



California Terms of Service Report

April 1, 2024 (reporting for October 1 – December 31, 2023)

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Introduction

Discord is a real-time messaging service—a chat app—for people to talk and spend time with their friends and communities online. As a messaging service, Discord differs from traditional social media in several important respects. Discord users are in control of their experience and decide with whom they interact and what communities they join. There is no news feed, no endless scrolling, no counting of likes, and no “going viral.” Additionally, Discord does not depend on an advertising network based business model. Discord is free to use for everyone, and builds premium features that users can choose to purchase to confer benefits including larger file uploads, higher quality streams, and additional personalization options. Finally, Discord does not sell user’s personal data. Discord takes care to collect limited information from its users, and does not sell what limited user information it collects.

Given our unique business model, some responses in this report are not directly comparable to those of other reporting companies and are difficult to line up on a direct comparison basis. Discord does not track content removal on a per-piece basis, but instead tracks actions against users or servers. Discord does not track content views or the number of times a piece of content is shared.

We make online safety a priority and invest heavily in content moderation so that our users have a consistently safe and positive experience on Discord. A summary of our 2023 progress in this area can be found here: <https://discord.com/safety/upholding-our-commitment-to-safety-2023-beyond>.

Report

(1) The current version of the terms of service of the social media platform.

Discord’s terms of service are available at <https://discord.com/terms>. They also incorporate Discord’s Community Guidelines,¹ Privacy Policy,² as well as other policies and terms.

(2) If a social media company has filed its first report, a complete and detailed description of any changes to the terms of service since the previous report.

There have been no changes to the terms of service since the previous report.

(3) A statement of whether the current version of the terms of service defines each of the following categories of content, and, if so, the definitions of those categories, including any subcategories:

Discord’s Community Guidelines, available at <https://discord.com/guidelines>, address the following categories, although those Guidelines do not map precisely onto those categories.

¹ <https://discord.com/guidelines>

² <https://discord.com/privacy>

(A) Hate speech or racism.

Discord's Community Guidelines state: "Do not use hate speech or engage in other hateful conduct. This includes the use of hate symbols and claims that deny the history of mass human atrocities.

"We consider hate speech to be any form of expression that either attacks other people or promotes hatred or violence against them based on their protected characteristics.

"We consider the following to be protected characteristics: age; caste; color; disability; ethnicity; family responsibilities; gender; gender identity; housing status; national origin; race; refugee or immigration status; religious affiliation; serious illness; sex; sexual orientation; socioeconomic class and status; source of income; status as a victim of domestic violence, sexual violence, or stalking; and weight and size."

(B) Extremism or radicalization.

Discord's Community Guidelines state: "Do not organize, promote, or support violent extremism. This also includes glorifying violent events or the perpetrators of violent acts, as well as promoting conspiracy theories that could encourage or incite violence against others."

(C) Disinformation or misinformation.

Discord's Community Guidelines state: "Do not share false or misleading information (otherwise known as misinformation). Content that is false, misleading, and can lead to significant risk of physical or societal harm may not be shared on Discord. We may remove content if we reasonably believe its spread could result in damage to physical infrastructure, injury of others, obstruction of participation in civic processes, or the endangerment of public health."

More generally, the Guidelines also require users to "be honest," and state: "Do not misrepresent your identity on Discord in a deceptive or harmful way. This includes creating fake profiles and attempts to impersonate an individual, group, or organization. Do not engage in activities that could damage or compromise the security of an account, network, or system. This includes using deceptive techniques to trick others into revealing sensitive information (phishing), using malicious software (malware), and flooding a target with traffic in order to make a resource unavailable (denial-of-service attacks).

"Do not use or attempt to use Discord to promote, coordinate, or execute financial scams. A financial scam is any intentionally deceptive act taken with the intent to receive an illegal, unethical, or otherwise dishonest gain. This includes but is not limited to: Ponzi schemes, pyramid schemes, advance-fee fraud, market manipulation (including "pump-and-dump" schemes), and romance and employment scams.

"Do not engage in activities that fraudulently generate a profit at the expense of others. This includes facilitating, providing instructions for, and participating in fraud. We do not allow coordinated efforts to defraud businesses, price gouging, forgery, money laundering, or tools that facilitate illegal behavior."

(D) Harassment.

Discord's Community Guidelines, as incorporated in the Terms of Service, state: "Do not promote, coordinate, or engage in harassment. Discord is a platform where everyone can find a place to belong, and harassment prevents users from building healthy communities. We do not allow harassing behavior such as sustained bullying, ban or block evasion, doxxing, or coordinating server joins for the purposes of harassing server members (such as server raiding).

"We also do not allow the coordination, participation, or encouragement of sexual harassment, such as sending unsolicited sexually suggestive content, unwanted sexualization, or attacks on sexual activity."

The Guidelines also state: "Do not threaten to harm another individual or group of people. This includes direct, indirect, and suggestive threats."

(E) Foreign political interference.

Although this category is not explicitly addressed in Discord's Terms of Service or Community Guidelines, Discord's Community Guidelines state: "Do not share false or misleading information (otherwise known as misinformation). Content that is false, misleading, and can lead to significant risk of physical or societal harm may not be shared on Discord. We may remove content if we reasonably believe its spread could result in . . . obstruction of participation in civic processes."

(F) Controlled substance distribution

Although this category is not explicitly addressed in Discord's Terms of Service or Community Guidelines, Discord's Community Guidelines state: "Do not organize, promote, or engage in the selling or facilitation of sales of regulated or potentially dangerous goods. Regulated goods have laws in place that restrict the purchase, sale, trade, or ownership of the goods. Dangerous goods have a reasonable potential to cause real-world, physical harm to individuals."

(4) A detailed description of content moderation practices used by the social media company for that platform, including, but not limited to, all of the following:

(A) Any existing policies intended to address the categories of content described in paragraph (3).

Discord's Hateful Conduct Policy is intended to address hate speech and racism.³

"Discord is a place where people come to hang out with friends. As part of our goal to promote acceptance and inclusivity, we prohibit hate speech, discrimination, and prejudice.

"We prohibit hateful conduct or the use of hate speech while on Discord. This includes the use of hate symbols and the denial of historical mass atrocities. We define hate speech to

³ <https://discord.com/safety/hateful-conduct-policy-explainer>

include any expression that degrades, vilifies, or dehumanizes individuals, incites intense feelings of hostility towards defined groups, or promotes harm based on protected characteristics.

“Protected characteristics at Discord encompass various aspects, such as age; caste; color; disability; ethnicity; family responsibilities; gender; gender identity; housing status; national origin; race; refugee or immigration status; religious affiliation; serious illness; sex; sexual orientation; socioeconomic class and status; source of income; status as a victim of domestic violence, sexual violence, or stalking; as well as weight and size.

“However, we understand that there are nuances and will give exceptions in instances of reclaimed language, satire, educational or documentary purposes. The use of satire must be obvious and we will not allow users to deflect blame retroactively by claiming their statements were made ironically or as a joke.”

Discord’s Violent Extremism Policy is intended to address extremism or radicalization.⁴

“At Discord, we take a firm stance against violent extremism. We do not tolerate the presence or activities of violent extremist organizations and other violent groups, and users are prohibited from using Discord to organize, promote, or support violent extremist activities or beliefs. The term violent extremist organization describes groups that promote a political, ideological, or religious agenda and tolerate, advocate for, or use violence to achieve their goals.

“This policy covers a wide range of actors, such as terrorist groups, violent extremist organizations, and violent hate groups. We also include informal groups or networks, as well as paramilitary and non-state armed groups, that are organized around extremist beliefs under this policy.

“Even if not associated with a violent extremist group, users may not share or promote content associated with these groups or content that advocates for violent extremist beliefs on Discord.

“As one of the highest-harm areas of abuse, violent extremist organizing is also subject to our Off-Platform Behaviors Policy.”⁵

Discord’s Misinformation Policy is intended to address disinformation or misinformation.⁶

“At Discord, we are committed to creating a safe online environment and preventing harm. We prohibit the promotion or organization of communities that share false or misleading health information that is likely to result in harm. This includes anti-vaccination claims, dangerous and unsupported treatments for health issues, distortion of disease information, and any content that may negatively impact resolving public health emergencies. We rely on credible sources for accurate health information – including the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC).

⁴ <https://discord.com/safety/violent-extremism-policy-explainer>

⁵ <https://discord.com/safety/off-platform-behaviors-policy-explainer>

⁶ <https://discord.com/safety/misinformation-policy-explainer>

“While users can share their own personal health experiences on Discord, we prohibit false or misleading health information that is likely to result in harm.

“We are committed to upholding the integrity of civic processes and doing our part to ensure a fair and democratic environment around the world. We don’t allow the posting, promotion, or organization of communities that share false or misleading claims that could disrupt or undermine the civic processes. In addition, we do not tolerate the promotion or organization of attempts to intimidate voters or engage in activities that suppress civic participation.

“A civic process is any procedure run by governments or international political institutions that relies on public participation to make a decision or reach outcomes that impact our society. Examples of civic processes include elections, referendums, and censuses.

“We will remove harmful misinformation about civic processes when we become aware of it. We will determine the truthfulness of claims by looking at independent, third-party sites like PolitiFact, FactCheck.org, and Snopes.”

Discord’s Bullying, Harassment, and Threats Policy is intended to address harassment.⁷

“At Discord, we take a firm stance against harassment and bullying. Bullying and harassment is defined as intentional actions that are meant to cause distress or intimidate individuals. This type of behavior can have serious consequences and cause lasting harm to the victims, as well as those who witness it. We are committed to fostering a positive and inclusive environment on Discord, and we expect all users to treat each other with respect.”

Discord’s Misinformation Policy addresses the sharing of false or misleading claims that could disrupt or undermine civic processes, including when such claims are made by means of foreign political interference.⁸

“We are committed to upholding the integrity of civic processes and doing our part to ensure a fair and democratic environment around the world. We don’t allow the posting, promotion, or organization of communities that share false or misleading claims that could disrupt or undermine the civic processes. In addition, we do not tolerate the promotion or organization of attempts to intimidate voters or engage in activities that suppress civic participation.

“A civic process is any procedure run by governments or international political institutions that relies on public participation to make a decision or reach outcomes that impact our society. Examples of civic processes include elections, referendums, and censuses.

“We will remove harmful misinformation about civic processes when we become aware of it. We will determine the truthfulness of claims by looking at independent, third-party sites like PolitiFact, FactCheck.org, and Snopes.”

⁷ <https://discord.com/safety/bullying-harassment-threats-policy-explainer>

⁸ <https://discord.com/safety/misinformation-policy-explainer>

Discord's Dangerous and Regulated Goods Policy is intended to address Controlled substance distribution.⁹

"Discord prioritizes safety and preventing harm on our platform. Therefore, we do not allow anyone to buy, sell, or trade any potentially dangerous or regulated goods. Dangerous or regulated goods include but are not limited to: firearms; explosives; tactical gear; imitation firearms; illicit drugs; marijuana; alcohol; and tobacco.

"We consider a good to be 'dangerous' if it has reasonable potential to cause or assist in causing real-world, physical harm to individuals, and 'regulated' if there are laws in place that restrict the purchase, sale, trade, or ownership of the good."

(B) How automated content moderation systems enforce terms of service of the social media platform and when these systems involve human review.

Discord does not rely on automated content moderation systems in non-public spaces, otherwise known as Friend spaces,¹⁰ nor does Discord proactively scan the contents of users' communications in those non-public spaces aside from scanning for CSAM material and addressing spam. Friend spaces are invite-only spaces designed to talk and hang out with friends in smaller groups.

When Discord receives a report from a user or trusted flagger, the Trust & Safety team manually looks through the available evidence and gathers as much information as possible.¹¹ The investigation is centered around the reported messages, but can expand if the evidence shows that there is potentially a more significant violation.¹²

Discord does offer some automated content moderation tools to server owners, such as AutoMod,¹³ which allows server owners to access different content filters that can automatically detect – and even block – undesirable and risky content before it is ever posted.

In public spaces, which are Community Servers and Discoverable Servers¹⁴ Discord takes a more proactive and automated approach to enforcing its Terms of Service. Discord uses some automated means to detect violations of policies, including helping server administrators detect and prevent coordinated spamming, and deploying machine learning tools to proactively identify harmful content on the platform and enforce the Terms of Service and Community Guidelines. Discord is experimenting with additional automated content moderation systems to determine their efficacy in supporting Discord's services. For more information, please see this blog post: <https://discord.com/blog/privacy-and-safety-on-discord>.

⁹ <https://discord.com/safety/dangerous-regulated-goods-policy-explainer>

¹⁰ <https://discord.com/blog/privacy-and-safety-on-discord>

¹¹ Discord welcomes reports from all users as well as a network of Trusted Reporters. For more information on Trusted Reporters and Discord's Safety Reporting Network, please see this blog post:

<https://discord.com/safety/safety-reporting-network-commitment>.

¹² <https://discord.com/safety/360043712132-how-we-investigate>

¹³ <https://discord.com/blog/automod-launch-automatic-community-moderation>

¹⁴ <https://discord.com/blog/privacy-and-safety-on-discord>

(C) How the social media company responds to user reports of violations of the terms of service.

When Discord becomes aware of content that violates our Community Guidelines or Terms of Service, our Trust & Safety team reviews and takes the necessary enforcement actions, including: removing content, warning users, warning servers, disabling user accounts, removing servers, and when appropriate, engaging with the appropriate legal authorities.

Discord provides extensive detail about how it enforces its Community Guidelines and Terms of Service in its quarterly Transparency Report, available here:

<https://discord.com/safety-transparency-reports/2023-q4>.

All of Discord's Transparency Reports can be found in its Transparency Hub, available here:

<https://discord.com/safety-transparency>.

(D) How the social media company would remove individual pieces of content, users, or groups that violate the terms of service, or take broader action against individual users or against groups of users that violate the terms of service.

Where it deems appropriate and pursuant to Discord's Terms of Service and Community Guidelines, Discord will remove content, warn users, ban users, remove users from a server, ban a server, ban a server and all its members, or impose alternative remedies where the circumstances warrant.

(E) The languages in which the social media platform does not make terms of service available, but does offer product features, including, but not limited to, menus and prompts.

Discord makes features available in the following languages for which the Terms of Service is available:

Bulgarian, Chinese (Simplified), Chinese (Taiwan), Croatian, Czech, Danish, Dutch, English, English (UK), Finnish, French, German, Greek, Hindi, Hungarian, Italian, Japanese, Korean, Lithuanian, Norwegian, Polish, Portuguese (Brazilian), Romanian, Russian, Spanish (Spain), Spanish (Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese.

Discord also makes features available in the following languages:

Bulgarian, Chinese (Simplified), Chinese (Taiwan), Croatian, Czech, Danish, Dutch, English, English (UK), Finnish, French, German, Greek, Hindi, Hungarian, Italian, Japanese, Korean, Lithuanian, Norwegian, Polish, Portuguese (Brazilian), Romanian, Russian, Spanish (Spain), Spanish (Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese.

(5) (A) Information on content that was flagged by the social media company as content belonging to any of the categories described in paragraph (3), including all of the following:

Discord does not track flagging or actioning by piece of content, but does track actions against individual accounts, servers, and server members, and has provided those numbers below.

(i) The total number of flagged items of content.

As noted above, Discord tracks actions against individual accounts, servers, and server members.

(ii) The total number of actioned items of content.

Discord tracks actions against individual accounts, servers, and server members. The data here is categorized by action taken: warnings (in turn divided by individual accounts, servers, and server members), accounts disabled, and servers removed. Additionally, we are unable to disaggregate our enforcement actions within the broader category to provide numbers exclusive to Controlled substance distribution.

*Discord actions content falling within the category “foreign political interference” under its broader Misinformation Policy. Likewise, Discord actions content falling within the category “controlled substance distribution” under its broader Dangerous and Regulated Goods Policy. For each of these more narrow categories, Discord is unable to disaggregate actioned items of content from actions taken under Discord’s broader policies, and as such cannot provide total numbers for either category.

Individual Accounts Warned	#
Total	2,847
(A) Hate speech or racism	705
(B) Extremism or radicalization	0
(C) Disinformation or misinformation	1
(D) Harassment	2,141
(E) Foreign political interference*	N/A
(F) Controlled substance distribution*	N/A

Servers Warned	#
Total	334
(A) Hate speech or racism	267
(B) Extremism or radicalization	0

(C) Disinformation or misinformation	1
(D) Harassment	66
(E) Foreign political interference*	N/A
(F) Controlled substance distribution*	N/A

Server Member Warnings	#
Total	54,951
(A) Hate speech or racism	19,036
(B) Extremism or radicalization	0
(C) Disinformation or misinformation	3,843
(D) Harassment	32,072
(E) Foreign political interference*	N/A
(F) Controlled substance distribution*	N/A

Accounts Disabled	#
Total	19,761
(A) Hate speech or racism	3,313
(B) Extremism or radicalization	6,109
(C) Disinformation or misinformation	19
(D) Harassment	10,320
(E) Foreign political interference*	N/A
(F) Controlled substance distribution*	N/A

Servers Removed Proactively	#
Total	1,552
(A) Hate speech or racism	646
(B) Extremism or radicalization	613
(C) Disinformation or misinformation	3
(D) Harassment	290

(E) Foreign political interference*	N/A
(F) Controlled substance distribution*	N/A

Servers Removed Reactively	#
Total	295
(A) Hate speech or racism	28
(B) Extremism or radicalization	14
(C) Disinformation or misinformation	1
(D) Harassment	252
(E) Foreign political interference*	N/A
(F) Controlled substance distribution*	N/A

Total Servers Removed	#
Total	1,847
(A) Hate speech or racism	674
(B) Extremism or radicalization	627
(C) Disinformation or misinformation	4
(D) Harassment	542
(E) Foreign political interference*	N/A
(F) Controlled substance distribution*	N/A

(iii) The total number of actioned items of content that resulted in action taken by the social media company against the user or group of users responsible for the content.

Please see above data.

(iv) The total number of actioned items of content that were removed, demonetized, or deprioritized by the social media company.

Discord does not algorithmically recommend content in this way and thus does not demonetize or deprioritize content.

(v) The number of times actioned items of content were viewed by users.

Discord does not track content views.

(vi) The number of times actioned items of content were shared, and the number of users that viewed the content before it was actioned.

Discord does not track content shares.

(vii) The number of times users appealed social media company actions taken on that platform and the number of reversals of social media company actions on appeal disaggregated by each type of action.

Account Action Reason	Appeals Submitted	Appeals Granted
(A) Hate speech or racism	974	23
(B) Extremism or radicalization	986	38
(C) Disinformation or misinformation	0	0
(D) Harassment	4,039	273
(E) Foreign political interference*	N/A	N/A
(F) Controlled substance distribution*	N/A	N/A
Total	5,999	334

(B) All information required by subparagraph (A) shall be disaggregated into the following categories:

(i) The category of content, including any relevant categories described in paragraph (3).

Please see above data.

(ii) The type of content, including, but not limited to, posts, comments, messages, profiles of users, or groups of users.

Discord does not track this information.

(iii) The type of media of the content, including, but not limited to, text, images, and videos.

Discord does not track this information.

(iv) How the content was flagged, including, but not limited to, flagged by company employees or contractors, flagged by artificial intelligence software, flagged by community moderators, flagged by civil society partners, and flagged by users.

Discord does not track this information.

(v) How the content was actioned, including, but not limited to, actioned by company employees or contractors, actioned by artificial intelligence software, actioned by community moderators, actioned by civil society partners, and actioned by users.

Discord does not track this information beyond what is provided above.