

Goodreads' Q3 and Q4 2025 Terms of Service Report to California's Attorney General

Overview

Goodreads' mission is to help readers discover books they love and get more out of reading. Among other things, Goodreads community members can track the books they're reading, have read, and want to read; receive personalized book recommendations tailored to their literary tastes; and find out if a book is a good fit based on community members' reviews. Goodreads' goal is to keep Goodreads a welcoming place where people can come together to share reviews, participate in discussions, and enjoy interacting with readers and authors.

Our Terms of Service

Goodreads' current terms of service are in the Appendix to this report and available at: [Terms of Use](#), [Community Guidelines](#), and [Rating and Review Guidelines](#). Since the last report, the Review Guidelines were renamed to 'Rating and Review Guidelines' and updated to include rating authenticity standards alongside existing review policies. Goodreads currently makes its terms of service available in English, which is the only language in which it offers product features on its site. Users who access Goodreads through handheld devices may change their language settings to view Goodreads features, such as menus and prompts, in the following languages: Brazilian Portuguese, Chinese, French, German, Italian, Japanese, and Spanish (Android and Kindle E-Readers), as well as Nederlands and Russian (Kindle E-Readers only).

Our Approach to Moderation

Goodreads is committed to ensuring reviews are trustworthy, relevant and authentic for readers and authors. For that reason, Goodreads welcomes a wide variety of reviews—whether positive or negative—but prohibits reviews that violate its guidelines, including reviews that harass readers or authors. Users may not misrepresent their identity, spam or scam, abuse Goodreads' rating system, or use Goodreads to promote a user or their product.

Goodreads relies on a combination of human and automated review to prevent content that violates its terms from appearing on its site. Generally, Goodreads conducts manual review prior to taking action. Goodreads users, including employees, are able to flag content that might violate Goodreads' guidelines and are also able to contact Goodreads via a [contact us form](#) to report any potentially violative content.

Goodreads investigates each report and takes action on content and/or accounts that violate Goodreads policies. The specific enforcement action taken depends on the content type, type of violation, and the reported user's previous history of violations. If Goodreads determines that a piece of content is in violation of its terms, a Goodreads team member will take action by removing or demoting the content. Goodreads may also warn, suspend, or ban a user who posted the violative content.

Appendix

Terms of Use

This Agreement was last revised on April 28, 2021.

Welcome to Goodreads.com, the website and online service of Goodreads LLC (together with its affiliates, "Goodreads" "we," or "us"). This page explains the terms by which you may use our service. By accessing or using the Goodreads services, website and software provided through or in connection with the service ("Service"), you agree on behalf of yourself and all members of your household and others who use this Service under your account ("you" or "your") to be bound by this Terms of Use Agreement, the Goodreads Privacy Policy, the [Amazon.com Conditions of Use](#), and the other applicable rules, policies and terms posted on the Goodreads.com website or provided with the Service (collectively, this "Agreement"), whether or not you are a registered user of our Service.

We reserve the right to amend this Agreement at any time in our sole discretion by posting the revised Agreement on the Goodreads.com website. Your continued use of the Service after any such changes constitutes your acceptance of the revised Agreement. This Agreement applies to all visitors, users, and others who access the Service ("Users").

1. Use of Our Service

Goodreads provides a place for you to discover, track, and talk about books with friends and our community.

You do not have to register in order to visit Goodreads. To access certain features of the Service, though, including creating "bookshelves" to organize what you've read, posting book reviews, and commenting on other members' reviews, you will need to register with Goodreads and create a "Member" account. Your account gives you access to the services and functionality that we may establish and maintain from time to time and in our sole discretion.

You may never use another Member's account without permission. You are responsible for maintaining the confidentiality of your account and password and for restricting access to your account, and you agree to accept responsibility for all activities that occur under your account or password. You agree to notify Goodreads immediately of any breach of security or unauthorized use of your account.

You may change the settings on your My Account page to control your profile and how other members communicate with you. By providing Goodreads your email address you consent to our using the email address in accordance with our [Privacy Policy](#).

Subject to your compliance with this Agreement and your payment of any applicable fees, we grant you a limited, non-exclusive, non-transferable, non-sublicensable license to access and make personal and non-commercial use of the Service. This license does not include any resale or commercial use of any part of the Service, or its contents; any collection and use of any book listings, descriptions, reviews or other material included in the Service; any derivative use of any part of the Service or its contents; any downloading, copying, or other use of account information for the benefit of any third party; or any use of data mining, robots, or similar data gathering and extraction tools. All rights not expressly granted to

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In order to protect our Members from unsolicited advertising or solicitation, Goodreads reserves the right to restrict the number of communications that a Member may send to other Members in any 24-hour period to a number that Goodreads deems appropriate in its sole discretion.

Goodreads may permanently or temporarily terminate, suspend, or otherwise refuse to permit your access to the Service without notice and liability for any reason, including if in Goodreads' sole determination you violate any provision of this Agreement, or for no reason. Upon termination for any reason or no reason, you continue to be bound by this Agreement.

The Service is subject to scheduled and unscheduled service interruptions. All aspects of the Service are subject to change or elimination at Goodreads's sole discretion. You agree that Goodreads will not be liable to you for any interruption of the Service, delay or failure to perform.

You are solely responsible for your interactions with other Goodreads Users. We reserve the right, but have no obligation, to monitor disputes between you and other Users. Goodreads shall have no liability for your interactions with other Users, or for any User's action or inaction.

2. User Content

Some areas of the Service may allow Users to upload, publish, display, link to or otherwise make available (hereinafter, "post") reviews, comments, questions, highlights, and other information including Users' names, voices and likenesses ("User Content"). You are solely responsible for your User Content. You agree not to post User Content that is illegal, obscene, threatening, defamatory, invasive of privacy, infringing of intellectual property rights (including publicity rights), or otherwise injurious to third parties or objectionable, and does not consist of or contain software viruses, political campaigning, commercial solicitation, chain letters, mass mailings, or any form of "spam" or unsolicited commercial electronic messages. You may not use a false e-mail address, impersonate any person or entity, or otherwise mislead as to the origin of content. You hereby represent that you are the owner of all the copyright rights with respect to, or that you have the legal right to post, your User Content, and that you have the power to grant the license granted below. Goodreads reserves the right to monitor, reject and/or remove any User Content at any time. For example, Goodreads may, but is not obligated to, reject and/or remove any User Content that Goodreads believes, in its sole discretion, violates these provisions.

Goodreads takes no responsibility and assumes no liability for any User Content that you or any other Users or third parties post or send over the Service. You understand and agree that any loss or damage of any kind that occurs as a result of the use of any User Content that you post is solely your responsibility. Goodreads is not responsible for any public display or misuse of your User Content. You understand and acknowledge that you may be exposed to User Content that is inaccurate, offensive, indecent, or

objectionable, and you agree that Goodreads shall not be liable for any damages you allege to incur as a result of such User Content. Goodreads may provide tools for you to remove some User Content, but does not guarantee that all or any User Content will be removable.

3. License Grant

By posting any User Content on the Service, you expressly grant to Goodreads a nonexclusive, royalty-free, perpetual, irrevocable, and fully sublicensable right to use, reproduce, modify, adapt, publish, perform, translate, create derivative works from, distribute, and display such content throughout the world in any media. You represent and warrant that you own or otherwise control all of the rights to the content that you post; that the content is accurate; that use of the content you supply does not violate this policy and will not cause injury to any person or entity; and that you will indemnify Goodreads for all claims resulting from content you supply. If you submit User Content via the "My Writing" or "Ebook" features, our [Terms of Use for Writers](#) apply to that User Content.

4. Our Proprietary Rights

Except for your User Content, the Service and all materials therein or transferred thereby, including, without limitation, software, images, text, graphics, illustrations, logos, patents, trademarks, service marks, copyrights, photographs, audio, videos, music, and User Content (the "Goodreads Content"), and all intellectual property Rights related thereto, are the exclusive property of Goodreads and its licensors. Except as explicitly provided herein, nothing in this Agreement shall be deemed to create a license in or under any such intellectual property Rights, and you agree not to sell, license, rent, modify, distribute, copy, reproduce, transmit, publicly display, publicly perform, publish, adapt, edit or create derivative works from any materials or content accessible on the Service. Use of the Goodreads Content or materials on the Service for any purpose not expressly permitted by this Agreement is strictly prohibited.

You may choose to or we may invite you to submit comments or ideas about the Service, including without limitation about how to improve the Service or our products ("Ideas"). By submitting any Idea, you agree that your disclosure is gratuitous, unsolicited and without restriction and will not place Goodreads under any fiduciary or other obligation, and that we are free to use the Idea without any additional compensation to you, and/or to disclose the Idea on a non-confidential basis or otherwise to anyone. You further acknowledge that, by acceptance of your submission, Goodreads does not waive any rights to use similar or related ideas previously known to Goodreads, or developed by its employees, or obtained from sources other than you.

5. Eligibility

This Service is intended solely for Users who are thirteen (13) years of age or older, and any registration, use or access to the Service by anyone under 13 is unauthorized, unlicensed, and in violation of this Agreement. If you are under 18 years of age you may use the Service only if you either are an emancipated minor or possess legal parental or guardian consent, and are fully able and competent to enter into the terms, conditions, obligations, affirmations, representations, and warranties set forth in this Agreement, and to abide by and comply with this Agreement.

6. Paid Services

Billing Policies. Certain aspects of the Service may be provided for a fee or other charge. These fees and charges, if any, are described on the website. If you elect to use paid aspects of the Service, you agree to the pricing, payment and billing policies applicable to such fees and charges, posted at the website. Goodreads may add new services for additional fees and charges, or amend fees and charges for existing services, at any time in its sole discretion.

No Refunds. You may cancel your Goodreads Account at any time; however, there are no refunds for cancellation. As permitted under the terms of this Agreement, Goodreads has the right at any time for any reason or no reason to suspend or terminate your Account, terminate this Agreement, and/or refuse any and all current or future use of the Service without notice, refund, obligation, or liability to you. In the event that Goodreads suspends or terminates your Goodreads Account or this Agreement, you understand and agree that you shall receive no refund or exchange for any unused time on a subscription, any license or subscription fees for any portion of the Service, any content or data associated with your Goodreads Account, or for anything else. You acknowledge that Goodreads has the perpetual and irrevocable right to delete any or all of your content and data from Goodreads's servers and from the Service, whether intentionally or unintentionally, and for any reason or no reason, without any liability of any kind to you or any other party.

7. Copyright Complaints

If you believe that your copyrighted work has been copied in a way that constitutes copyright infringement and is accessible via the Service, please send us the following information:

1. An electronic or physical signature of a person authorized to act on behalf of the copyright owner;
2. A description of the copyrighted work that you claim has been infringed upon;
3. A description of the material that is claimed to be infringing and where it is located on the Service;
4. Your address, telephone number, and e-mail address;
5. A statement that you have a good faith belief that use of the material in the manner complained of is not authorized by the copyright owner, its agent, or law; and
6. A statement, made under penalty of perjury, that the above information is accurate, and that you are the copyright owner or are authorized to act on behalf of the owner.

Goodreads' Copyright Agent for notice of claims of copyright infringement on its site can be reached as follows:

Copyright								Agent
Attn:				DMCA				Notice
Goodreads								LLC
188	Spear	Street,	Suite	250,	San	Francisco,	CA	94105
Email:								copyright@goodreads.com
Telephone:	(415)	373-1500						

Please note that this procedure is exclusively for notifying Goodreads and its affiliates that your copyrighted material has been infringed.

8. Third-Party Websites, Advertisers or Services

Goodreads may contain links to third-party websites, advertisers, or services that are not owned or controlled by Goodreads. Goodreads has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third party websites or services. If you access a third party website from Goodreads, you do so at your own risk, and you understand that this Agreement and Goodreads' Privacy Policy do not apply to your use of such sites. You expressly relieve Goodreads from any and all liability arising from your use of any third-party website or services or third party owned content.

Additionally, your dealings with or participation in promotions of advertisers found on Goodreads, including payment and delivery of goods, and any other terms (such as warranties) are solely between you and such advertisers. You agree that Goodreads shall not be responsible for any loss or damage of any sort relating to your dealings with such advertisers.

We encourage you to be aware of when you leave the Service, and to read the terms and conditions and privacy policy of any third-party website or service that you visit.

9. Indemnity

You agree to defend, indemnify and hold harmless Goodreads and its subsidiaries, agents, managers, and other affiliated companies, and their employees, contractors, agents, officers and directors, from and against any and all claims, damages, obligations, losses, liabilities, costs or debt, and expenses (including but not limited to attorney's fees) arising from: (i) your use of and access to the Service, including any data or content transmitted or received by you; (ii) your violation of any term of this Agreement, including without limitation your breach of any of the representations and warranties above; (iii) your violation of any third-party right, including without limitation any right of privacy, publicity rights or intellectual property rights; (iv) your violation of any law, rule or regulation of the United States or any other country; (v) any claim or damages that arise as a result of any of your User Content or any that are submitted via your account; or (vi) any other party's access and use of the Service with your unique username, password or other appropriate security code.

10. Disclaimers of Warranties and Limitation of Liability

THE SERVICE AND ALL INFORMATION, CONTENT, MATERIALS, PRODUCTS (INCLUDING SOFTWARE) AND OTHER SERVICES INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH THE SERVICE ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS, UNLESS OTHERWISE SPECIFIED IN WRITING. GOODREADS MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AS TO THE OPERATION OF THE SERVICE, OR THE INFORMATION, CONTENT, MATERIALS, PRODUCTS (INCLUDING SOFTWARE) OR OTHER SERVICES INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH THE SERVICE, UNLESS OTHERWISE SPECIFIED IN WRITING. YOU EXPRESSLY AGREE THAT YOUR USE OF THE SERVICE IS AT YOUR SOLE RISK.

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No Waiver. No waiver of any term of this Agreement shall be deemed a further or continuing waiver of such term or any other term, and Goodreads' failure to assert any right or provision under this Agreement shall not constitute a waiver of such right or provision.

Please [contact us](#) with any questions regarding this Agreement.

Community Guidelines

Our Community Guidelines are intended to provide clarity on interactions with all of Goodreads' features and services. Our goal is to keep Goodreads a welcoming place where people can come together to share reviews, participate in discussions, and enjoy interacting with readers and authors. We appreciate all that you contribute to the Goodreads community. Thanks for being a part of it!

COMMUNITY GUIDELINES

Goodreads is a community where you can discuss exactly what brought you here in the first place — books! Our goal is to help you find and share the books you love. We do that in part by maintaining a welcoming space with the help of all our members. These guidelines apply to all areas of community interaction, and by using Goodreads you agree to abide by them.

- We want you to have the best possible experience on Goodreads. The Goodreads community is diverse and passionate. Not everyone shares the same point of view, and that diversity of opinion is what makes Goodreads a great place to share your ideas. Respectful, lively debates are encouraged, but consider the impact of your contributions on individuals and the community as a whole before jumping in.
- Hate speech, bigotry, threats, and ad hominem attacks are not tolerated. Criticizing the opinions of others is permitted, but attacking individuals for their opinions is not.
- You should communicate openly with other members, but spam and self-promotional content are prohibited. Abusing Goodreads features to promote yourself or your product detracts from the experience of others *and* breaks our rules. (Authors can check out [Author Guidelines](#) for specific information on how to interact with readers and use Goodreads.)
- We support original, creative contributions to Goodreads. Where you can add content, go for it. Just make sure it belongs to *you*—plagiarism and copyright infringement are not allowed.
- You are welcome to post images, but images containing nudity, sexually-explicit content, or graphic violence are not allowed.
- Bring your authentic self to Goodreads. Please don't misrepresent your identity or create accounts to harass other members, abuse features, or evade our rules. Spammers and scammers are not welcome.
- Artificially inflating or deflating a book's ratings or reputation violates our rules. This includes activity like creating fake accounts to manipulate book ratings, purchasing reviews, and incentivizing votes, likes, or other actions on Goodreads. It's not just that we don't tolerate this; this kind of behavior ultimately diminishes the community's trust in *you*.
- If you see content that breaks our rules, [report it](#) or [contact us](#). Don't take it upon yourself to correct other people's bad behavior, and don't encourage bad behavior by acknowledging it. Staff members evaluate each flagged item, typically within 72 hours, and take action to

educate members about our rules. If a conversation is deteriorating, you can opt to disengage.

Simply put, add value to the community—don't diminish it. If you're here because you adore books *and* you make it your business to treat others with respect, then welcome to your literary home!

Here are a few disclaimers:

- Goodreads reserves the right to remove content at any time for any reason. It is at our sole discretion to decide when content violates our guidelines.
- The content posted on Goodreads contains individual and subjective opinions. The opinions expressed are those of Goodreads members and not of Goodreads. We do not endorse any of the opinions expressed by members.

For additional information about community interaction in groups, please refer to our [Group Moderator Guidelines](#).

Rating and Review Guidelines

Goodreads is home to some of the most comprehensive book reviews and ratings anywhere. Through their contributions, our passionate, knowledgeable members help others discover their next great reads. These Guidelines aim to ensure the ratings and reviews on Goodreads remain authentic and helpful.

RATINGS AND REVIEWS ON GOODREADS

Goodreads is a place for expressing your honest opinions about books you've read, through both star ratings and written reviews. Your rating should reflect your personal assessment of the book, while your review captures your thoughts about the book and helps others understand the reasoning behind your rating. We encourage you to use the full rating scale thoughtfully and provide context through your reviews when possible.

We believe that you should see the most appropriate, relevant, and thought-provoking reviews and ratings (positive and negative) when you visit a book page. We will not show reviews and ratings that we deem to be inappropriate or not of a high enough level of quality.

We value members' trust and take our stewardship of your ratings and reviews seriously. By default, your ratings and reviews remain on your profile and in your bookshelves. We only remove content in specific, limited situations, which are outlined below.

RATING AND REVIEWING EXPECTATIONS

Your ratings and reviews should reflect your authentic reading experience and the book's content. Our community relies on honest, thoughtful feedback to make informed reading choices. By submitting ratings you confirm that you have read, or attempted to have read, the book you are reviewing.

What We Encourage:

Ratings and reviews based on your reading experience

Thoughtful use of the full rating scale

Evaluations of the book's content, writing, and/or storytelling

Specific examples and/or constructive criticism to support your opinion

Pre-publication ratings and reviews from readers with advance copies

WHAT MAY AFFECT RATING AND REVIEW VISIBILITY OR RESULT IN REMOVAL

Ratings:

Rating books without reading them

Ratings based on factors irrelevant to the contents of the book

Ratings that artificially inflate or deflate a book's average rating

Unusual rating patterns that suggest automated or inauthentic behavior

Reviews:

Harassing, threatening, or hateful content

Reviews motivated by commentary that is irrelevant to the contents of the book

Plagiarized content

Self-promotional reviews

Spam reviews

Reviews that link to a blog or other external site without discussing the book

Undisclosed commercial or paid reviews. If you receive a free copy of a book in exchange for a review, you are required to disclose that in your review

IMPLEMENTATION AND REPORTING

Our updated guidelines apply to all rating and review content. We encourage you to report content, new or old, that you believe may violate these guidelines. Depending on the nature of the violation, we may remove content entirely or limit its visibility to personal profiles only. This approach allows us to maintain both personal reading history and community quality.

And here are a couple of disclaimers:

Goodreads reserves the right to remove a rating or review at any time for any reason. It is at our sole discretion that we decide when a rating or review is against our Guidelines.

The reviews posted on Goodreads are individual and subjective opinions. The opinions expressed in reviews are those of Goodreads members and not of Goodreads LLC. We do not endorse any of the opinions expressed by reviewers.

If we detect unusual rating or reviewing behavior on a book, we might temporarily limit the ability to submit ratings and reviews.