



# Twitter

## Turkey Transparency Report

### June 2021

## Overview

Twitter was founded on a commitment to transparency. This commitment is part of our effort to serve the public conversation and to increase its collective health, openness, and civility around the world.

Twitter is reflective of real conversations happening in the world and that sometimes includes perspectives that may be offensive, controversial, and/or bigoted to others. While we welcome everyone to express themselves in our service, we will not tolerate behavior that harasses, threatens, dehumanizes or uses fear to silence the voices of others. We have the [Twitter Rules](#) in place to help ensure everyone feels safe expressing their beliefs and we strive to enforce them with uniform consistency. We are continually working to update, refine, and improve both our enforcement and our policies, informed by in-depth research around trends in online behavior both on and off Twitter, feedback from the people who use Twitter, and input from a number of external entities, including members of our Trust & Safety Council.<sup>1</sup> When it comes to enforcing these rules, we are committed to being fair, informative, responsive, and accountable. Read more about our approach to policy development and enforcement philosophy in the [Twitter Help Center](#).<sup>2</sup>

We have a global team that manages enforcement of the [Twitter Terms of Service](#) and our [Rules](#) with 24/7 coverage in every supported language on Twitter. Our goal is to apply the Twitter Rules objectively and consistently. Enforcement actions are taken on content that is determined to violate the Twitter Rules.

Twitter Rules, <https://help.twitter.com/en/rules-and-policies/twitter-rules>, covers violence, terrorism/violent extremism, child sexual exploitation, abuse/harassment, hateful conduct, promoting suicide or self-harm, sensitive media (including graphic violence and adult content), and illegal or certain regulated goods or services. More information about each policy can be found in the Twitter Rules.

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<sup>1</sup> [https://blog.twitter.com/en\\_us/topics/company/2019/rules-refresh.html](https://blog.twitter.com/en_us/topics/company/2019/rules-refresh.html)

<sup>2</sup> <https://help.twitter.com/de/rules-and-policies/enforcement-philosophy>

# Twitter Representative in Turkey and How to Report Violations

Twitter users in Turkey can reach out to the Twitter representative to report possible violation of their personal rights and privacy under Law No. 5651 through the following contact information:

**Name of the Entity:** Twitter İnternet İçerik Hizmetleri Limited Şirketi

**Address:** Esentepe Mah Büyükdere Cad Kanyon Blok No: 185 İç Kapı No: 271 Şişli / İstanbul

Twitter users in Turkey can also file reports of possible violations of the Twitter Rules in a variety of ways that are described in detail on the [Twitter Help Center page](#).

## Mechanisms for Reviewing Reports and Team Information

Each complaint we receive is reviewed under Twitter's [TOS](#) and [Rules](#). Any content we determine to violate Twitter's TOS and/or Rules is completely removed from the service. Twitter has built a team made up of individuals who have received training in order to handle these reports. This team consists of different tier groups, with higher tiers consisting of more senior, or more specialised, individuals. All members of the team involved in solving Turkish reports are fluent in Turkish and are required to undertake a language proficiency test in Turkish.

These individuals take appropriate action after carefully reviewing the report and available context in close detail. If the content is not manifestly violative, it can be escalated for second or third opinions to policy specialists. These individuals take appropriate action after carefully reviewing the report and available context in close detail. Everyone involved in this process works closely together with regular exchanges through meetings and other channels to ensure the timely and accurate handling of these reports.

Furthermore, all teams involved in handling these reports closely collaborate with a variety of other policy teams at Twitter who focus on safety policies, site integrity, or policies related to cybercrimes. This cross-team effort is particularly important in the aftermath of tragic events, such as violent attacks, to ensure alignment and swift action on violative content happens.

The team is supported by leads, subject matter experts, quality auditors and trainers. The team that handles these reports coming from users in Turkey have educational backgrounds that vary, but with the majority of the team holding an advanced qualification e.g Bachelors or Masters degrees. We ensure we hire people with diverse backgrounds in fields such as law, political science, psychology, communications, business, and languages. Team members who handle these reports in Turkish are all fluent in Turkish and English, with some agents speaking additional languages, including Azeri, Bosnian, Bulgarian, Croatian, German, Greek, Kurdish, Macedonian, Russian, and Serbian.

All team members working on these reports are trained and retrained regularly on our policies, including sessions on cultural and historical context. Initially when joining the team at Twitter, each individual follows an onboarding program and receives individual mentoring during this

period, as well as thereafter through our Quality Assessment program. Employees are rigorously trained on Twitter's [TOS](#), [Twitter's Rules](#), and local context as well as the internal tools and processes required for handling such complaints.

Employees have direct access to robust training and workflow documentation for the entirety of their employment, and are able to seek guidance at any time from trainers, leads, and internal specialist legal and policy teams as outlined above.

Updates about significant current events or policy changes are shared with all agents in real time, to give guidance and facilitate balanced and informed decision making. Calibration sessions are frequently carried out, focussing on different policies and offering clarifications regarding market trends or other questions raised by the reviewers. These sessions aim to increase collective understanding and focus on the needs of the agents in their day-to-day work.

The entire team also participates in obligatory [TOS](#) and Twitter [Rules](#) refresher trainings, as the need arises, or whenever policies are updated. These trainings are delivered by the relevant policy specialists who were directly involved in the development of the policy change. For these sessions we also employ the "train the trainer" method to ensure timely training delivery to the whole team across all of the shifts. All team members use the same training materials to ensure consistency.

Quality Assurance (QA) is a critical measure to the business to help ensure that we are delivering a consistent service at the desired level of quality to our key stakeholders, both externally and internally as it pertains to our case work. We have a dedicated QA Team to help us identify areas of opportunity for training and potential defect detection in our workflow or policies. The QA specialists perform quality assurance checks of reports to ensure that content is actioned appropriately. The standards and procedures within the QA team are to ensure the team's QA is assessed equally, objectively, efficiently and transparently. In case of any mis-alignments, additional training is scheduled, to ensure the team understands the issues and can handle reports accurately.

In addition, given the nature and sensitivity of their work, the entire team has access to online resources and regular onsite group- and 1:1-sessions related to resilience and well-being. These are provided by mental health professionals. The team also attends resilience, self-care, and vicarious trauma sessions as part of our mandatory wellness plan.

## **Data of Reports Received from Users in Turkey**

Below are the data of reports including notice and takedowns we received from users in Turkey for violation of personal rights and privacy under Law No. 5651 between December 1, 2020 and May 31, 2021. For us to be able to process some reports for content removal, the claim needs to be specific and strongly supported. Therefore, Twitter needs more information about some reports and asks reporters to provide more information.

| <b>Issue</b>        | <b>Volume of Requests</b> | <b>Action Rate %</b> |
|---------------------|---------------------------|----------------------|
| Abuse               | 43,758                    | 18.0%                |
| Hateful Conduct     | 36,578                    | 14.3%                |
| User Impersonation  | 137,958                   | 30.6%                |
| Brand Impersonation | 2,247                     | 46.0%                |
| Copyright           | 3,552                     | 35.6%                |
| Incapacitated users | 566                       | 0.0%                 |
| Deceased Users      | 1,154                     | 11.7%                |
| Trademark           | 1016                      | 0.3%                 |
| Privacy Policy      | 282                       | 1.8%                 |
| Private Information | 92,351                    | 6.6%                 |
| Right to Privacy    | 28,467                    | 6.2%                 |