



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>.

Consistent with the United States Court of Appeals in X Corp. v Bonta, No. 24-271, 2024 U.S. App. LEXIS 22456 (9th Cir. Sep. 4, 2024) and a preliminary injunction issued by the United States District Court of the Eastern District of California, Discord Inc. has omitted certain sections from this report.

Report

Terms of Service

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.

Since the previous report, Discord has changed portions of the terms of service:

- Included hyperlinked references to named policies to their policy explainer pages
- Clarified language around supporting Discord Quests
- Added language regarding Discord reclaiming usernames
- Added language to clarify user expectations for the use of content they post in servers
- Updated section regarding Discord’s brand and IP rights
- Updated section regarding Discord’s informal dispute resolution clarify procedural expectations and users’ rights
- Conforming changes to align with European Union Digital Services Act obligations

Description of Content Moderation Practices

Discord does not rely on automated content moderation systems in non-public spaces, otherwise known as Friend spaces,³ nor does Discord proactively scan the contents of users’

¹ <https://discord.com/guidelines>

² <https://discord.com/privacy>

³ <https://discord.com/blog/privacy-and-safety-on-discord>

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.⁴ The investigation is centered around the reported messages, but can expand if the evidence shows that there is potentially a more significant violation.⁵

Discord does offer some automated content moderation tools to server owners, such as AutoMod,⁶ 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 Servers⁷ 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>.

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>.

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.

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

⁴ 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>.

⁵ <https://discord.com/safety/360043712132-how-we-investigate>

⁶ <https://discord.com/blog/automod-launch-automatic-community-moderation>

⁷ <https://discord.com/blog/privacy-and-safety-on-discord>

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.