



# California Terms of Service Report

April 1, 2025 (reporting for July 1–December 31, 2024)

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## Introduction

### Latest Response

Discord is a global voice, video, and text communications platform. Our mission is to be the best place for friends to talk and hang out before, during, and after gaming. Unlike social media platforms, Discord users are in control of their experience—they decide with whom they interact and what communities they join (or leave) at any time. Discord users have no public profile. There is no feed, no endless scrolling, no counting of likes, and no “going viral.” Discord is not a service designed to maximize engagement by an algorithm picking and choosing the content users see; rather, Discord emphasizes real-time interaction and connection among friends. Additionally, Discord’s business model differentiates our service from social media platforms. Our primary sources of revenue are the sales of subscriptions and digital goods to our users. Discord is free to use for everyone, and our users can buy subscriptions that provide the ability to upload and send larger files with their messages, stream video in high definition, and personalize the user experience by using custom emoji and digital stickers in conversations with others. 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.

## Report<sup>1</sup>

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

### Latest Response

Discord’s terms of service are available at <https://discord.com/terms>. They also incorporate Discord’s Community Guidelines,<sup>2</sup> Privacy Policy,<sup>3</sup> 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.

### Latest Response

Discord’s terms of service (incorporating its Community Guidelines, Privacy Policy, and other policies and terms) were updated on April 15, 2024. Detailed descriptions of the changes to the terms of service were published to Discord’s [Help Center](#) and to Discord’s [Safety Center](#) on March 15, 2024. Past versions of Discord’s terms of service can be accessed online at our [Terms of Service and Policy Archive](#).

<sup>1</sup> In light of the final judgment issued in *X Corp. v. Bonta*, 2:23-CV-01939-WBS-AC (E.D. Cal. Mar. 4, 2025), this report responds only to the reporting provisions of AB 587 that the court found to be lawful.

<sup>2</sup> <https://discord.com/guidelines>

<sup>3</sup> <https://discord.com/privacy>

### (3) [Intentionally Omitted]

(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) [Intentionally Omitted]

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

#### Latest Response

Discord works hard to proactively identify harmful content and conduct so we can remove it and therefore expose fewer users to it. We work to prioritize the highest harm issues such as child safety or violent extremism.

We use a variety of techniques and technology to identify this behavior, including:

- Image hashing and [machine-learning powered](#) technologies that help us identify known and unknown child sexual abuse material. We report child sexual abuse and other related content and perpetrators to the National Center for Missing & Exploited Children (NCMEC), which works with law enforcement to take appropriate action.
- Machine learning models that use metadata and network patterns to identify bad actors or spaces with harmful content and activity.
- Human-led investigations based on flags from our detection tools or reports.
- Automated moderation ([AutoMod](#)), a server-level feature that empowers community moderation through features like keyword and spam filters that can automatically trigger moderation actions.

In larger communities, we may use automated means to proactively identify harmful content on the platform and enforce our [Terms of Service](#) and [Community Guidelines](#).

If we identify a violation, we then determine the [appropriate intervention](#) based on the content or conduct and take action such as removing the content or suspending a user account. The result of our actions are conveyed to users through our [Warning System](#).

In addition to all the measures we've outlined above, we add layers of protection for teen users.

Our proactive approach for teens has additional layers of safe keeping because we believe in protecting the most vulnerable populations on Discord.

For teens, we may monitor the content or activity associated with teen accounts to identify possible situations of unwanted messages through [Teen Safety Assist](#). For example, if we detect potentially unwanted DM activity directed at a teen account, we may send a [safety alert in on sender](#) to give the

teen account information about how they might handle the situation. (For messages between adults, we do not proactively scan or read the content by default.)

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

### **Latest Response**

When Discord becomes aware of content that violates our Community Guidelines or Terms of Service, our 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 proper authorities.

All users have the ability [to report behavior to Discord](#). User reports are processed by our Safety team for violative behavior so we can take enforcement actions where appropriate. Discord may not review user reports manually or respond to user reports directly.

If the violation happened in a server, users can also reach out to the server's moderators, who may be able to respond immediately and help resolve their concerns.

Discord provides extensive detail about how it enforces its Community Guidelines and Terms of Service in its [Transparency Report](#). All of Discord's Transparency Reports can be found in its [Transparency Hub](#).

(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.

### **Latest Response**

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.

### **Latest Response**

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) [Intentionally Omitted]**