, you may not: Impersonate a Twitch partner’s account Pose as a celebrity in a streamer’s chat

Spam, Scams, and Other Malicious Conduct Spam and other deceptive practices create a negative user experience, decrease trust in our service, and mislead viewers, creators, and advertisers.

Any content or activity that disrupts, interrupts, harms, or otherwise violates the integrity of Twitch services or another user’s experience or devices is prohibited.

For example, you may not: Post spam, such as large amounts of repetitive, unwanted messages or user reports Distribute unauthorized advertisements Engage in phishing, spreading malware, or viruses Defraud Twitch or others Engage in viewership tampering (such as artificially inflating follow or live viewer stats)

Sell or sharing user accounts, services, or features Cheat the Twitch rewards system (such as the Drops or channel points systems) Engage in any cheating, hacking, botting, or tampering, that gives the account owner an unfair advantage in an online multiplayer game We understand that sometimes streamers are victims of account takeover, fraud, or viewbotting directed by a malicious third party.

We have methods to detect the responsible party and do not penalize good-faith streamers under these circumstances.

Suspension Evasion Circumventing our enforcement actions undermines the integrity of our service.

Any attempt to circumvent an account suspension or chat ban by using other accounts, identities, or by appearing on another user’s account will also result in an additional enforcement against your accounts, up to an indefinite suspension.

Similarly, you may not use your channel to knowingly feature or advertise a suspended user.

For example, you may not: Create a new account in order to evade a suspension issued to your primary account Facilitate a suspended user on your own channel, either by restreaming their content or hosting them directly We understand that there may be instances where suspended users appear on your stream due to circumstances beyond your control, such as through third-party gaming tournaments.

However, we expect that you make a good faith effort to remove them from your broadcast, mute them, or otherwise limit their interactions with your stream.

Harmful Misinformation Actors In order to reduce harm to our community and the public without undermining our streamers’ open dialogue with their communities, we prohibit harmful misinformation superspreaders who persistently share misinformation on or off of Twitch.

We remove users whose online presence is dedicated to (1) persistently sharing (2) widely disproven and broadly shared (3) harmful misinformation topics.

This policy is focused on Twitch users who persistently share harmful misinformation.

It will not be applied to users based upon individual statements or discussions that occur on the channel.

We will evaluate whether a user violates the policy by assessing both their on-platform behavior as well as their off-platform behavior.

You can report these actors by sending an email to our internal investigations team with the account name and any available supporting evidence.

Under this policy we cover the following topic areas, and will continue to update this list as new trends emerge: Misinformation that targets protected groups, which is already prohibited under our Hateful Conduct & Harassment Policy Harmful health misinformation and wide-spread conspiracy theories related to dangerous treatments, COVID-19, and COVID-19 vaccine misinformation Discussions of treatments that are known to be harmful without noting the dangers of such treatments For COVID-19—and any other WHO-declared Public Health Emergency of International Concern (PHEIC)—misinformation that causes imminent physical harm or is part of a broad conspiracy Misinformation promoted by conspiracy networks tied to violence and/or promoting violence Civic misinformation that undermines the integrity of a civic or political process Promotion of verifiably false claims related to the outcome of a fully vetted political process, including election rigging, ballot tampering, vote tallying, or election fraud\*

In instances of public emergencies (e.g., wildfires, earthquakes, active shootings), we may also act on misinformation that may impact public safety \*

Note: In order to evaluate civic misinformation claims, we work with independent misinformation experts such as the Global Disinformation Index, as well as information from election boards and congressional certification.

Content Labeling You are expected to accurately label your content to the best of your ability.

When choosing a category or tag, please choose whichever best describes your content.

Introduction to Safety on Twitch Safety ( ) Self-Destructive Behavior Violence and Threats Terrorism and Violent Extremism Adult Sexual Violence and Exploitation Youth Safety Off-Service Conduct Unauthorized Sharing of Private Information Civility and Respect ( ) Hateful Conduct Harassment Sexual Harassment Civility and Respect FAQ Illegal Activity ( ) Breaking the Law Intellectual Property Rights Sensitive Content ( )

Extreme Violence, Gore, and Other Obscene Conduct Sexually Explicit Content and Sexual Services Sexually Suggestive Content Adult Nudity Attire Account Usernames and Display Names Prohibited Games Prohibited Gambling Content Authenticity ( ) Impersonation Spam, Scams, and Other Malicious Conduct Suspension Evasion Harmful Misinformation Actors Content Labeling Company About Legal Blog Help twitch.tv ↗ Newsroom Safety News Press Terms of Service Privacy Policy Ad Choices Cookie Policy Partners Affiliates © 2023

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