

# Home Affairs Committee

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From the Committee Chair

Katy Minshall  
Head of UK Government, Public Policy and Philanthropy  
Twitter

14 May 2019

Dear Ms Minshall,

Thank you for giving evidence to the Committee in connection with our work on hate crime on 24 April 2019.

During the evidence session we requested further information from you on a number of issues. These points are outlined below:

- What signals Twitter uses to identify users found to be committing offences on your platform and report them to law enforcement agencies (Q894);
  - If this information is considered sensitive we would request that you send a separate response containing this information, which will not be made public.
- Whether Twitter would be happy to share the IP data, and other identifying data, of users who a) breach your content guidelines and site rules and b) commit a criminal offence on your platform with UK law enforcement agencies if the UK Government passed such legislation (Qq928-935);
- Why Twitter continues to provide a platform to David Duke, former Grand Wizard of the Ku Klux Klan;
- Whether the data in the table below (containing selected relevant information from Twitter's Rule enforcement report) is correct and, if so:
  - Why Twitter's data report only contains information on content actioned following user reports, and whether this information will be included in future data releases;
  - How much more content was identified proactively or automatically by Twitter;

- Whether Twitter will provide a breakdown of what action was taken on users and accounts which were 'actioned' for the reasons of hateful conduct, abuse or violent threats, including a) how much of this content was removed from Twitter and b) how many users were banned from Twitter;
- Whether Twitter will provide data on the speed with which content is actioned or removed following reports, including what Twitter's internal target response times are and in what proportion of cases these targets are met, and whether this information will be included in future data releases.

	<b>Unique accounts reported</b>	<b>Unique accounts actioned</b>	<b>% of reported accounts actioned</b>
<b>Hateful conduct</b>	2,698,613	285,393	10.6%
<b>Abuse</b>	2,814,940	248,629	8.8%
<b>Violent threats</b>	1,354,129	42,951	3.2%

I would be grateful for your response by 28 May.

Yours sincerely



**Yvette Cooper MP**