



# Turkey Transparency Report

## January 2024

### Overview

X 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.

X is reflective of real conversations happening in the world and that sometimes includes perspectives that may be offensive and/or controversial 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. The [X Rules](#)<sup>1</sup> are in place to help ensure everyone feels safe expressing their beliefs and we strive to enforce them with consistency. 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 [X Help Center](#)<sup>2</sup>.

We have a global team that manages enforcement of the [X Terms of Service](#)<sup>3</sup> and our Rules with 24/7 coverage in every supported language on X. Our goal is to apply the X Rules objectively and consistently. Enforcement actions are taken on content that is determined to violate the X Rules.

The X Rules, cover 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 [X Rules](#).<sup>4</sup>

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<sup>1</sup> <https://help.twitter.com/en/rules-and-policies/x-rules>

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

<sup>3</sup> <https://twitter.com/en/tos>

<sup>4</sup> <https://help.twitter.com/en/rules-and-policies/x-rules>



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### X Content Moderation Practices

X's purpose is to serve the public conversation. Violence, harassment, and other similar types of behavior discourage people from expressing themselves, and ultimately diminish the value of global public conversation. Our rules are designed to ensure all people can participate in the public conversation freely and safely.

X has policies protecting user safety as well as platform and account integrity. The [X Rules and Policies](#)<sup>5</sup> are publicly accessible on our Help Center, and we are making sure that they are written in an easily understandable way. We also keep our Help Center regularly updated anytime we modify our rules.

Additionally, you will find explanations in our Help Center on our [policy development process and rules enforcement philosophy](#).<sup>6</sup> Creating a new policy or making a policy change requires in-depth research around trends in online behavior, developing clear external language that sets expectations around what's allowed, and creating enforcement guidance for reviewers that can be scaled across millions of pieces of content and accounts. Our policies are dynamic, and we continually review them to ensure that they are up-to-date, necessary, and proportional.

We consider diverse perspectives around the changing nature of online speech, including how our Rules are applied and interpreted in different cultural and social contexts. We then test the proposed rule with samples of potentially violative content to measure the policy effectiveness, and once we determine it meets our expectations, we build and operationalise product changes to support the update. Finally, we train our global review teams, update the X Rules, and start enforcing the relevant policy.

We moderate on X in three buckets: content and accounts that remain, are restricted, and are removed.

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<sup>5</sup> <https://help.twitter.com/en/rules-and-policies/x-rules>

<sup>6</sup> <https://help.twitter.com/en/rules-and-policies/enforcement-philosophy>



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**Remain:** The overwhelming majority of content on X is healthy—meaning it does not violate our TOS and Rules or our policies such as Hateful Conduct, Abuse & Harassment, and more. Keep in mind: just because a post doesn't violate a policy, doesn't mean everyone will like it.

**Restrict:** This is where our new Freedom of Speech, Not Reach enforcement philosophy<sup>7</sup> is used. For content that may be interpreted as potentially violating our policies—meaning it's awful, but lawful—we restrict the reach of posts by making the content less discoverable, and we're making this action more transparent to everyone. Where appropriate, we will restrict the reach of posts that violate our policies and create a negative experience for other users by making the post less discoverable on X. This can include:

- Excluding the post from search results, trends, and recommended notifications
- Removing the post from the For you and Following timelines
- Restricting the post's discoverability to the author's profile
- Downranking the post in replies
- Restricting Likes, replies, Reposts, Quote posts, bookmarks, share, pin to profile, or Edit post

**Remove:** If reported content is illegal, we withhold access to it in the respective jurisdictions. We also know that certain types of content, such as targeted violent threats, targeted harassment, or privacy violations, can be extremely harmful if not removed and we either suspend outright or require that this content be deleted before returning to the platform.

To enforce our rules, we are using a combination of machine learning and human review. Our systems are able to surface content to human moderators who use important context to make decisions about potential rule violations. This work is led by an international, cross-functional team with 24-hour coverage and the ability to cover multiple languages. We also have a complaints process for any potential errors that may occur.

We always aim to exercise moderation with transparency. We may sometimes add a notice to an account or post to give you more context on the actions our systems or teams may take. More information can be found [here](#)<sup>8</sup>.

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<sup>7</sup> [https://blog.twitter.com/en\\_us/topics/product/2023/freedom-of-speech-not-reach--new-updates-and-progress](https://blog.twitter.com/en_us/topics/product/2023/freedom-of-speech-not-reach--new-updates-and-progress)

<sup>8</sup> <https://help.twitter.com/en/rules-and-policies/notices-on-x>



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In some cases, where our systems or teams take action against content or an account as a result of violating our rules or in response to a valid and properly scoped request from an authorized entity in a given country, we strive to provide context to users. Our [Help Center article](#)<sup>9</sup> explains notices that users may encounter following actions taken. We will also promptly notify affected users about legal requests to withhold content, including a copy of the original request, unless we are legally prohibited from doing so.

## X Representative in Turkey & How to Report Violations

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

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

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

X users in Turkey can also file reports of possible violations of the X Rules in a variety of ways that are described in detail on the [X Help Center page](#)<sup>10</sup>.

## Mechanisms for Reviewing Reports and Team Information

Each complaint we receive is reviewed under X's [Terms of Service](#)<sup>11</sup> and [Rules](#)<sup>12</sup>. Any content we determine to violate X's TOS and/or Rules is restricted or removed from the service. X 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 on the content after carefully reviewing the report and available context in close detail. If the content is not manifestly violative, it can be escalated for

<sup>9</sup> <https://help.twitter.com/en/rules-and-policies/x-legal-faqs>

<sup>10</sup> <https://help.twitter.com/en/rules-and-policies/twitter-report-violation>

<sup>11</sup> <https://twitter.com/en/tos>

<sup>12</sup> <https://help.twitter.com/en/rules-and-policies/twitter-rules>



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second or third opinions to policy specialists or internal legal teams. 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 X who focus on safety, authenticity, or privacy policies. 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 Bulgarian, German, Kurdish and Russian.

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 X, each individual follows an onboarding program and receives individual mentoring during this period. Employees are rigorously trained on X's Terms of Service, 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.



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The entire team also participates in obligatory Terms of Service and 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. All team members use the same training materials to ensure consistency.

### 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 July 1, 2023 and December 31, 2023 For us to be able to process user reports, their claims must be specific and strongly supported. Therefore, X occasionally needs more information about some reports and asks reporters to provide more information.

The action rate lists any corrective action taken by X in response to user reported policy violations. X may take action on policy violations different from those reported by the user. For more information about X's approach to policy development and enforcement philosophy, please visit: <https://help.twitter.com/en/rules-and-policies/enforcement-philosophy>.

Issue	Volume of Requests	Action Rate %
Abuse	56,569	26.32%
Hateful Conduct	71,087	16.32%
User Impersonation	1,955	8.49%
Brand Impersonation	290	23.10%
Copyright	5,186	73.41%
Incapacitated users	268	0.00%
Deceased Users	456	1.32%
Trademark	667	22.79%
Privacy Policy	780	3.8%
Private Information	438,908	31.95%
Right to Privacy	312,823	46.29%



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