

# **Time of assesment of notifications**

### Number of notifications assessed within 24 hours



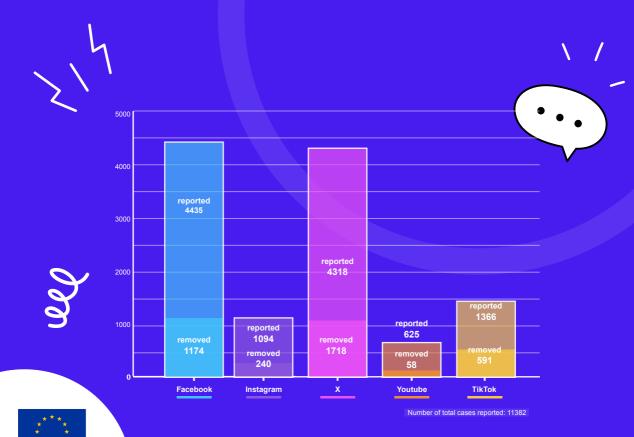




Funded by the European Union



### **Removals per IT company**

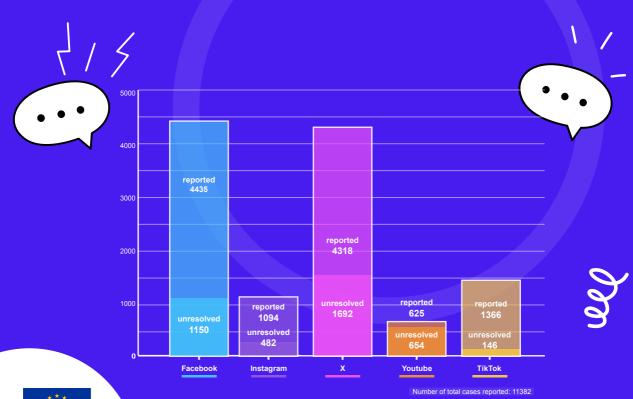


Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union. The European Union cannot be held responsible for them.

Funded by the European Union



# Number of notifications with no feedback





Funded by the European Union



# **Grounds for reporting hate**



Multiple Motives 12% Hatred related to sexual orientation 23%

ee V Antigypsism 12%

Racism 12%



Funded by the European Union



#### Summary

Facebook is becoming increasingly less likely to remove hateful comments reported through a regular user account. Trusted Reporter status remains the primary tool for removing illegal content. In this way, users are discouraged from reporting hateful comments. On YouTube, when a comment is reported, there is no follow-up, no notification is received when a decision is made and it is impossible to request a reassessment. On Facebook, cases submitted for a second review were not reassessed by the platform due to a "reduced number of staff responsible for examining the reports". Twitter has recently started to respond to reports (first with a processing notification and then, in some cases, with a deletion), which was not the case for a long time. TikTok performs the best of the tracked platforms, but there is a drop in removal rate which stands at around 1/3. The hate speech recorded on TikTok profile names is in the form of a direct call to murder based on ethnicity or sexual orientation. All information here is country-specific.



Funded by the European Union

