



Oversight Board
Q1 2022
transparency report



Glossary of terms

Annual report – A report published by the Oversight Board that provides a summary of the cases it selects and reviews, as well as an overview of its operations.

Bylaws – [These](#) specify the Oversight Board’s operational procedures.

Case Management Tool (CMT) – The platform created by Meta and used by the Oversight Board to receive and review case submissions, and collect and store case files.

Case Selection Committee – A sub-committee of the Board, comprised of at least five Oversight Board Members with membership rotating every three months, formed to address case selection.

Case Selection Team – A team within the Oversight Board Administration that assists the Case Selection Committee with identifying cases for panel review.

Meta’s content policies – Facebook and Instagram’s content policies and procedures that govern content on the platforms (e.g., Community Standards or Community Guidelines).

Meta-referred case – A case submitted to the Oversight Board by Meta. Meta has the ability to refer cases to the board both on an ongoing basis and under emergency circumstances, with the latter being heard under the process for expedited review.

Meta’s legal review – Step in case selection process where Meta may exclude cases from the shortlist which are ineligible for review by the Board in accordance with the Bylaws. More detail about this stage can be found in the [Rulebook for Case Review and Policy Guidance](#) (page 8).

Longlist – An initial list of cases drawn up by the Case Selection Team. This is based on selection criteria set out by the Case Selection Committee.

Oversight Board Administration – The full-time professional staff that support Board Members and the day-to-day operations of the Board.

Panel – Five Members of the Oversight Board assigned to review a case.

Policy advisory statement – A statement appended to an Oversight Board decision on a specific case that reflects policy considerations beyond the binding content decision.

Shortlist – A small number of cases chosen from the longlist by the Case Selection Committee to be considered for selection.

User appeal – An appeal submitted by a Facebook or Instagram user to the Oversight Board for review.



Transparency Report for first quarter of 2022

This transparency report for the first quarter of 2022 (January 1 – March 31, 2022) sets out key statistics on cases selected by the Board, as well as the decisions and recommendations we made in this quarter.

In this quarter, the Board published its first policy advisory opinion. This examined the sharing of private residential information on Facebook and Instagram, and made 17 recommendations to the company. The Board also published two cases decisions: “Asking for Adderall” and “Swedish journalist reporting sexual violence against minors.”



Key Findings – First quarter 2022¹



~479,653 cases submitted to the Oversight Board, of which four were submitted by Meta.

29 user-submitted cases longlisted.

20 user-submitted cases shortlisted.

Announced that **three cases had been selected**, two submitted by users and one referred by Meta.

Two case decisions and one policy advisory opinion were published in this period. These contained **22 recommendations** for Meta.

¹ Cases may pass through stages of the review process in multiple reporting periods. The data presented reflect the number of cases that are within each stage of the review process during the reporting period in question. Thus, a case submitted in Q2 but longlisted in Q3 would appear in “submitted cases” in Q2 and “longlisted cases” in Q3.



Q1 2022 Submitted User Cases

Where users have exhausted Meta’s appeals process, they can challenge the company’s decision by appealing eligible content to the Oversight Board.

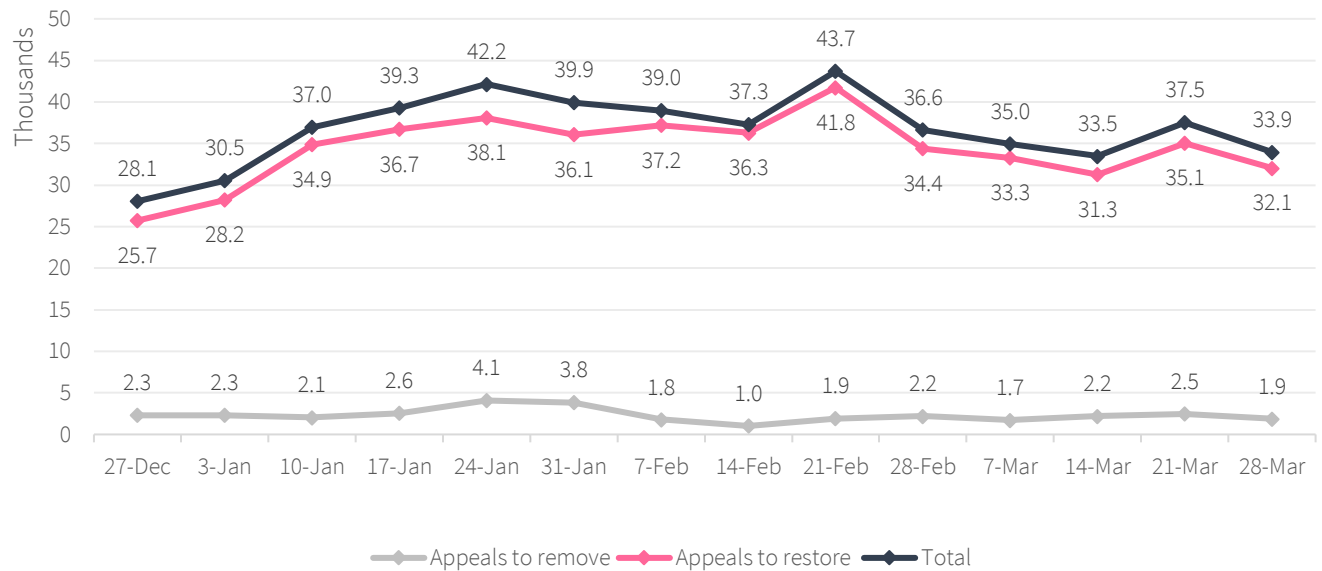
In this quarter, due to limitations in the functionality of the Case Management Tool (CMT), submitted cases have been counted manually by the Case Selection Team as they were seen in CMT at the time. As such, these numbers should be taken as an estimate and preliminary.

In Q1 2022, an estimated **479,649 cases** were submitted by users. This is the largest number of cases the Board has received in a single quarter thus far, and an increase of around two-thirds on the 288,440 cases submitted by users in Q4 2021.

In total, users submitted more than 1.6 million cases to the Board from October 2020 to March 2022.

Estimated number of cases submitted to Oversight Board by week

Number of cases, thousands

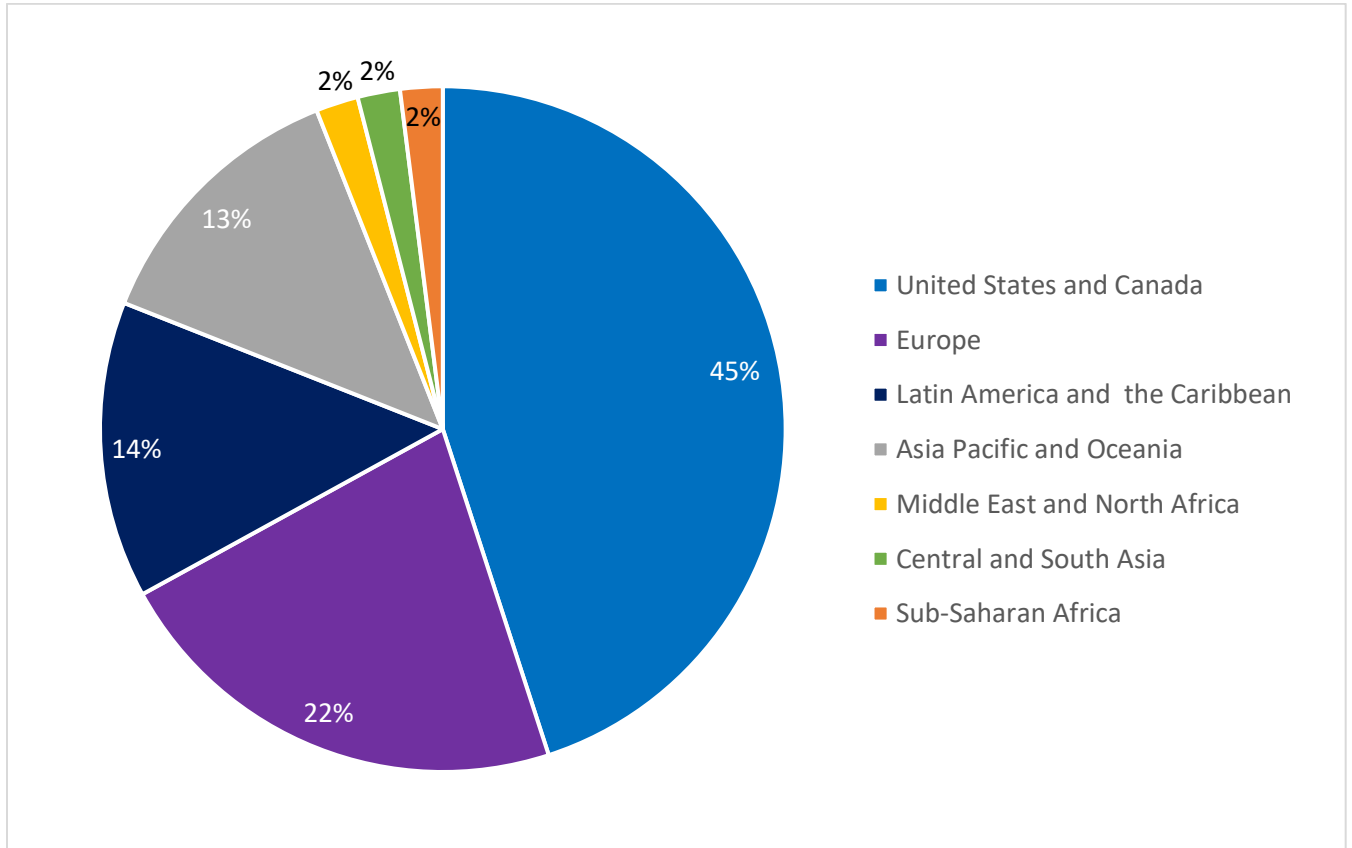


In the week commencing February 21, 2022, the Board received more appeals in a single week than ever before, with users submitting around 43,700 cases over seven days. As with previous quarters, the vast majority (94%) of cases submitted to the Board were appeals to restore content, while just 6% of cases were appeals to remove other users’ content.



Nearly half (45%) of submitted cases came from the United States & Canada, followed by 22% from Europe, 14% from Latin America and the Caribbean, and 13% from Asia Pacific and Oceania.

Estimated cases submitted by user-selected region
Percent

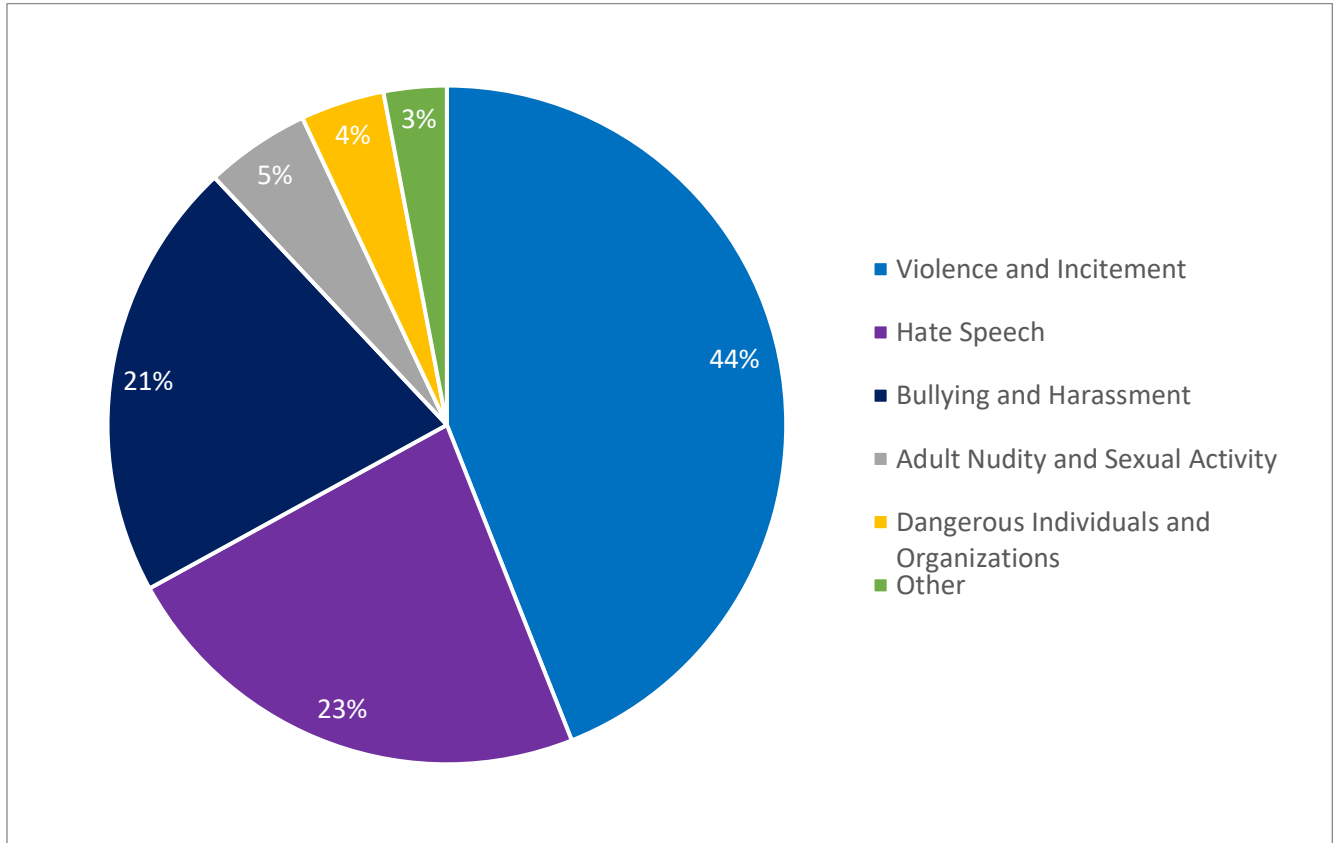


Users primarily submitted appeals to restore content which had been removed for supposedly violating Meta’s policies on Violence and Incitement (44%), Hate Speech (23%) and Bullying and Harassment (21%). The share of cases relating to content removed for supposedly violating Meta’s Violence and Incitement policy increased from 29% in Q4 2021 to 44% in Q1 2022 – an increase of 15 percentage points.



Estimated cases submitted by Community Standard (only covers appeals to restore content to Facebook and Instagram)

Percent



Almost all cases submitted by users (99.2%) concerned content shared on Facebook, with only 0.8% of cases concerning content shared on Instagram.

Cases submitted by platform

Percent

Facebook	99.2%
Instagram	0.8%

Q1 2022 Longlisted User Cases

In this period, **29 user-submitted cases were longlisted** for the Case Selection Committee's consideration. These were chosen using the selection criteria set by the committee, including the 'overarching criteria for case selection' available [here](#).

These cases covered 27 pieces of content on Facebook and two pieces of content on Instagram. 18 were cases to restore content and 11 were cases to remove content.



Longlisted cases by region and country²

Number of cases

Middle East & North Africa	3
Egypt	1
Iran	1
Morocco	1
Europe	13
Armenia	1
Belgium	1
Bulgaria	1
Croatia	1
Czech Republic	2
France	1
Georgia	1
Italy	1
Macedonia	1
Romania	1
Ukraine	1
United Kingdom	1
United States & Canada	3
Canada	1
United States	2
Sub-Saharan Africa	2
Ethiopia	1
South Africa	1
Central & South Asia	6
Afghanistan	3
Bangladesh	1
India	1
Kazakhstan	1
Latin America & the Caribbean	3
Brazil	1
Colombia	1
Dominican Republic	1
Total	30

Of the 29 cases longlisted by the Board in this quarter, 11 concerned content which had been left up on Facebook or Instagram and had not been deemed to have violated Meta's rules. As such, they have not been assigned a Community Standard below. Of those cases where the content had been deemed by

² 'Countries Affected' is a user-selected field in the Board's appeal process and users can select multiple countries. For this reason, 29 user-submitted cases were longlisted but a tally of 30 is listed here. While the user selects the relevant country in the first instance, the Case Selection Team also have the ability to change the country to improve accuracy.



Meta to violate its rules, the most common Community Standard was Dangerous Individuals and Organizations (six cases), followed by Hate Speech (five cases). The remaining seven cases covered a range of other Community Standards.

Longlisted cases by Community Standard

Number of cases	
Undefined ³	11
Dangerous Individuals and Organizations	6
Hate Speech	5
Bullying and Harassment	2
Adult Nudity and Sexual Activity	2
Coordinating Harm and Publicizing Crime	2
Violent and Graphic Content	1
Grand Total	29

Q1 2022 Shortlisted User Cases

The Case Selection Committee identifies a shortlist of cases from the longlist to consider for selection, selecting cases by majority vote.

In this quarter, the Case Selection Committee reviewed and shortlisted cases on four occasions, **shortlisting 20 cases in total.**

The shortlist is sent to Meta’s legal team to review for eligibility as, per the Bylaws, certain cases are not eligible for review by the Board due to legal restrictions. While this eligibility review does not include a re-review on the merits, in practice, Meta has also assessed whether its original decision on a piece of content was correct or not. In many cases, it then decided to remove content which it incorrectly left up on its platforms or restore content which was incorrectly removed. This does not affect the eligibility of the content under review.

Of the 20 cases shortlisted in this period, all were confirmed as eligible by Meta’s legal team. Meta determined that its original decision on the piece of content was incorrect in 14 out of the 20 cases shortlisted by the Board. In all 14 cases, Meta then reversed its original decision – restoring 10 pieces of content and removing four.

While this is only a small sample, and the Board intentionally seeks out challenging cases, it is noted that 70% of cases the Board shortlisted in Q1 2022 Meta found its original decision to have been incorrect. This error rate is significantly higher than the one for cases shortlisted from Q4 2020 – Q4 2021 which stood at 39% (51 out of 130 shortlisted cases). The Board is raising with Meta the questions this poses for the accuracy of Meta’s content moderation and the appeals process the company applies before cases reach the Board.

³ For content that is still live on Facebook and Instagram and reported by users, the applicable Community Standard violated is undefined as no Community Standard is purportedly violated.



Cases where Meta identified that its original decision on content was incorrect

Number of cases

<i>Community Standard</i>	<i>Facebook</i>	<i>Instagram</i>	<i>Total</i>
Bullying and Harassment	1	0	1
Dangerous Individuals and Organizations	5	0	5
Adult Nudity and Sexual Activity	1	0	1
Coordinating Harm and Publicizing Crime	1	1	2
Hate Speech	0	1	1
Undefined	4	0	4
Total	12	2	14

Q1 2022 Cases Submitted by Meta

In addition to appeals from users, Meta can also refer significant and difficult cases to the Board for consideration.

Meta submitted four cases to the Oversight Board during this period. Following referral and prior to selection, Meta took down the content at issue in two cases, which were related to the Violence and Incitement Community Standard. The remaining two cases concerned content that the company had left up on Facebook or Instagram.

Meta referrals submitted⁴

<i>Case ID</i>	<i>Name</i>	<i>Meta's decision</i>	<i>Platform</i>	<i>Language</i>	<i>Community Standard</i>	<i>Countries⁵</i>
2022-006-FB-MR	Tigray Communication Affairs Bureau	Take down	FB	Amharic	Violence and Incitement	Ethiopia
N/A	N/A	Keep up	FB	French	N/A	France
N/A	N/A	Keep up	IG	Spanish	N/A	Dominican Republic

⁴ Cases which are not selected for assignment do not have a Case ID.

⁵ Countries listed do not necessarily align with countries assigned in longlisted cases above as a more thorough review is done at this stage of the appeals process to identify the principal countries concerned.



N/A	N/A	Take down	FB	Hindi	Violence and Incitement	India
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Q1 2022 Selected cases

The Case Selection Committee selects cases for review, which are then announced publicly on the Board's website.

Cases selected

<i>Case ID</i>	<i>Name</i>	<i>Date announced</i>	<i>Platform</i>	<i>Source</i>	<i>Community Standard</i>	<i>Countries</i>
2022-001-FB-UA	Knin cartoon	3/15/22	FB	User (appeal to remove)	N/A	Croatia
2022-002-FB-MR ⁶	Sudan graphic video	3/15/22	FB	Meta referral	N/A	Sudan
2022-003-IG-UA	Reclaiming Arabic words	3/15/22	IG	User (appeal to restore)	Hate Speech	Morocco, Egypt, Lebanon

⁶ This case was referred to the Board by Meta in Q4 2021



Q1 2022 Published Case Decisions and Policy Advisory Opinions

After being selected, the Board assigns cases to a five-member panel. Members of the panel include at least one member from the region implicated in the content and a mix of gender representation. The panel looks at whether Meta’s decision is consistent with Facebook’s content policies and values, and its international human rights responsibilities. The Board’s decisions are binding, and Meta must implement them within seven days of publication.

In this period, the Oversight Board **decided two cases**, overturning Meta’s decision in both.

Cases decided

<i>Case ID</i>	<i>Name</i>	<i>Platform</i>	<i>Source</i>	<i>Language of content</i>	<i>Community standard</i>	<i>Countries⁷</i>	<i>Outcome</i>
2021-015-FB-UA	Asking for Adderall®	FB	User (appeal to restore)	English	Regulated Goods	United States	Overturned
2021-016-FB-FBR	Swedish journalist reporting sexual violence against minors	FB	Meta referral	Swedish	Child Nudity and Sexual Exploitation	Sweden	Overturned

The Board also published one policy advisory opinion (PAO 2021-01) on the sharing of private residential information on Facebook and Instagram.

⁷ Countries listed do not necessarily align with countries identified in the metadata of longlisted cases above as a more thorough review is done at this stage of the appeals process.



Human Rights standards referenced in decisions and policy advisory opinions

In making its decisions and preparing its policy advisory opinions, the Oversight Board considers international human rights standards. The table below shows which human rights standards have been referenced in decisions and policy advisory opinions published this quarter.

Human rights standards referenced

Source	2021-015-FB-UA	2021-016-FB-FBR	PAO 2021-01
UN Treaties			
ICCPR¹			
Non-Discrimination & Remedies (Art. 2)	✓		
Life (Art. 6)			✓
Liberty and security of person (Art. 9)			✓
Freedom of movement (Art. 12)			✓
Privacy (Art. 17)		✓	✓
Expression (Art. 19)	✓	✓	✓
Peaceful assembly (Art. 21)			✓
ICESCR²			
Health (Art. 12)	✓	✓	✓
Convention on the Rights of the Child (CRC)			
Best interest of the child (Art. 3)		✓	
Privacy (Art. 16)		✓	
Access to information (Art. 17)		✓	
Protection from violence (Art. 19)		✓	
CRPD³			
Purpose (Art. 1)	✓		
Expression (Art. 21)	✓		
UN Treaty Bodies: Guidance & Recommendations			
Human Rights Committee			
General Comment 31 on General Legal Obligation (CCPR/C/21/Rev.1/Add. 13)	✓		
General Comment 34 on the Freedoms of Opinion and Expression (CCPR/C/GC/34)	✓	✓	✓
General Comment 37 on the Right of Peaceful Assembly (CCPR/C/GC/37)			✓
Communication 1334/2004 (Mavlonov and Sa'di v. Uzbekistan)			✓
Communication 2372/2014 (Giménez v. Paraguay)			✓
Committee on Economic, Social & Cultural Rights			



General Comment 14 on the Right to Health (E/C.12/2000/4)	✓		
Committee on the Rights of the Child			
General Comment 25 on children's rights in relation to the digital environment (CRC/C/GC/25)		✓	
Concluding Observations: Nepal (CRC/C/15/Add.261)		✓	
Other UN Human Rights Standards			
Responsibilities of Businesses			
Guiding Principles on Business and Human Rights (UNGPs)	✓	✓	✓
Incitement			
Rabat Plan of Action (A/HRC/22/17/Add.4)		✓	
UN SR Freedom of Expression Reports			
Online hate speech (A/74/486)		✓	
Surveillance technologies (A/HRC/23/40)			✓
Secure and private communication in the digital age (A/HRC/29/32)			✓
Online content regulation (A/HRC/38/35)	✓	✓	
UN SR on violence against women			
Online violence (A/HRC/38/47)			✓
UN SR on the rights to freedom of peaceful assembly			
Management of assemblies (A/HRC/31/66)			✓
Vision of the mandate (A/72/135)			✓
UN High Commissioner for Human Rights			
Right to Privacy in the Digital Age (A/HRC/39/29)			✓
UN General Assembly			
Resolution on the right to privacy in the digital age (A/RES/75/176)			✓



Decision timelines

A previous version of the Board’s Bylaws specified that the Board must make its decision on a case a maximum of 90 days from the date the case is selected for review by the Case Selection Committee. In January 2022, the Board’s Bylaws were amended so that the 90-day timeline starts when the Board announces a new case on its website.

For the two decisions the Oversight Board published in this quarter, the average time from assignment of case to implementation of the Board’s decision has been 107 days.⁸ Policy advisory opinions do not follow the same process as case decisions and are not subject to the 90-day timeline.

<i>Case ID</i>	<i>Name</i>	<i>Beginning of 90-day period</i>	<i>Board’s decision published</i>	<i>Number of days taken out of 90 days</i>
2021-015-FB-UA	Asking for Adderall®	10/15/21	2/1/22	109
2021-016-FB-FBR	Swedish journalist reporting sexual violence against minors	10/19/21	2/1/22	105

Questions for Meta

To assist with making its decisions, the Oversight Board sends questions to Meta. Of the 62 questions sent by the Oversight Board to Meta about decisions published in this quarter, Meta answered 53 questions (85%), partially answered eight questions (13%), and did not answer one question (2%).

Compared to the answers Meta gave to the Board’s questions from Q4 2020-Q3 2021, this represents a notable improvement in the company’s responsiveness to the Board. We explore this in greater depth in the next section of this report.

The question which Meta did not answer in this quarter was asked as part of our policy advisory opinion on sharing private residential information on Facebook and Instagram. It asked Meta how frequently content flagged under the Privacy Violations Community Standard ends up being enforced under other content policies. Meta responded that it was not able to answer as the data requested was “not technically feasible to provide.”

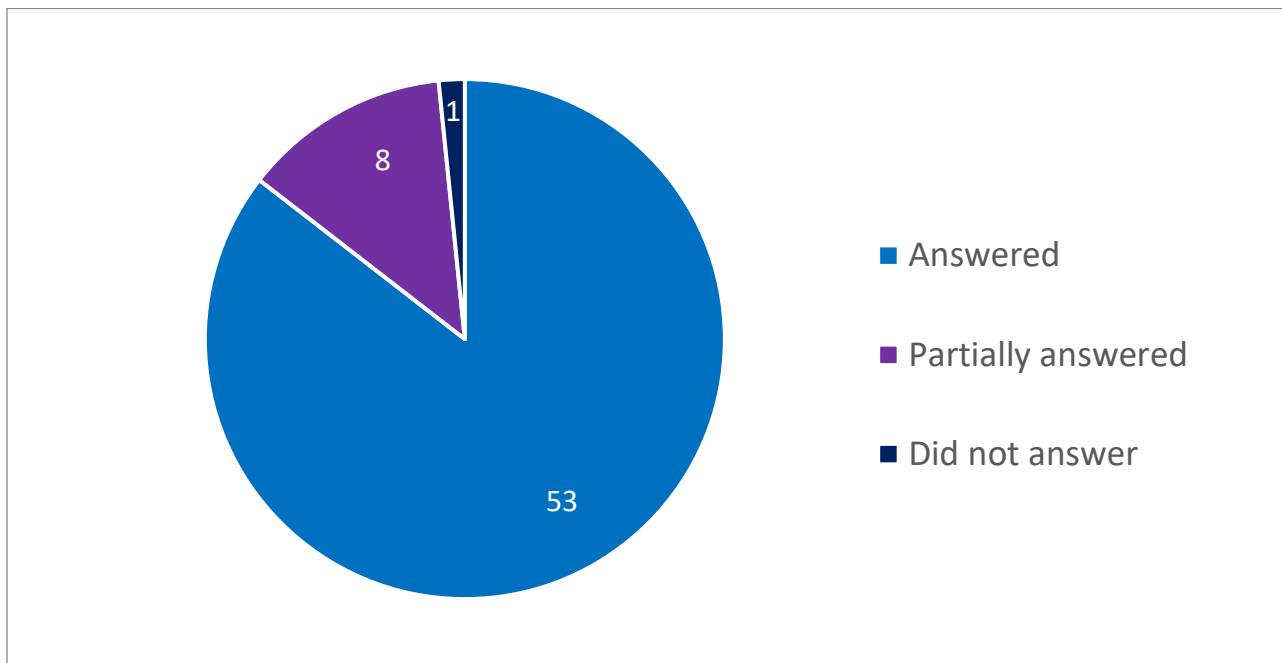
⁸ Both decisions published in this quarter exceeded the 90-day deadline due to delays in the timeline arising from Oversight Board staff taking leave during the December holiday period.



Oversight Board questions answered by Meta

Number of questions

Case ID	Name	Answered	Partially answered	Did not answer	Total
2021-015-FB-UA	Asking for Adderall®	10	1	0	11
2021-016-FB-FBR	Swedish journalist reporting sexual violence against minors	24	1	0	25
PAO 2021-01	Sharing private residential information	19	6	1	26
Total		53	8	1	62



Information around wider context of Board's decisions

In the Board's first [quarterly transparency reports](#), published in October 2021 (page 11), in the wake of disclosures around its cross-check program, Meta agreed to provide information about the wider context which may be relevant to the Board's case decisions. In this report we committed to provide further analysis in our transparency reporting on whether Meta is fulfilling this commitment.

Since October 2021 when Meta made this commitment, the Board has noted that Meta's briefing materials on specific cases have provided greater detail about how Meta's moderators and staff responded to the post in question. This, in turn, has given the Board a fuller picture of internal content moderation processes within Meta, and additional details which we have included in our case decisions.



We have noted improvements in Meta’s approach to information sharing since October 2021. The Board has also noted that for the five decisions published in Q4 2021 and Q1 2022 (October 2021 – March 2022), only one of the 116 questions we asked Meta as part of our decision-drafting process fell into the “did not answer category.” This compares to 18 questions which fell into this category for decisions published from Q1-Q3 2021. As such, Meta’s approach to information-sharing has improved since October 2021.

Public comments

The Oversight Board conducts a public comment process to assist it in its decision making. For the two decisions and one policy advisory opinion published in Q1 2022, the Board received 69 comments, of which 31 were published.

Public comments received by publication status

Number of comments

<i>Case ID</i>	<i>Name</i>	<i>Comments published</i>	<i>Comments not published (no consent)</i>	<i>Comments not published (violated terms)</i>	<i>Total</i>	<i>Comments unattributed⁹</i>
2021-015-FB-UA	Asking for Adderall	1	1	14	16	2
2021-016-FB-FBR	Swedish journalist reporting sexual violence against minors	8	0	2	10	0
PAO 2021-01	Sharing private residential information	22	4	17	43	12
Total		31	5	33	69	14

The majority of public comments (65%) came from individuals, while a minority came from organizations (35%).

Public comments received by commenter type

Number of comments

<i>Case ID</i>	<i>Name</i>	<i>Individual comments</i>	<i>Organizational comments</i>	<i>Total</i>
2021-015-FB-UA	Asking for Adderall	10	6	16
2021-016-FB-FBR	Swedish journalist reporting sexual violence against minors	1	9	10

⁹ Unattributed comments are published comments with the author’s name redacted by request.



PAO 2021-01	Sharing of private residential information	34	9	43
Total		45	24	69

More than half (58%) of the public comments received for decisions published in this quarter came from the US & Canada, followed by Europe (22%), and Central & South Asia (7%).

Public comments received by region

Number of comments

<i>Region</i>	<i>2021-015-FB-UA</i>	<i>2021-016-FB-FBR</i>	<i>PAO 2021-01</i>	<i>Total</i>
United States & Canada	6	5	29	40
Europe	4	3	8	15
Asia Pacific & Oceania	0	0	3	3
Latin America & Caribbean	0	2	1	3
Sub-Saharan Africa	0	0	0	0
Middle East & North Africa	2	0	1	3
Central & South Asia	4	0	1	5
Total	16	10	43	69

Recommendations

In addition to providing decisions on appealed content, the Oversight Board also provided 22 policy recommendations to Meta, which the company responded to publicly within 60 days. Of these 22 recommendations, 12 related to content policy (clarification of or changes to rules), seven related to enforcement (clarification of or changes to how rules are applied), and three related to transparency (on disclosure of information to the public).

Oversight Board recommendations to Meta

Number of recommendations

<i>Case ID</i>	<i>Name</i>	<i>Content policy</i>	<i>Enforcement</i>	<i>Transparency</i>	<i>Total</i>
2021-015-FB-UA	Asking for Adderall®	1	2	0	3
2021-016-FB-FBR	Swedish journalist reporting sexual violence against minors	2	0	0	2
PAO 2021-01	Sharing of private residential information	9	5	3	17
Total		12	7	3	22



Meta's responses

Of the 22 recommendations the Board made in Q1 2022, Meta said it was implementing eight “fully,” implementing two “in part,” and “assessing feasibility” on seven. Meta said it would take “no further action” on a further five recommendations.

The Board's assessment of Meta's responses to our recommendations

The Board deemed Meta's initial responses to the 22 recommendations made in Q1 2022 as mostly “comprehensive” (13 recommendations), followed by “somewhat comprehensive” (seven recommendations), while we only deemed two of Meta's responses to be “not comprehensive.”

Assessment factors for Meta's response:

- acknowledged and addressed all components of the recommendation;
- provided a concrete timeline;
- committed to concrete action.

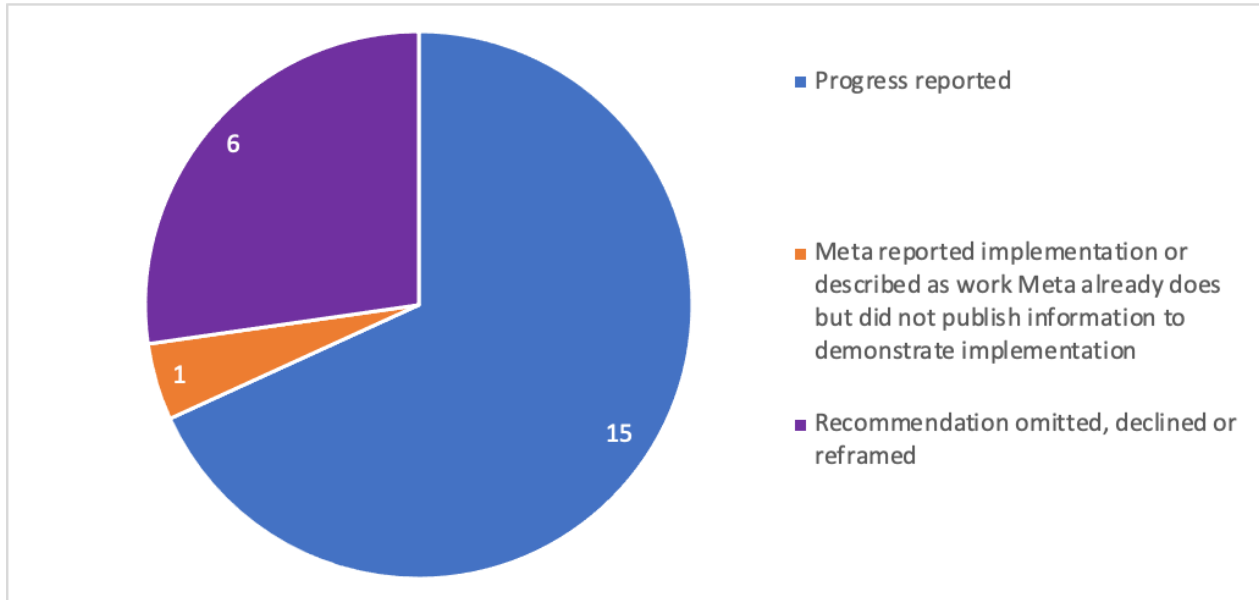
Assessment categories for Meta's response:

- **Comprehensive** - Meta's response to the Board met at least two of the three the response assessment factors.
- **Somewhat comprehensive** - Meta's response to the Board met one of the response assessment factors.
- **Not comprehensive** - Meta's response to the Board met none of the response assessment factors.

For the fifth quarter in a row, the share of Meta responses assessed as either “comprehensive” or “somewhat comprehensive” increased – rising from 89% in Q4 2021 to 91% in Q1 2022. This indicates that, generally, Meta's responses demonstrate a good understanding of the Board's recommendations and tend to include a concrete commitment to their implementation.

The Board's assessment of Meta's implementation of our recommendations

Of the 22 recommendations made in Q1 2022, the Board assessed the implementation of most (15) as “progress reported.” This means that Meta has committed to implementing these recommendations but has not yet declared implementation to be complete. One recommendation was classified as “Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation” and six were classified as “Recommendation omitted, declined, or reframed.” One example of a proposal which Meta reframed was a recommendation in our “Asking for Adderall®” decision, which suggested the company conduct regular assessments on reviewer accuracy rates focused on the Restricted Goods and Services policy. Meta's response reframed the recommendation to describe information that it already discloses in its Community Standards Enforcement Reports, without engaging with the specifics of the Board's proposal.



Implementation of recommendations from the Board's policy advisory opinion on sharing private residential information

17 out of the 22 recommendations the Board made in Q1 2022 were from the Board's first policy advisory opinion on sharing private residential information on Facebook and Instagram. As part of its response to the policy advisory opinion, Meta agreed to "fully implement" a number of changes to the Privacy Violations policy which will help establish the boundaries of private residential information sharing.

These include:

- Removing the policy exception that allows the sharing of private residential information;
- Allowing users to share images that display the external view of the private residence (excluding the address) when the property is the focus of a news story; and
- Allowing the publication of official residences of high-ranking government officials to allow for the organizations of protests.

In total, Meta chose not to implement five recommendations from the Board's first policy advisory opinion. In particular, in response to the Board's request to publish criteria for when moderators should escalate content, Meta stated that reviewers can escalate content they believe to be newsworthy.

However, this response does not address the distinction between whether reviewers can escalate the content and how the content is escalated. The Board made a similar recommendation in the "Colombia protests" case and received a similar answer.



Overview of implementation of the Board’s 108 recommendations thus far

As of Q1 2022, most of the Board’s 108 recommendations are either in progress or have been implemented by Meta in whole or in part. However, the Board continues to lack data to verify progress on or implementation of the majority of recommendations.

Since the publication of the Board’s 2021 Annual Report, we have added additional assessment categories. All assessment categories, their definitions, and the number of recommendations that fall into those categories, can be found below.

Implementation demonstrated through published information: <i>Meta provided sufficient data for the Board to say that the recommendation has been implemented</i>	16
Partial implementation demonstrated through published information: <i>Meta has implemented a central component of the recommendation and has provided sufficient data to verify this to the Board.</i>	2
Progress reported: <i>Meta has committed to implementation but has not yet completed all necessary actions.</i>	44
Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation: <i>Meta says it implemented the recommendation but has not provided sufficient evidence to verify this.</i>	25
Recommendation declined after feasibility assessment: <i>Meta engaged with the recommendation and then decided to decline its implementation after providing information on its decision.</i>	7
Recommendation omitted, declined, or reframed: <i>Meta will take no further action on the recommendation.</i>	14

Areas of progress on implementation.

Across recommendation types, the Board has had the most consistent impact in providing users with more information about Meta’s content moderation practices.

As a result of the Board’s recommendations, Meta has:

- Implemented notable changes to its content policies, including adding a new Community standard on misinformation, which includes health misinformation (Claimed COVID cure #1),
- Initiated multiple experiments and implemented recommendations around user notifications. Users can now edit their post to remove a word if that word would lead to the post being removed across multiple policy types (Pro Navalny protests in Russia #6),



- Provided greater insight into Meta’s enforcement policies, including disclosing information about account strikes and penalties, the cross-check process, and newsworthiness allowance (Former President Trump’s suspension #9, #10, #15),
- Added [satire exceptions](#) across multiple Community Standards, provided definitions and examples of key terms under the [DIO policy](#), and explained how users can make the [intent](#) behind their posts clear ([“Two buttons” meme](#) #2, [Nazi quote](#) #2, [Öcalan's isolation](#) #6).



Annex I - Summaries of cases where Meta identified its original decision on a piece of content was incorrect

1. This case was selected by the Oversight Board as the case “Knin cartoon” (2022-001-FB-UA). The content was originally kept up. The Case Selection Committee referred this appeal to Meta, who maintained the original keep-up decision. After the Case Selection Committee selected the case, Meta, while stating that the keep-up was a correct at-scale decision, made a spirit of the policy exception to remove the content as a violation of the Hate Speech Community Standard. Read a description of the post [here](#).
2. Even though Meta acknowledged its original decision in this case as incorrect, the case was selected by the Oversight Board as the case “Reclaiming Arabic words” (2022-003-IG-UA). Read a description of the post [here](#).
3. Even though Meta acknowledged its original decision in this case as incorrect, the case was selected by the Oversight Board as the case “Colombian police cartoon” (2022-004-FB-UA). Read a description of the post [here](#).
4. Even though Meta acknowledged its original decision in this case as incorrect, the case was selected by the Oversight Board as the case “Mention of the Taliban in news reporting” (2022-005-FB-UA). Read a description of the post [here](#).
5. The content is a screenshot of an insult made against the user about how they seem to have the face of a woman but with the body of a man, and that the user is partly a man. The content also contains a photo of the user wearing a t-shirt with the words of the insult printed on it. The content was erroneously taken down under the Community Standard on Bullying and Harassment. The Case Selection Committee referred this appeal to Meta, who restored the content. Without explanation from Meta on either the removal or the restoration, it seems that the content was denouncing bullying instead of bullying anyone.
6. The content contains a video where Armenian soldiers are apparently forced to say “Karabakh is Azerbaijan.” There is text above the video which mocks the Armenian army. The content was erroneously kept up. The Case Selection Committee referred this appeal to Meta, who removed the content under the Community Standard on Violence and Incitement. Without explanation from Meta on either the keep-up or removal, it seems that Meta now considers the content to be a threat under the Community Standard.
7. The content contains a video from the protests in Brussels against COVID-19 government restrictions. The video shows police in riot gear retreating down stairs into a subway, as protesters throw trash, crowd control fences, and other heavy objects at them from above. Alongside the video there is a brief factual description and an invitation to a Telegram channel. The content was erroneously taken down under the Community Standard on Coordinating Harm and Publicizing Crime (as it was then called at the time of removal). The Case Selection Committee referred this



appeal to Meta, who restored the content. Without explanation from Meta on either the removal or the restoration, it seems that while the content could be considered as “depicting...acts of physical harm against people” in the Community Standard at the time of removal, this policy line was removed from the Community Standard at the time of restoration.

8. The content is a cartoon in Czech. The first part shows a woman holding a newspaper saying “Trans-age in Mexico” and a speech bubble saying, “It’s a small step for social justice.” The second part shows a wolf in children’s clothing entering a nursery with a sad sheep looking out the window, and the wolf saying, “but a big step for equality.” The content was erroneously kept up. The Case Selection Committee referred this appeal to Meta, who removed the content under the Community Standard on Hate Speech. Without explanation from Meta on either the keep-up or removal, it seems the content implies that transgendered individuals are a threat to children.
9. The content is a tribute in Arabic to a deceased Yemeni army officer who resisted the Houthis, and refers to the officer as “Al Mujahid” which means “the fighter” in Arabic. The content was erroneously taken down under the Community Standard on Dangerous Individuals and Organizations. The Case Selection Committee referred this appeal to Meta, who restored the content. Without explanation from Meta on either the removal or the restoration, it seems that the content was erroneously removed because “Al Mujahid” was conflated with “Al Mujahid Media,” which is allegedly an al-Qaeda-affiliated media outlet.
10. The content is a video from Thailand depicting a monkey abusing and attacking a chicken, throwing it against the wall and dragging it by the neck. The content was erroneously kept up. The Case Selection Committee referred this appeal to Meta, who removed the content under the Community Standard on Violent and Graphic Content. Without explanation from Meta on either the keep-up or removal, it seems that Meta now considers the content as “[i]magery of animal to animal fights,” even though there are no “visible innards or dismemberment of non-regenerating body,” as required under the Community Standard.

Oversight Board staff also notified Meta of a sample of more than 30 appeals with similar content which had been erroneously kept up. After these cases were brought to Meta's attention, the page responsible for most of these appeals was removed for depicting or promoting staged animal fights and therefore violating the Community Standard on Coordinating Harm and Promoting Crime. The content in the rest of the appeals was posted by other pages. As those pages hosting the content did not meet the removal thresholds, only the content was removed (under the same Community Standard) and those pages are currently active on the platform.

11. The content features a photograph of Charles Manson playing a guitar in what appears to be a church. The text above the photograph compares Manson to Kyle Rittenhouse, referring to people who share pictures of the latter cleaning up graffiti. The content was erroneously taken down under the Community Standard on Dangerous Individuals and Organizations. The Case Selection Committee referred this appeal to Meta, who restored the content. Without explanation from Meta on either the removal or the restoration, it is unclear whether either or both Manson or Rittenhouse are considered Dangerous Individuals, but it seems that the content is satirical and does not fall under praise, substantive support, or representation under the Community Standard.



12. The content announces the appointment of a certain number of people to Afghanistan’s judiciary after the Taliban took over the country. It refers to Afghanistan as the Islamic Emirates, the name that the Taliban has been using for the country since 1996 and has officially adopted since coming to power in 2021. The content was erroneously taken down under the Community Standard on Dangerous Individuals and Organizations. The Case Selection Committee referred this appeal to Meta, who restored the content. Without explanation from Meta on either the removal or the restoration, it seems that the content does not rise to the level of praise, substantive support, or representation under the Community Standard.
13. The content contains a video which contains photos of what appear to be uniformed personnel and injured protesters in Iran, possibly during the “Bloody November” of 2019 or its anniversary. The video marks certain uniformed personnel with moving white cursors or blinking red circles around their faces. The content also contains a caption which states that when the people rise up against this “hateful regime”, the regime’s officials or their families will not remain safe. The content was erroneously taken down under the Community Standard on Coordinating Harm and Publicizing Crime (as it was then called at the time of removal). The Case Selection Committee referred this appeal to Meta, who restored the content. Without explanation from Meta on either the removal or the restoration, it seems that the cursor and circles in the video coupled with the caption do not amount to “promoting acts of physical harm against people”, or they fall under the exception of “when shared in the context of redemption or defense” under the Community Standard (as it was then phrased at the time of restoration).
14. The content contains a video featuring a group of people in what appears to be the traditional clothing of the Tswana in South Africa. The men appear to be topless whereas the women are wearing clothing and accessories which go over their breasts. Everyone is wearing garments that cover their genital areas. The content was erroneously taken down under the Community Standard on Adult Nudity and Sexual Activity. The Case Selection Committee referred this appeal to Meta, who restored the content. Without explanation from Meta on either the removal or the restoration, it seems that the content does not involve any nudity as defined in the Community Standard.



Annex II – The Board’s assessment of how Meta has responded to and implemented its recommendations

Recommendation identifier	Quarter	Recommendation	Category	Assessment of Meta Response	Assessment of Implementation ¹⁰
Armenians in Azerbaijan #1	Q12021	Ensure that users are always notified of the reasons for any enforcement of the Community Standards against them, including the specific rule Facebook is enforcing. Doing so would enable Facebook to encourage expression that complies with its Community Standards, rather than adopting an adversarial posture towards users. In this case, the user was informed that the post violated the Community Standard on hate speech but was not told that the post violated the standard because it included a slur targeting national origin. Facebook satisfied the principle of legality in this instance, but Facebook's lack of transparency left its decision susceptible to the mistaken belief that it had removed the post because the user was addressing a controversial subject or expressing a viewpoint Facebook disagreed with.	Enforcement	Somewhat Comprehensive	Progress reported
Breast cancer symptoms and nudity #1	Q12021	Improve the automated detection of images with text-overlay to ensure that posts raising awareness of breast cancer symptoms are not wrongly flagged for review.	Enforcement	Comprehensive	Meta reported implementation or described as work Meta already does but did not publish information to

¹⁰ This takes into account Meta’s quarterly updates on the Board up to and including its Q1 2022 Quarterly Update.



Breast cancer symptoms and nudity #2	Q12021	Ensure that users are always notified of the reasons for the enforcement of content policies against them, providing the specific rule within the Community Standard Facebook based its decision on.	Enforcement	Not Comprehensive	demonstrate implementation Progress reported
Breast cancer symptoms and nudity #3	Q12021	Inform users when automation is used to take enforcement action against their content, including accessible descriptions of what this means.	Enforcement	Somewhat Comprehensive	Progress reported
Breast cancer symptoms and nudity #4	Q12021	Ensure users can appeal decisions taken by automated systems to human review when their content is found to have violated Facebook’s Community Standard on Adult Nudity and Sexual Activity. Where Facebook is seeking to prevent child sexual exploitation or the dissemination of non-consensual intimate images, it should enforce based on its Community Standards on Sexual Exploitation of Adults and Child Sexual Exploitation, Abuse and Nudity, rather than rely on over-enforcing policies on adult nudity. Appeals should still be available in these cases, so incorrect removals of permitted consensual adult nudity can be reversed.	Enforcement	Not Comprehensive	Recommendation declined after feasibility assessment



Breast cancer symptoms and nudity #5	Q12021	Implement an internal audit procedure to continuously analyze a statistically representative sample of automated content removal decisions to reverse and learn from enforcement mistakes.	Enforcement	Not Comprehensive	Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation
Breast cancer symptoms and nudity #6	Q12021	Expand transparency reporting to disclose data on the number of automated removal decisions per Community Standard, and the proportion of those decisions subsequently reversed following human review.	Transparency	Somewhat Comprehensive	Progress reported
Breast cancer symptoms and nudity #7	Q12021	Revise the “short” explanation of the Instagram Community Guidelines to clarify that the ban on adult nudity is not absolute.	Content Policy	Not Comprehensive	Recommendation omitted, declined, or reframed
Breast cancer symptoms and nudity #8	Q12021	Revise the “long” explanation of the Instagram Community Guidelines to clarify that visible female nipples can be shown to raise breast cancer awareness.	Content Policy	Comprehensive	Implementation demonstrated through published information
Breast cancer symptoms and nudity #9	Q12021	Clarify that the Instagram Community Guidelines are interpreted in line with the Facebook Community Standards, and where there are inconsistencies the latter take precedence.	Content Policy	Comprehensive	Progress reported
Nazi quote #1	Q12021	Ensure that users are always notified of the reasons for any enforcement of the Community Standards against them, including the specific rule Facebook is enforcing (e.g. for support of a hate organization).	Enforcement	Somewhat Comprehensive	Progress reported



Nazi quote #2	Q12021	<p>Explain and provide examples of the application of key terms used in the Dangerous Individuals and Organizations policy, including the meanings of “praise,” “support” and “representation.” These should align with the definitions used in Facebook’s Internal Implementation Standards. The Community Standard should provide clearer guidance to users on how to make their intent apparent when discussing individuals or organizations designated as dangerous.</p>	Content Policy	Comprehensive	Implementation demonstrated through published information
Nazi quote #3	Q12021	<p>Provide a public list of the organizations and individuals designated “dangerous” under the Dangerous Individuals and Organizations Community Standard. At a minimum, illustrative examples should be provided. This would help users to better understand the policy and conduct themselves accordingly.</p>	Content Policy	Comprehensive	Recommendation declined after feasibility assessed
Claimed COVID Cure #1	Q12021	<p>The Board recommends that Facebook set out a clear and accessible Community Standard on health misinformation, consolidating and clarifying existing rules in one place (including defining key terms such as misinformation). This rule-making should be accompanied with “detailed hypotheticals that illustrate the nuances of interpretation and application of [these] rules” to provide further clarity for users (See report A/HRC/38/35, para. 46 (2018)). Facebook should conduct a human rights impact assessment with relevant stakeholders as part of its process of rule modification (UNGPs, Principles 18-19).</p>	Content Policy	Comprehensive	Implementation demonstrated through published information



Claimed COVID Cure #2 Q12021

To ensure enforcement measures on health misinformation represent the least intrusive means of protecting public health, the Board recommends that Facebook: Clarify the particular harms it is seeking to prevent and provide transparency about how it will assess the potential harm of particular content; Conduct an assessment of its existing range of tools to deal with health misinformation; Consider the potential for development of further tools that are less intrusive than content removals; Publish its range of enforcement options within the Community Standards, ranking these options from most to least intrusive based on how they infringe freedom of expression; Explain what factors, including evidence-based criteria, the platform will use in selecting the least intrusive option when enforcing its Community Standards to protect public health; Make clear within the Community Standards what enforcement option applies to each rule

Enforcement

Comprehensive

Implementation demonstrated through published information



Claimed COVID Cure #3 Q12021

In cases where users post information about COVID-19 treatments that contradicts the specific advice of health authorities and where a potential for physical harm is identified but is not imminent, the Board strongly recommends Facebook to adopt a range of less intrusive measures. This could include labelling which alerts users to the disputed nature of the post's content and provides links to the views of the World Health Organization and national health authorities. In certain situations it may be necessary to introduce additional friction to a post - for example, by preventing interactions or sharing, to reduce organic and algorithmically driven amplification. Downranking content, to prevent visibility in other users' newsfeeds, might also be considered. All enforcement measures, including labelling or other methods of introducing friction, should be clearly communicated to users, and subject to appeal.

Enforcement

Not Comprehensive Recommendation omitted, declined, or reframed



<p>Claimed COVID Cure #4</p>	<p>Q12021</p>	<p>Publish a transparency report on how the Community Standards have been enforced during the COVID-19 global health crisis. This should include: data in absolute and percentage terms on the number of removals, as well as data on other enforcement measures, on the specific Community Standards enforced against, including on the proportion that relied entirely on automation; a breakdown by content type enforced against (including individual posts, accounts, and groups); a breakdown by the source of detection (including automation, user flagging, trusted partners, law enforcement authorities); a breakdown by region and language; metrics on the effectiveness of less intrusive measures (e.g., impact of labelling or downranking); data on the availability of appeals throughout the crisis, including the total number of cases where appeal was withdrawn entirely, and the percentage of automated appeals; conclusions and lessons learned, including information on any changes Facebook is making to ensure greater compliance with its human rights responsibilities going forward.</p>	<p>Transparency</p>	<p>Not Comprehensive</p>	<p>Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation</p>
<p>Protest in India against France #1</p>	<p>Q12021</p>	<p>To ensure users have clarity regarding permissible content, the Board recommends that Facebook provide users with additional information regarding the scope and enforcement of this Community Standard. Enforcement criteria should be public and align with Facebook's Internal Implementation Standards. Specifically, Facebook's criteria should address intent, the identity of the user and audience, and context.</p>	<p>Content Policy</p>	<p>Comprehensive</p>	<p>Implementation demonstrated through published information</p>



Depiction of Zwarte Piet #1	Q22021	Facebook should link the rule in the Hate Speech Community Standard prohibiting blackface to the company’s reasoning for the rule, including harms it seeks to prevent.	Content Policy	Comprehensive	Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation
Depiction of Zwarte Piet #2	Q22021	In line with the Board’s recommendation in case 2020-003-FB-UA, Facebook should “ensure that users are always notified of the reasons for any enforcement of the Community Standards against them, including the specific rule Facebook is enforcing.” In this case any notice to users should specify the rule on blackface, and also link to above mentioned resources that explain the harm this rule seeks to prevent. Facebook should provide a detailed update on its “feasibility assessment” of the Board’s prior recommendations on this topic, including the specific nature of any technical limitations and how these can be overcome.	Enforcement	Somewhat Comprehensive	Progress reported
Punjabi concern over the RSS in India #1	Q22021	Facebook should translate its Community Standards and Internal Implementation Standards into Punjabi. Facebook should aim to make its Community Standards accessible in all languages widely spoken by its users. This would allow a full understanding of the rules that users must abide by when using Facebook’s products. It would also make it simpler for users to engage with Facebook over content that may violate their rights.	Content Policy	Comprehensive	Implementation demonstrated through published information



Punjabi concern over the RSS in India #2	Q22021	In line with the Board’s recommendation in case 2020-004-IG-UA, the company should restore human review and access to a human appeals process to pre-pandemic levels as soon as possible while fully protecting the health of Facebook’s staff and contractors.	Enforcement	Comprehensive	Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation
Punjabi concern over the RSS in India #3	Q22021	Facebook should improve its transparency reporting to increase public information on error rates by making this information viewable by country and language for each Community Standard. The Board underscores that more detailed transparency reports will help the public spot areas where errors are more common, including potential specific impacts on minority groups, and alert Facebook to correct them.	Transparency	Somewhat Comprehensive	Progress reported



Former President Trump's suspension #1	Q22021	<p>The Board believes that it is not always useful to draw a firm distinction between political leaders and other influential users. It is important to recognise that other users with large audiences can also contribute to serious risks of harm. The same rules should apply to all users of the platform; but context matters when assessing issues of causality and the probability and imminence of harm. What is important is the degree of influence that a user has over other users [...] Facebook must assess posts by influential users in context according to the way they are likely to be understood, even if their incendiary message is couched in language designed to avoid responsibility, such as superficial encouragement to act peacefully or lawfully. Facebook used the six contextual factors in the Rabat Plan of Action in this case and the Board thinks that this is a useful way to assess the contextual risks of potentially harmful speech. The Board stresses that time is of the essence in such situations; taking action before influential users can cause significant harm should take priority over newsworthiness and other values of political communication.</p>	Content Policy	Somewhat Comprehensive	Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation
Former President Trump's suspension #2	Q22021	<p>When posts by influential users pose a high probability of imminent harm, as assessed under international human rights standards, Facebook should take action to enforce its rules quickly.</p>	Enforcement	Somewhat Comprehensive	Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation



Former President Trump's suspension #3

Q22021

While all users should be held to the same content policies, there are unique factors that must be considered in assessing the speech of political leaders. Heads of state and other high-ranking government officials can have a greater power to cause harm than other people. Facebook should recognize that posts by heads of state and other high officials of government can carry a heightened risk of encouraging, legitimizing, or inciting violence - either because their high position of trust imbues their words with greater force and credibility or because their followers may infer they can act with impunity. At the same time, it is important to protect the rights of people to hear political speech. Nonetheless, if the head of state or high government official has repeatedly posted messages that pose a risk of harm under international human rights norms, Facebook should suspend the account for a determinate period sufficient to protect against imminent harm.

Content Policy

Comprehensive

Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation

Former President Trump's suspension #4

Q22021

Periods of suspension should be long enough to deter misconduct and may, in appropriate cases, include account or page deletion.

Content Policy

Comprehensive

Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation



Former President Trump's suspension #5	Q22021	Restrictions on speech are often imposed by or at the behest of powerful state actors against dissenting voices and members of political oppositions. Facebook must resist pressure from governments to silence their political opposition. When assessing potential risks, Facebook should be particularly careful to consider the relevant political context.	Enforcement	Somewhat Comprehensive	Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation
Former President Trump's suspension #6	Q22021	In evaluating political speech from highly influential users, Facebook should rapidly escalate the content moderation process to specialized staff who are familiar with the linguistic and political context and insulated from political and economic interference and undue influence. This analysis should examine the conduct of highly influential users off the Facebook and Instagram platforms to adequately assess the full relevant context of potentially harmful speech. Further, Facebook should ensure that it dedicates adequate resourcing and expertise to assess risks of harm from influential accounts globally.	Enforcement	Not Comprehensive	Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation
Former President Trump's suspension #7	Q22021	Facebook should publicly explain the rules that it uses when it imposes account-level sanctions against influential users. These rules should ensure that when Facebook imposes a time-limited suspension on the account of an influential user to reduce the risk of significant harm, it will assess whether the risk has receded before the suspension term expires. If Facebook identifies that the user poses a serious risk of inciting imminent violence, discrimination, or other lawless action at that time, another time-bound suspension should be imposed when such	Content Policy	Comprehensive	Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation



measures are necessary to protect public safety and proportionate to the risk.

Former President Trump's suspension #8

Q22021

When Facebook implements special procedures that apply to influential users, these should be well documented. It was unclear whether Facebook applied different standards in this case, and the Board heard many concerns about the potential application of the newsworthiness allowance. It is important that Facebook address this lack of transparency and the confusion it has caused.

Transparency

Comprehensive

Implementation demonstrated through published information

Former President Trump's suspension #9

Q22021

Facebook should produce more information to help users understand and evaluate the process and criteria for applying the newsworthiness allowance. Facebook should clearly explain how the newsworthiness allowance applies to influential accounts, including political leaders and other public figures.

Content Policy

Comprehensive

Implementation demonstrated through published information

Former President Trump's suspension #10

Q22021

For cross check review, Facebook should clearly explain the rationale, standards, and processes of review, including the criteria to determine which pages and accounts are selected for inclusion.

Content Policy

Somewhat Comprehensive

Implementation demonstrated through published information



Former President Trump's suspension #11	Q22021	Facebook should report on the relative error rates and thematic consistency of determinations made through the cross-check process compared with ordinary enforcement procedures.	Transparency	Not Comprehensive	Recommendation omitted, declined, or reframed
Former President Trump's suspension #12	Q22021	When Facebook's platform has been abused by influential users in a way that results in serious adverse human rights impacts, it should conduct a thorough investigation into the incident. Facebook should assess what influence it had and assess what changes it could enact to identify, prevent, mitigate, and account for adverse impacts in future.	Enforcement	Not Comprehensive	Recommendation omitted, declined, or reframed
Former President Trump's suspension #13	Q22021	Facebook should undertake a comprehensive review of its potential contribution to the narrative of electoral fraud and the exacerbated tensions that culminated in the violence in the United States on January 6, 2021. This should be an open reflection on the design and policy choices that Facebook has made that may enable its platform to be abused. Facebook should carry out this due diligence, implement a plan to act upon its findings, and communicate openly about how it addresses adverse human rights impacts it was involved with.	Transparency	Not Comprehensive	Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation



Former President Trump's suspension #14	Q22021	Facebook has a responsibility to collect, preserve and, where appropriate, share information to assist in the investigation and potential prosecution of grave violations of international criminal, human rights and humanitarian law by competent authorities and accountability mechanisms. Facebook's corporate human rights policy should make clear the protocols the company has in place in this regard. The policy should also make clear how information previously public on the platform can be made available to researchers conducting investigations that conform with international standards and applicable data protection laws.	Transparency	Somewhat Comprehensive	Recommendation omitted, declined, or reframed
Former President Trump's suspension #15	Q22021	Facebook should explain in its Community Standards and Guidelines its strikes and penalties process for restricting profiles, pages, groups and accounts on Facebook and Instagram in a clear, comprehensive, and accessible manner. These policies should provide users with sufficient information to understand when strikes are imposed (including any applicable exceptions or allowances) and how penalties are calculated.	Content Policy	Comprehensive	Implementation demonstrated through published information
Former President Trump's suspension #16	Q22021	Facebook should also provide users with accessible information on how many violations, strikes, and penalties have been assessed against them, as well as the consequences that will follow future violations.	Enforcement	Comprehensive	Implementation demonstrated through published information
Former President Trump's suspension #17	Q22021	In its transparency reporting, Facebook should include numbers of profile, page, and account restrictions, including the reason and manner in which enforcement action was taken, with information broken down by region and country.	Transparency	Not Comprehensive	Progress reported



Former President Trump's suspension #18	Q22021	Facebook should develop and publish a policy that governs its response to crises or novel situations where its regular processes would not prevent or avoid imminent harm. While these situations cannot always be anticipated, Facebook's guidance should set appropriate parameters for such actions, including a requirement to review its decision within a fixed time.	Content Policy	Comprehensive	Progress reported
"Two buttons" meme #1	Q22021	Make technical arrangements to ensure that notice to users refers to the Community Standard enforced by the company. If Facebook determines that (i) the content does not violate the Community Standard notified to user, and (ii) that the content violates a different Community Standard, the user should be properly notified about it and given another opportunity to appeal. They should always have access to the correct information before coming to the Board.	Enforcement	Comprehensive	Recommendation declined after feasibility assessed
"Two buttons" meme #2	Q22021	Include the satire exception, which is currently not communicated to users, in the public language of the Hate Speech Community Standard.	Content Policy	Comprehensive	Implementation demonstrated through published information
"Two buttons" meme #3	Q22021	Make sure that it has adequate procedures in place to assess satirical content and relevant context properly. This includes providing content moderators with: (i) access to Facebook's local operation teams to gather relevant cultural and background information; and (ii) sufficient time to consult with Facebook's local operation teams and to make the assessment. Facebook should ensure that its policies for content moderators incentivize further investigation or escalation	Enforcement	Comprehensive	Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation



		where a content moderator is not sure if a meme is satirical or not.			
"Two buttons" meme #4	Q22021	Let users indicate in their appeal that their content falls into one of the exceptions to the Hate Speech policy. This includes exceptions for satirical content and where users share hateful content to condemn it or raise awareness.	Enforcement	Comprehensive	Progress reported
"Two buttons" meme #5	Q22021	Ensure appeals based on policy exceptions are prioritized for human review.	Enforcement	Comprehensive	Progress reported
Pro-Navalny protests in Russia#1	Q22021	Facebook should amend and redraft the Bullying & Harassment Community Standard to explain the relationship between the Policy Rationale and the "Do not's" as well as the other rules restricting content that follow it.	Content Policy	Comprehensive	Implementation demonstrated through published information
Pro Navalny protests in Russia #2	Q22021	Differentiate between bullying and harassment and provide definitions that distinguish the two acts. Further, the Community Standard should clearly explain to users how bullying and harassment differ from speech that only causes offense and may be protected under international human rights law.	Content Policy	Somewhat Comprehensive	Recommendation declined after feasibility assessed
Pro Navalny protests in Russia #3	Q22021	Clearly define its approach to different target user categories and provide illustrative examples of each target category (i.e. who qualifies as a public figure). Format the Community Standard on Bullying and Harassment by user categories currently listed in the policy.	Content Policy	Comprehensive	Progress reported



Pro Navalny protests in Russia #4	Q22021	Include illustrative examples of violating and non-violating content in the Bullying and Harassment Community Standard to clarify the policy lines drawn and how these distinctions can rest on the identity status of the target.	Content Policy	Comprehensive	Progress reported
Pro Navalny protests in Russia #5	Q22021	When assessing content including a 'negative character claim' against a private adult, Facebook should amend the Community Standard to require an assessment of the social and political context of the content. Facebook should reconsider the enforcement of this rule in political or public debates where the removal of the content would stifle debate.	Content Policy	Not Comprehensive	Recommendation declined after feasibility assessed
Pro Navalny protests in Russia #6	Q22021	Whenever Facebook removes content because of a negative character claim that is only a single word or phrase in a larger post, it should promptly notify the user of that fact, so that the user can repost the material without the negative character claim.	Enforcement	Comprehensive	Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation
Öcalan's isolation #1	Q32021	Immediately restore the misplaced 2017 guidance to the Internal Implementation Standards and Known Questions (the internal guidance for content moderators), informing all content moderators that it exists and arranging immediate training on it.	Enforcement	Comprehensive	Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation



Öcalan's isolation #2	Q32021	Evaluate automated moderation processes for enforcement of the Dangerous Individuals and Organizations policy. Where necessary, Facebook should update classifiers to exclude training data from prior enforcement errors that resulted from failures to apply the 2017 guidance. New training data should be added that reflects the restoration of this guidance.	Enforcement	Not Comprehensive	Recommendation omitted, declined, or reframed
Öcalan's isolation #3	Q32021	Publish the results of the ongoing review process to determine if any other policies were lost, including descriptions of all lost policies, the period the policies were lost for, and steps taken to restore them.	Transparency	Somewhat Comprehensive	Partial Implementation demonstrated through published information
Öcalan's isolation #4	Q32021	Reflect in the Dangerous Individuals and Organizations "policy rationale" that respect for human rights and freedom of expression, in particular open discussion about human rights violations and abuses that relate to terrorism and efforts to counter terrorism, can advance the value of "Safety," and that it is important for the platform to provide a space for these discussions. While "Safety" and "Voice" may sometimes be in tension, the policy rationale should specify in greater detail the "real-world harms" the policy seeks to prevent and disrupt when "Voice" is suppressed.	Content Policy	Comprehensive	Implementation demonstrated through published information



Öcalan's isolation #5 Q32021

Add to the Dangerous Individuals and Organizations policy a clear explanation of what “support” excludes. Users should be free to discuss alleged violations and abuses of the human rights of members of designated organizations. This should not be limited to detained individuals. It should include discussion of rights protected by the UN human rights conventions as cited in Facebook’s Corporate Human Rights Policy. This should allow, for example, discussions on allegations of torture or cruel, inhuman, or degrading treatment or punishment, violations of the right to a fair trial, as well as extrajudicial, summary, or arbitrary executions, enforced disappearance, extraordinary rendition and revocation of citizenship rendering a person stateless. Calls for accountability for human rights violations and abuses should also be protected. Content that incites acts of violence or recruits people to join or otherwise provide material support to Facebook-designated organizations should be excluded from protection even if the same content also discusses human rights concerns. The user’s intent, the broader context in which they post, and how other users understand their post, is key to determining the likelihood of real-world harm that may result from such posts.

Content Policy

Comprehensive

Implementation demonstrated through published information



<p>Öcalan's isolation #6 Q32021</p>	<p>Explain in the Community Standards how users can make the intent behind their posts clear to Facebook. This would be assisted by implementing the Board's existing recommendation to publicly disclose the company's list of designated individuals and organizations (see: case 2020-005-FB-UA). Facebook should also provide illustrative examples to demonstrate the line between permitted and prohibited content, including in relation to the application of the rule clarifying what "support" excludes.</p>	<p>Content Policy</p>	<p>Somewhat Comprehensive</p>	<p>Partial Implementation demonstrated through published information</p>
<p>Öcalan's isolation #7 Q32021</p>	<p>Ensure meaningful stakeholder engagement on the proposed policy change through Facebook's Product Policy Forum, including through a public call for inputs. Facebook should conduct this engagement in multiple languages across regions, ensuring the effective participation of individuals most impacted by the harms this policy seeks to prevent. This engagement should also include human rights, civil society, and academic organizations with expert knowledge on those harms, as well as the harms that may result from over-enforcement of the existing policy.</p>	<p>Content Policy</p>	<p>Somewhat Comprehensive</p>	<p>Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation</p>
<p>Öcalan's isolation #8 Q32021</p>	<p>Ensure internal guidance and training is provided to content moderators on any new policy. Content moderators should be provided adequate resources to be able to understand the new policy, and adequate time to make decisions when enforcing the policy.</p>	<p>Enforcement</p>	<p>Comprehensive</p>	<p>Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation</p>



Öcalan's isolation #9	Q32021	Ensure that users are notified when their content is removed. The notification should note whether the removal is due to a government request or due to a violation of the Community Standards or due to a government claiming a national law is violated (and the jurisdictional reach of any removal).	Enforcement	Comprehensive	Progress reported
Öcalan's isolation #10	Q32021	Clarify to Instagram users that Facebook's Community Standards apply to Instagram in the same way they apply to Facebook, in line with the recommendation in case 2020-004-IG-UA.	Content Policy	Comprehensive	Progress reported
Öcalan's isolation #11	Q32021	Include information on the number of requests Facebook receives for content removals from governments that are based on Community Standards violations (as opposed to violations of national law), and the outcome of those requests.	Transparency	Somewhat Comprehensive	Progress reported
Öcalan's isolation #12	Q32021	Include more comprehensive information on error rates for enforcing rules on "praise" and "support" of dangerous individuals and organizations, broken down by region and language.	Transparency	Somewhat Comprehensive	Recommendation declined after feasibility assessed
Myanmar bot #1	Q32021	Facebook should ensure that its Internal Implementation Standards are available in the language in which content moderators review content. If necessary to prioritize, Facebook should focus first on contexts where the risks to human rights are more severe.	Enforcement	Somewhat Comprehensive	Recommendation omitted, declined, or reframed



COVID lockdowns in Brazil #1	Q32021	Facebook should conduct a proportionality analysis to identify a range of less intrusive measures than removing the content. When necessary, the least intrusive measures should be used where content related to COVID-19 distorts the advice of international health authorities and where a potential for physical harm is identified but is not imminent. Recommended measures include: (a) labeling content to alert users to the disputed nature of a post's content and to provide links to the views of the World Health Organization and national health authorities; (b) introducing friction to posts to prevent interactions or sharing; and (c) down-ranking, to reduce visibility in other users' News Feeds. All these enforcement measures should be clearly communicated to all users, and subject to appeal.	Enforcement	Not Comprehensive	Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation
COVID lockdowns in Brazil #2	Q32021	Given the context of the COVID-19 pandemic, Facebook should make technical arrangements to prioritize fact-checking of potential health misinformation shared by public authorities which comes to the company's attention, taking into consideration the local context.	Enforcement	Not Comprehensive	Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation
COVID lockdowns in Brazil #3	Q32021	Facebook should provide more transparency within the False News Community Standard regarding when content is eligible for fact-checking, including whether public institutions' accounts are subject to fact-checking.	Content Policy	Comprehensive	Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation



Shared Al Jazeera post #1	Q32021	Add criteria and illustrative examples to its Dangerous Individuals and Organizations policy to increase understanding of the exceptions for neutral discussion, condemnation and news reporting.	Content Policy	Comprehensive	Progress reported
Shared Al Jazeera post #2	Q32021	Ensure swift translation of updates to the Community Standards into all available languages.	Content Policy	Somewhat Comprehensive	Recommendation declined after feasibility assessed
Shared Al Jazeera post #3	Q32021	Engage an independent entity not associated with either side of the Israeli-Palestinian conflict to conduct a thorough examination to determine whether Facebook's content moderation in Arabic and Hebrew, including its use of automation, have been applied without bias. This examination should review not only the treatment of Palestinian or pro-Palestinian content, but also content that incites violence against any potential targets, no matter their nationality, ethnicity, religion or belief, or political opinion. The review should look at content posted by Facebook users located in and outside of Israel and the Palestinian Occupied Territories. The report and its conclusions should be made public.	Transparency	Comprehensive	Progress reported
Shared Al Jazeera post #4	Q32021	Formalize a transparent process on how it receives and responds to all government requests for content removal, and ensure that they are included in transparency reporting. The transparency reporting should distinguish government requests that led to removals for violations of the Community Standards from requests that led to removal or geo-blocking for violating local law, in addition to requests that led to no action.	Transparency	Comprehensive	Progress reported



Colombia protests #1	Q32021	Publish illustrative examples from the list of slurs designated as violating under its Hate Speech Community Standard, including borderline cases with words which may be harmful in some contexts but not others.	Content Policy	Comprehensive	Progress reported
Colombia protests #2	Q32021	Link the short explanation of the newsworthiness allowance provided in the introduction to the Community Standards to the more detailed Transparency Center explanation of how this policy applies. The company should supplement this explanation with illustrative examples from a variety of contexts, including reporting on large scale protests.	Content Policy	Comprehensive	Progress reported
Colombia protests #3	Q32021	Develop and publicize clear criteria for content reviewers for escalating for additional review public interest content that potentially violates the Community Standards but may be eligible for the newsworthiness allowance. These criteria should cover content depicting large protests on political issues.	Enforcement	Not Comprehensive	Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation
Colombia protests #4	Q32021	Notify all users who reported content which was assessed as violating but left on the platform for public interest reasons that the newsworthiness allowance was applied to the post. The notice should link to the Transparency Center explanation of the newsworthiness allowance.	Enforcement	Comprehensive	Progress reported



South Africa slurs #1	Q32021	Notify users of the specific rule within the Hate Speech Community Standard that has been violated in the language in which they use Facebook, as recommended in case decision 2020-003-FB-UA (Armenians in Azerbaijan) and case decision 2021-002-FB-UA (Depiction of Zwarte Piet). In this case, for example, the user should have been notified they violated the slurs prohibition. The Board has noted Facebook's response to Recommendation No. 2 in case decision 2021-002-FB-UA, which describes a new classifier that should be able to notify English-language Facebook users their content has violated the slur rule. The Board looks forward to Facebook providing information that confirms implementation for English-language users and information about the timeframe for implementation for other language users.	Enforcement	Comprehensive	Progress reported
Wampum belt #1	Q42021	Provide users with timely and accurate notice of any company action being taken on the content their appeal relates to. Where applicable, including in enforcement error cases like this one, the notice to the user should acknowledge that the action was a result of the Oversight Board's review process. Meta should share the user messaging sent when Board actions impact content decisions appealed by users, to demonstrate it has complied with this recommendation. These actions should be taken with respect to all cases that are corrected at the eligibility stage of the Board's process.	Enforcement	Comprehensive	Progress reported



Wampum belt #2	Q42021	<p>Study the impacts of modified approaches to secondary review on reviewer accuracy and throughput. In particular, the Board requests an evaluation of accuracy rates when content moderators are informed that they are engaged in secondary review, so they know the initial determination was contested. This experiment should ideally include an opportunity for users to provide relevant context that may help reviewers evaluate their content, in line with the Board’s previous recommendations. Meta should share the results of these accuracy assessments with the Board and summarize the results in its quarterly Board transparency report to demonstrate it has complied with this recommendation.</p>	Enforcement	Comprehensive	<p>Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation</p>
Wampum belt #3	Q42021	<p>Conduct accuracy assessments focused on Hate Speech policy allowances that cover artistic expression and expression about human rights violations (e.g., condemnation, awareness raising, self-referential use, empowering use). This assessment should also specifically investigate how the location of a reviewer impacts the ability of moderators to accurately assess hate speech and counter speech from the same or different regions. The Board understands this analysis likely requires the development of appropriate and accurately labelled samples of relevant content. Meta should share the results of this assessment with the Board, including how these results will inform improvements to enforcement operations and policy development and whether it plans to run regular reviewer accuracy assessments on these allowances, and summarize the results in its</p>	Enforcement	Somewhat Comprehensive	Progress reported



quarterly Board transparency report to demonstrate it has complied with this recommendation.

Ayahuasca brew #1 Q42021

The Board reiterates its recommendation from case decision 2020-004-IG-UA and case decision 2021-006-IG-UA that Meta should explain to users that it enforces the Facebook Community Standards on Instagram, with several specific exceptions. The Board notes Meta’s response to these recommendations. While Meta may be taking other actions to comply with the recommendations, the Board recommends Meta update the introduction to the Instagram Community Guidelines (“The Short” Community Guidelines) within 90 days to inform users that if content is considered violating on Facebook, it is also considered violating on Instagram, as stated in the company’s Transparency Center, with some exceptions.

Enforcement

Somewhat Comprehensive

Progress reported



Ayahuasca brew #2	Q42021	The Board reiterates its recommendation from case decision 2021-005-FB-UA and case decision 2020-005-FB-UA that Meta should explain to users precisely what rule in a content policy they have violated.	Enforcement	Somewhat Comprehensive	Progress reported
Ayahuasca brew #3	Q42021	To respect diverse traditional and religious expressions and practices, the Board recommends that Meta modify the Instagram Community Guidelines and Facebook Regulated Goods Community Standard to allow positive discussion of traditional and religious uses of non-medical drugs where there is historic evidence of such use. The Board also recommends that Meta make public all allowances, including existing allowances.	Content Policy	Comprehensive	Progress reported
Alleged crimes in Raya Kobo #1	Q42021	Meta should rewrite Meta’s value of “Safety” to reflect that online speech may pose risk to the physical security of persons and the right to life, in addition to the risks of intimidation, exclusion and silencing.	Content Policy	Comprehensive	Implementation demonstrated through published information
Alleged crimes in Raya Kobo #2	Q42021	Facebook’s Community Standards should reflect that in the contexts of war and violent conflict, unverified rumors pose higher risk to the rights of life and security of persons. This should be reflected at all levels of the moderation process.	Content Policy	Not Comprehensive	Recommendation omitted, declined, or reframed



<p>Alleged crimes in Raya Kobo #3</p>	<p>Q42021</p>	<p>Meta should commission an independent human rights due diligence assessment on how Facebook and Instagram have been used to spread hate speech and unverified rumors that heighten the risk of violence in Ethiopia. The assessment should review the success of measures Meta took to prevent the misuse of its products and services in Ethiopia. The assessment should also review the success of measures Meta took to allow for corroborated and public interest reporting on human rights atrocities in Ethiopia. The assessment should review Meta’s language capabilities in Ethiopia and if they are adequate to protect the rights of its users. The assessment should cover a period from June 1, 2020, to the present. The company should complete the assessment within six months from the moment it responds to these recommendations. The assessment should be published in full.</p>	<p>Transparency</p>	<p>Somewhat Comprehensive</p>	<p>Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation</p>
<p>Asking for Adderall #1</p>	<p>Q12022</p>	<p>Meta should publish its internal definitions for “non-medical drugs” and “pharmaceutical drugs” in the Facebook Community Standard on Restricted Goods and Services. The published definitions should: (a) make clear that certain substances may fall under either “non-medical drugs” or “pharmaceutical drugs” and (b) explain the circumstances under which a substance would fall into each of these categories. The Board will consider this recommendation implemented when these changes are made in the Community Standard.</p>	<p>Content Policy</p>	<p>Comprehensive</p>	<p>Progress reported</p>



Asking for Adderall #2	Q12022	Meta should study the consequences and trade-offs of implementing a dynamic prioritization system that orders appeals for human review, and consider whether the fact that an enforcement decision resulted in an account restriction should be a criterion within this system. The Board will consider this recommendation implemented when Meta shares the results of these investigations with the Board and in its quarterly Board transparency report.	Enforcement	Comprehensive	Progress reported
Asking for Adderall #3	Q12022	Meta should conduct regular assessments on reviewer accuracy rates focused on the Restricted Goods and Services policy. The Board will consider this recommendation implemented when Meta shares the results of these assessments with the Board, including how these results will inform improvements to enforcement operations and policy development, and summarize the results in its quarterly Board transparency reports . Meta may consider if these assessments should be extended to reviewer accuracy rates under other Community Standards.	Enforcement	Not Comprehensive	Recommendation omitted, declined, or reframed
Swedish journalist reporting sexual violence against minors #1	Q12022	Meta should define graphic depiction and sexualization in the Child Sexual Exploitation, Nudity and Abuse Community Standard. Meta should make clear that not all explicit language constitutes graphic depiction or sexualization and explain the difference between legal, clinical or medical terms and graphic content. Meta should also provide a clarification for distinguishing child sexual exploitation and reporting on child sexual exploitation. The Board will consider the	Content Policy	Comprehensive	Progress reported



Swedish journalist reporting sexual violence against minors #2	Q12022 Meta should undergo a policy development process, including as a discussion in the Policy Forum, to determine whether and how to incorporate a prohibition on functional identification of child victims of sexual violence in its Community Standards. This process should include stakeholder and expert engagement on functional identification and the rights of the child. The Board will consider this recommendation implemented when Meta publishes the minutes of the Product Policy Forum where this is discussed.	Content Policy Comprehensive Progress reported
PAO on the sharing of private residential information #1	Q12022 removing the “publicly available” policy exception. Meta should remove the exception that allows the sharing of private residential information (both images that currently fulfil the Privacy Violations policy’s criteria for takedown and addresses) when considered “publicly available”. This means Meta would no longer allow otherwise violating content on Facebook and on Instagram if “published by at least five news outlets” or if it contains residential addresses or imagery from financial records or statements of an organization, court records, professional and business licenses, sex offender	Content policy Comprehensive Progress reported



PAO on the sharing of private residential information #2

Q12022

registries or press releases from government agencies, or law enforcement. The Board will consider this implemented when Meta modifies its Internal Implementation Standards and its content policies.

Making sure the newsworthiness exception is consistently applied. Meta should develop and publicize clear criteria for content reviewers to escalate for additional review of public interest content that potentially violates the Community Standards but may be eligible for the newsworthiness exception, as previously recommended in case decision 2021-010-FB-UA. These criteria should cover, in addition to large protests as highlighted in Recommendation No. 3 from case decision 2021-010-FB-UA, content that shares information on investigations of corruption, tax evasion, money laundering and other criminal activities, in particular where property has been attained through such activities. The Board will consider this implemented when Meta publicly shares these escalation criteria.

Content policy

Not Comprehensive

Recommendation omitted, declined, or reframed



PAO on the sharing of private residential information #3

Q12022

keeping public interest information in the form of images on the platform [this does not apply to addresses]. Meta should allow the sharing of “imagery that displays the external view of private residences” when the property depicted is the focus of the news story, even when the following conditions listed in the Privacy Violations Community Standard are met (“the residence is a single-family home, or the resident's unit number is identified in the image/caption”; “the city/neighborhood or GPS pin” is identified; “the content identifies the resident(s)”; and “that same resident objects to the exposure of their private residence”). However, Meta should not allow the sharing of such information when there is a “context of organizing protests against the resident,” that is, an attempt to organize protests in the future, and not news reporting on protests that have already taken place. The Board will consider this implemented when Meta modifies its content policies.

Content Policy

Comprehensive Progress reported

PAO on the sharing of private residential information #4

Q12022

Allowing the organization of protests at publicly owned official residences. Meta should allow the publication of addresses and imagery of official residences provided to high-ranking government officials, such as heads of state, heads of federal or local government, ambassadors and consuls. The Board will consider this implemented when Meta modifies its content policies.

Content Policy

Somewhat Comprehensive Progress reported



PAO on the sharing of private residential information #5	Q12022	Strengthening the role of user consent. Meta should allow the resharing of private residential addresses when posted by the affected user themselves or when the user consented to its publication. Users should not be presumed to consent to private information posted by others. The Board will consider this implemented when Meta modifies its content policies.	Content Policy	Somewhat Comprehensive	Recommendation omitted, declined, or reframed
PAO on the sharing of private residential information #6	Q12022	Strengthening the role of user consent. Users should have a quick and effective mechanism to request the removal of private information posted by others. We will consider this implemented when Meta demonstrates in its transparency reports that user requests to remove their information are consistently and promptly actioned. This recommendation is not applicable to official residences of high-ranking government officials.	Content policy	Comprehensive	Meta reported implementation or described as work Meta already does but did not publish information to demonstrate implementation
PAO on the sharing of private residential information #7	Q12022	Improving the clarity of the rules. Meta should better explain, in the text of Facebook’s Privacy Violations policy, when disclosing the city where a residence is located will suffice for the content to be removed, and when disclosing its neighborhood would be required for the same matter (e.g., by specifically referencing the population threshold at which sharing only the city as part of the content will no longer be considered violating). The Board will consider this implemented when Meta modifies its content policies.	Content Policy	Somewhat Comprehensive	Progress reported



PAO on the sharing of private residential information #8	Q12022	Improving the clarity of the rules. Meta should explain, in the text of Facebook’s Privacy Violations policy, its criteria for assessing whether the resident is sufficiently identified in the content. The Board will consider this implemented when Meta modifies its content policies.	Content Policy	Comprehensive	Progress reported
PAO on the sharing of private residential information #9	Q12022	Improving the clarity of the rules. The Board reiterates Recommendation No. 1 from case decision 2021-013-IG-UA that Meta should explain to users that it enforces the Facebook Community Standards on Instagram, with several specific exceptions. The Board notes Meta’s response to these recommendations. While Meta may be taking other actions to comply with the recommendations, the Board recommends Meta update the introduction to the Instagram Community Guidelines (“The Short” Community Guidelines) within 90 days to inform users that if content is considered violating on Facebook, it is also considered violating on Instagram, as stated in the company’s Transparency Center, with some exceptions. Meta should also provide a link to the Privacy Violations Community Standard in the language of the Community Guidelines. The Board will consider this implemented when Meta modifies its content policies.	Content Policy	Comprehensive	Progress reported
PAO on the sharing of private residential information #10	Q12022	Responding more quickly to situations of increased risk. Meta should let users reporting content that may violate the Privacy Violations policy provide additional context about their claim. The Board will consider this implemented when Meta publishes information about its	Enforcement	Somewhat Comprehensive	Progress reported



		appeal processes that demonstrate users may provide this context in appeals.			
PAO on the sharing of private residential information #11	Q12022	Responding more quickly to situations of increased risk. Meta should create a specific channel of communications for victims of doxing (available both for users and non-users) that may be easily accessed, allow the victim to explain in detail their situation and risks the content creates for them, and prompt swift action from the company. Additionally, Meta could provide financial support to organizations that already have hotlines in place. Meta should prioritize action when the impacted person references belonging to a group facing heightened risk to safety in the region where the private residence is located. The Board will consider this implemented when Meta creates the channel and publicly announces how to use it.	Enforcement	Somewhat Comprehensive	Recommendation omitted, declined, or reframed
PAO on the sharing of private residential information #12	Q12022	Responding more quickly to situations of increased risk. Meta should consider the violation of its Privacy Violations policy as “severe,” prompting temporary account suspension, in cases where the sharing of private residential information is clearly related to malicious action that created a risk of violence or harassment. The Board will consider this implemented when Meta updates its Transparency Center description of the strikes system to make clear that some Privacy Violations are severe and may result in account suspension.	Enforcement	Somewhat Comprehensive	Progress reported



PAO on the sharing of private residential information #13	Q12022	Reversing enforcement errors. Meta should give users an opportunity to remove or edit private information within their content following a removal for violation of the Privacy Violations policy (i.e., a threat of harm is present, but the story could be allowed on the platform if the image of residence or other information, such as the address, the city/neighborhood, GPS pin, or the name and picture of the resident was removed). The company could issue a notification of the violation and give the user a short deadline for them to act on the content, during which the content should be made temporarily unavailable. If the user removes/edits the private residential information out of the content within the deadline, the temporary block on the content would be lifted. If not, then the content would remain blocked. The Board will consider this implemented when Meta publishes information about its enforcement processes that demonstrates users are notified of specific policy violations when content is removed and granted a remedial window before the content is permanently deleted.	Enforcement	Comprehensive	Progress reported
PAO on the sharing of private residential information #14	Q12022	Reversing enforcement errors. Meta should let users indicate in their appeals against content removal that their content falls into one of the exceptions to the Privacy Violations policy. The Board will consider this implemented when Meta publishes information about its appeal processes that demonstrates users may provide this information in appeals.	Enforcement	Somewhat Comprehensive	Progress reported



PAO on the sharing of private residential information #15	Q12022	Improving enforcement transparency. Meta should publish quantitative data on the enforcement of the Privacy Violations policy in the company's Community Standards Enforcement Report. The Board will consider this implemented when Meta's transparency report includes Privacy Violations enforcement data.	Transparency	Comprehensive	Recommendation omitted, declined, or reframed
PAO on the sharing of private residential information #16	Q12022	Improving enforcement transparency. Meta should break down data in its transparency reports to indicate the amount of content removed following privacy-related government requests, even if taken down under the Privacy Violations policy and not under local privacy laws. The Board will consider this implemented when Meta's transparency reporting includes all government requests that result in content removal for violating the Privacy Violations policy as a separate category.	Transparency	Comprehensive	Recommendation omitted, declined, or reframed
PAO on the sharing of private residential information #17	Q12022	Improving enforcement transparency. Meta should provide users with more detail on the specific policy of the Privacy Violations Community Standard that their content was found to violate and implement it across all working languages of the company's platforms. The Board will consider this implemented when Meta publishes information and data about user notifications.	Transparency	Comprehensive	Progress reported