



California Terms of Service Report

California Business and Professions Code, section 22677, subsection (a)
Fourth Quarter, 2023

Date Submitted: March 22, 2024

Submitted to: <<https://oag.ca.gov/node/add/terms-of-service-submission>>

Contact: dpo@nextdoor.com

Period Covering: October 1, 2023 - December 31, 2023

Jurisdiction: Global

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(1) Terms of Service¹

Pursuant to Cal. Biz. & Prof. Code, section 22677, sub (a)(1), Nextdoor’s [“Guidelines & Policies”](#) page (hereafter “terms of service”), links to articles that specify the user behavior and activities that are permitted on Nextdoor, and the user behavior and activities that may subject the user or an item of content to being actioned. Specifically, it links to our [“Community Guidelines”](#) on the appropriate use of Nextdoor, which therein, contains links (and also attached in the Appendix) to our five major guidelines:

1. [“Be respectful to your neighbors”](#)
2. Do not discriminate ([“Policies to prevent racism & discrimination”](#))
3. [“Discuss important topics in the right place”](#)
4. [“Use your true identity”](#)
5. [“Do not engage in harmful activity”](#)

Pursuant to Cal. Biz. & Prof. Code, section 22677, sub (a)(2), there were no changes to our terms of service or moderation policies during the time period covered by this report.

(2) Statement on Specific Categories of Content and Content Moderation Policies to Address Categories of Content

Cal. Biz. & Prof. Code, section 22677, sub (a)(3), (a)(4)(A)

Pursuant to Cal. Biz. & Prof. Code, section 22677, sub (a)(3) and (a)(4)(A), Nextdoor’s terms of service define the following categories of content and include content moderation policies therein:

1. Hate speech or racism: We do not tolerate racism, hateful language, or discrimination of any kind on Nextdoor. For definitions and policies, please see the linked articles:
 - a. [“Policies to prevent racism & discrimination”](#)
 - b. [“Hate & Terror Groups”](#)

¹ Cal. Biz. & Prof. Code, section 22675, sub (f), states: “Terms of service” means a policy or set of policies adopted by a social media company that specifies, at least, the user behavior and activities that are permitted on the internet-based service owned or operated by the social media company, and the user behavior and activities that may subject the user or an item of content to being actioned.”



2. Disinformation or misinformation: for definitions and policies, please see the linked articles:
 - a. [“Do not engage in harmful activity”](#)
 - b. [“Nextdoor’s misinformation policy”](#)
3. Harassment: for definitions and policies, please see the linked articles:
 - a. [“Be respectful to your neighbors”](#)

Nextdoor’s terms of service do not specifically define the following categories of content: extremism or radicalization, or foreign political interference. However, these content types may violate other platform policies. Content moderation data for these content types is not separately tracked.

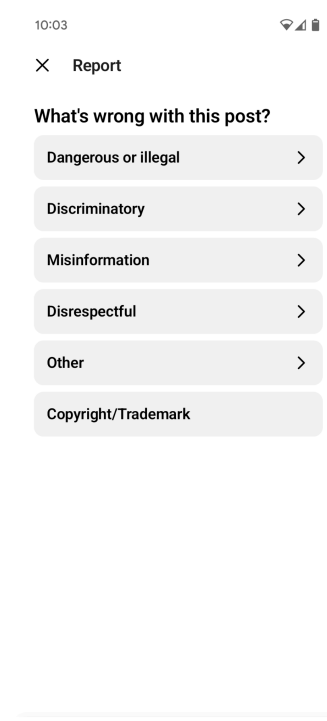
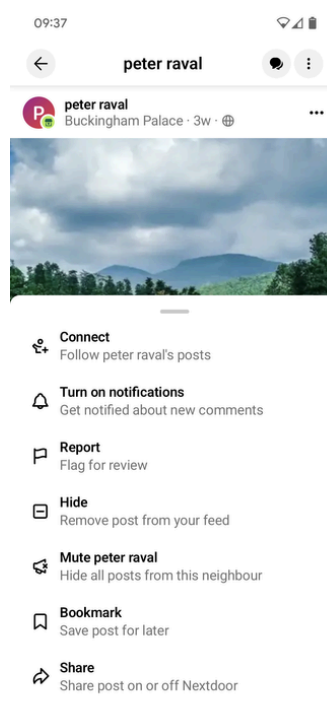
(3) Description of Content Moderation Practices

Cal. Biz. & Prof. Code, section 22677, sub (a)(4)(B)-(E)

Nextdoor makes it easy for neighbors to report content that they believe violates the community guidelines.

https://help.nextdoor.com/s/article/How-to-report-content?language=en_US

1. Locate the content to report.
2. Tap “more” icon (three dots) **⋮** to the right of the author's name on the content.
3. Select “Report”, and then select a reporting reason.
4. If desired, provide an explanation in the free form text box.
5. Tap “Submit report” to submit the report to Nextdoor.



(screenshots take from the Nextdoor Android app)



Nextdoor further dives into how its content moderation systems enforce the terms of service and when these systems are automated and involve human review in “[Nextdoor’s Transparency Report 2023](#)”:

“Any neighbor is able to report content or a neighbor that may violate Nextdoor’s Community Guidelines. For the most part, the Guidelines are enforced by real people who live in the local neighborhoods they moderate. Community moderators are supplemented by paid Nextdoor Operations staff as well as technology [...]

Localized community moderation ensures that conversations on the platform are reflective of the real world and content reports are handled expediently. Our community moderators are volunteers who are active, local Nextdoor neighbors with access to dedicated moderation tools that they use to enforce Nextdoor’s Community Guidelines.

When content is reported by neighbors or detected by our automated systems, community moderators can vote on whether or not they think the content violates the Guidelines. When a consensus is reached by local moderators, our moderation platform takes action in accordance with the recommendation. When local moderators recommend that a piece of content violates the Guidelines and is removed, the content’s author is given the opportunity to review and appeal the decision should they choose.

Though local community moderators review most types of guideline-violating content, reports of certain types of harmful content, like misinformation and discrimination, are sent directly to Nextdoor Operations staff for review and actioning.² In addition, volunteer community moderators have no insight into neighbor account reports, nor do they have any ability to take action on a neighbor’s account. Finally, if a neighbor believes a moderator in their community is not moderating in alignment with Nextdoor’s Community Guidelines, then they are empowered to report them to Nextdoor Operations staff for review. “ [...]

Use of Automation in Moderation: Nextdoor uses a combination of machine-learning models and heuristic-based rules to identify potentially violative content on our platform and automatically generate reports. These content reports are further reviewed by our community moderators prior to a removal decision being made. Fraud cases, however, stand as a unique category where they undergo moderation by automation. Despite the role played by automated moderation within our ecosystem, it's essential to highlight that the majority of reports originate from our neighbors, and nearly all undergo human review. [...]

² Some reports of multi-guideline-violating content are reviewed by both community moderators and our trained Nextdoor Operations staff. When this occurs, a decision by either moderator to remove content is determinative, with appeals available.



In addition, the following five linked articles (and attached in the Appendix) provide detailed information on how Nextdoor responds to user reports of violations of the terms of service and how Nextdoor would remove individual pieces of content, users, or groups that violate the terms of service:

1. [“About moderation”](#)
2. [“How to report a post or comment”](#)
3. [“How to report a neighbor”](#)
4. [“Group admins and moderation”](#)
5. [“Groups and Events Guidelines”](#)

Finally, Nextdoor offers product features and translates its community guidelines to the languages listed in the dropdown in the linked help article [“Community Guidelines”](#)



(4) Charts with Content Moderation Data

Cal. Biz. & Prof. Code, section 22677, sub (a)(5)

Please see the below summary of global content that was flagged and actioned as content belonging to hate speech or racism, harassment, or disinformation or misinformation.

Reporting Reason	Flagged	Actioned	Category
Discriminatory → Racial Profiling	20,693	14,795	Hate Speech or Racism
Discriminatory → Racism, sexism, homophobia or other discrimination	62,522	44,147	Hate Speech or Racism
Discriminatory → Speech that belittles or stereotypes a group of people	141	2	Hate Speech or Racism
Dangerous or illegal → Supporting or promoting a hate or terror group	38,939	22,974	Hate Speech or Racism
Misinformation → Misinformation about an election process or outcome	16,841	2,825	Disinformation or misinformation
Misinformation → Medical misinformation, including vaccines and health emergencies	21,733	12,231	Disinformation or misinformation
Misinformation → Other misinformation or conspiracy theories	42,495	9,511	Disinformation or misinformation
Disrespectful → Uncivil or unkind	791,281	263,968	Harassment



Please see the below table for number of times actioned items were viewed, shared, and the total number of actioned items of content that resulted in action taken by the social media company against the user or groups of users responsible for the content.

Category	Views	Unique Viewers	Shares	Accounts restricted
Disinformation or misinformation	9,610,221	6,326,320	5,699	3,624
Harassment	54,645,888	19,702,760	15,974	14,481
Hate speech or racism	46,616,862	27,088,644	27,457	9,635

Please see the below table for how content was flagged and actioned.

Category	User Flagged	Community Actioned	Auto Flagged	Auto Actioned	Nextdoor Staff Actioned
Disinformation or misinformation	39,331	10,816	42,730	484	13,267
Harassment	791,284	257,741	543,224	961	5,266
Hate speech or racism	122,295	21,187	28,416	705	60,026

Please see the below table for actioned content by content type.

Category	Posts	Comments	Groups	Direct Messages
Disinformation or misinformation	5,044	19,523	2	2
Harassment	235,524	28,444	0	5485
Hate speech or racism	45,761	57,624	4	49



The following table shows actioned content by media type and category.

Category	Only Text	Only Photo	Only Video	Photo + Video
Disinformation or misinformation	22,627	1,801	118	21
Harassment	254,895	8,531	469	73
Hate speech or racism	72,592	8,127	1,002	197

The following table shows the number of times content moderation decisions were appealed and overturned, by category.

Category	Content Moderation Appealed	Content Moderation Overturned
Disinformation or misinformation	1,341	280
Harassment	592	64
Hate speech or racism	6,194	659

(5) Editorial Notes

Nextdoor, in line with other published submissions, has included global data in this report. We've included "Harassment" data in this report as part of our commitment to encouraging Civil conversations. We have linked to Help articles, where in their original context, can be more easily read. And have added the articles linked to in the appendix below.



(6) Appendix

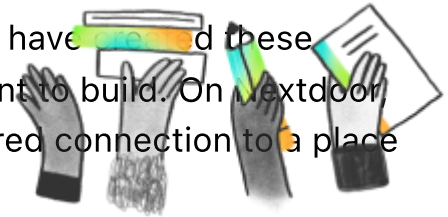
1. ["Guidelines & Policies"](#)
2. ["Community Guidelines"](#)
3. ["Be respectful to your neighbors"](#)
4. Do not discriminate (["Policies to prevent racism & discrimination"](#))
5. ["Discuss important topics in the right place"](#)
6. ["Use your true identity"](#)
7. ["Do not engage in harmful activity"](#)
8. ["Nextdoor's misinformation policy"](#)
9. ["Hate and Terror Groups"](#)
10. ["About moderation"](#)
11. ["How to report a post or comment"](#)
12. ["How to report a neighbor"](#)
13. ["Group admins and moderation"](#)
14. ["Groups and Events Guidelines"](#)



Search for help

Guidelines & policies

We want everyone to feel welcome on Nextdoor, and we have created these Guidelines to define the values of the community we want to build. On Nextdoor you're connected not by a shared preference, but a shared connection to a place your neighborhood. Let's build a strong one together.



Community Guidelines ^

[Community Guidelines \(/s/article/community-guidelines\)](/s/article/community-guidelines)

[Discuss important topics in the right place \(/s/article/Be-helpful-in-conversations\)](/s/article/Be-helpful-in-conversations)

[Be respectful to your neighbors \(/s/article/Be-respectful-to-your-neighbors\)](/s/article/Be-respectful-to-your-neighbors)

[Policies to prevent racism & discrimination \(/s/article/Do-not-discriminate\)](/s/article/Do-not-discriminate)

[Do not engage in harmful activity \(/s/article/Do-not-engage-in-harmful-activity\)](/s/article/Do-not-engage-in-harmful-activity)

[Use your true identity \(/s/article/use-your-true-identity\)](/s/article/use-your-true-identity)

[Community Guidelines Updates - October 2021 \(/s/article/Community-Guidelines-Updates-2021\)](/s/article/Community-Guidelines-Updates-2021)

[About the kind neighbor pledge \(/s/article/About-the-member-pledge\)](/s/article/About-the-member-pledge)

[Groups and Events Guidelines \(/s/article/Groups-and-Events-Guidelines\)](/s/article/Groups-and-Events-Guidelines)

What's allowed v

Handling conflicts



Account privacy



Online safety



Top Articles

Business page policy and posting guidelines
(/s/article/Business-posting-guidelines)

Use your true identity
(/s/article/use-your-true-identity)

Do not engage in harmful activity
(/s/article/Do-not-engage-in-harmful-activity)

Guidelines: For Sale and Free
(/s/article/Best-practices-For-Sale-Free)

Promoting a business or service on Nextdoor
(/s/article/Promoting-a-business-or-service-on-Nextdoor)

Nextdoor

[About \(/about_us/\)](#)

[News \(/press/\)](#)

[Media Assets \(https://about.nextdoor.com/us-media/\)](https://about.nextdoor.com/us-media/)

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[Blog \(https://blog.nextdoor.com/\)](https://blog.nextdoor.com/)

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[Help \(/help/\)](#)

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[Brands & Agencies](#)

Neighbors

[Get Started \(/choose_address/\)](#)

[Events \(/events/calendar/\)](#)

[Neighborhoods \(/find-neighborhood/\)](#)

[Guidelines \(/neighborhood_guidelines/#guidelines\)](#)

[2023 Neighborhood Faves \(/favorites\)](#)

[Anti-Racism Resources](#)

[\(https://about.nextdoor.com/antiracism/\)](https://about.nextdoor.com/antiracism/)

[Crisis Hub \(https://about.nextdoor.com/us/crisis-hub/\)](https://about.nextdoor.com/us/crisis-hub/)

Industries

[Home & Garden \(https://business.nextdoor.com/en-us/small-business/industry/home-garden\)](https://business.nextdoor.com/en-us/small-business/industry/home-garden)

[Real Estate \(https://business.nextdoor.com/en-us/small-business/industry/real-estate\)](https://business.nextdoor.com/en-us/small-business/industry/real-estate)

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Community Guidelines

We're glad you're here.

We want everyone to feel welcome on Nextdoor, and we have created these Guidelines to define the values of the community we want to build. On Nextdoor, you're connected not by a shared preference, but a shared connection to a place — your neighborhood. Let's build a strong one together.



1. (https://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en_US) [Be respectful to your neighbors](https://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en_US) (http://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en_US)

You're speaking to your real neighbors. Strong communities are built on strong relationships.

2. (https://help.nextdoor.com/s/article/Do-not-discriminate?language=en_US) [Do not discriminate](https://help.nextdoor.com/s/article/Do-not-discriminate?language=en_US) (http://help.nextdoor.com/s/article/Do-not-discriminate?language=en_US)

We do not tolerate racism, hateful language, or discrimination of any kind.

3. (https://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en_US) [Discuss important topics in the right place](https://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en_US) (http://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en_US)

We have policies and dedicated spaces for important non-local topics, such as national politics.

4. (<https://help.nextdoor.com/s/article/use-your-true-identity>) [Use your true identity](https://help.nextdoor.com/s/article/use-your-true-identity) (<http://help.nextdoor.com/s/article/use-your-true-identity>)

Nextdoor is built on trust — we want everyone to know they're communicating with their real neighbor, and therefore require you to use your true identity.

5. (https://help.nextdoor.com/s/article/Do-not-engage-in-harmful-activity?language=en_US) **Do not engage in harmful activity** (http://help.nextdoor.com/s/article/Do-not-engage-in-harmful-activity?language=en_US)

We prohibit any activity that could hurt someone, from physical harm to scams.

You, our neighbors who make up Nextdoor, play a key role in neighborhood [moderation](https://help.nextdoor.com/s/article/About-moderation?language=en_US) (https://help.nextdoor.com/s/article/About-moderation?language=en_US) by reporting content or neighbors that violate these Guidelines. Please remember that disagreeing with a post is not a reason to report it. This slows down our ability to remove content that is truly abusive and to create a platform where everyone feels welcome.

ADDITIONAL POLICY RESOURCES

- [Member Agreement](https://nextdoor.com/member_agreement/) (https://nextdoor.com/member_agreement/)
- [Privacy Policy](https://nextdoor.com/privacy_policy/) (https://nextdoor.com/privacy_policy/)

Did this article help you?

Yes

No

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[Contact us](https://help.nextdoor.com/s/article/contact-us?language=en_US&article=https://help.nextdoor.com/s/article/community-guidelines?language=en_US) ([/s/authcontactus?language=en_US&article=https://help.nextdoor.com/s/article/community-guidelines?language=en_US](https://help.nextdoor.com/s/article/contact-us?language=en_US&article=https://help.nextdoor.com/s/article/community-guidelines?language=en_US))

Categories

Getting started



Using Nextdoor



Guidelines & policies



[Community Guidelines](#)

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Related articles

Community Guidelines for Public Agencies

([/s/article/Community-Guidelines-for-Public-Agencies-and-Service-Providers](https://help.nextdoor.com/s/article/Community-Guidelines-for-Public-Agencies-and-Service-Providers))

Community Guidelines Updates - October 2021

([/s/article/Community-Guidelines-Updates-2021](https://help.nextdoor.com/s/article/Community-Guidelines-Updates-2021))

Community Guidelines, Leads, and Section 230 of the CDA

([/s/article/Section-230-of-the-CDA](https://help.nextdoor.com/s/article/Section-230-of-the-CDA))

We'd like your feedback

Business page policy and posting guidelines

(/s/article/Business-posting-guidelines)

About Business Posts (for neighbors)

(/s/article/About-business-posts-for-neighbors)

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(/businesses/)

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(https://business.nextdoor.com/us/small-business/neighborhood-faves)

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(/professional-services)

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(https://business.nextdoor.com/en-us/small-business/industry/home-garden)

Real Estate

(https://business.nextdoor.com/en-us/small-business/industry/real-estate)

Professional Services

(https://business.nextdoor.com/en-us/small-business/industry/professional-services)

Be respectful to your neighbors

The Community Guidelines describe behaviors that are and are not allowed on Nextdoor. Violations of these guidelines may result in removal of content or [loss access to Nextdoor.](https://help.nextdoor.com/s/article/Disabled-account?language=en_US) (https://help.nextdoor.com/s/article/Disabled-account?language=en_US).

You're speaking to your real neighbors. Strong communities are built on strong relationships.

- [1. Civil conversations](#)
- [2. Public shaming](#)

Civil conversations

We encourage neighbors to have conversations about the issues that matter to them in a way that is constructive, civil, and builds community. You can, of course, think what you like, but on Nextdoor, conversations must remain civil. This is not always easy because we care passionately about the places we call home – our neighborhoods. If you are angry about something a neighbor has said or done, take a deep breath, count to ten, and then come back to post something thoughtful and constructive.

	Allowed?
Attacking, berating, bullying, belittling, insulting, harassing, threatening, trolling, or swearing at others or their views even if you really disagree with them. This includes communication within a group or via direct message.	✗
Posting about your concerns with community moderation in the main newsfeed. For example, about why your content was reported, or removed	✗
Stating your view, opinion, or disagreeing with someone in a civil and respectful manner.	✓
Using direct messages to resolve personal disputes, or better yet, getting together in person to resolve the matter amicably.	✓
Continuing to contact a neighbor after they've requested that you stop.	✗

Tips for civil conversations

Every neighbor should feel welcome, safe, and respected when using Nextdoor.

Disagreements aren't easy, but we can learn a lot from them. We encourage neighbors to approach multi-perspective discussions with compassion and empathy.

Follow these guidelines for disagreeing respectfully:

- **Be mindful of how you participate.** Ask yourself before you engage if your words will effect change, understanding, and empathy in your community.
- **Respectfully challenge the idea, not the person.** Focus on the facts or ideas you want to communicate, without attacking the person.
- **Don't make assumptions.** When you're unsure about something someone has said, ask for clarification and be willing to listen to the response.

- **Avoid generalizing or over-simplifying.** Being too general may overshadow the heart of the matter and appear as insensitive.
- **Acknowledge common ground.** Even if you don't wholeheartedly agree with someone, if you can appreciate something they've said or done, let them know.
- **Encourage understanding.** If you are part of a discussion on Nextdoor that has become harmful or offensive, do your part to encourage empathy and understanding.
- **Identify clear actions your community can follow.** Work toward solutions that acknowledge and address the needs and concerns of everyone in your neighborhood.
- **Cite Sources.** If you are sharing data, please include your source for clarity and to help support the discussion with facts.

Our [Community Guidelines](https://help.nextdoor.com/s/article/community-guidelines?language=en_US) (https://help.nextdoor.com/s/article/community-guidelines?language=en_US) are intended to ensure that every neighbor feels welcome, safe, and respected when using Nextdoor. If you see posts or comments that violate these guidelines, please report it so that we may remove it. Keep in mind that disagreeing with a post is not a reason to report it. This slows down our ability to remove content that is truly abusive and to create a platform that can help build stronger communities.

Public shaming

Public shaming has no place on Nextdoor. Whether it's directly or indirectly targeting a neighbor, a public figure, or the victim of a crime, shaming others is harmful and uncivil.

IMPORTANT

If you are concerned about a house, vehicle, or individual engaging in illegal activity, you should call 911 or your local health and human services agency.

Before posting, consider how your post might be received by the people you are posting about, who may also be neighbors of Nextdoor

- If the people involved request that the post be removed, we may remove it.
- If a parent or guardian requests that a photo of a minor be removed from Nextdoor, we may remove it.

	Allowed?
Posting about a safety concern in your neighborhood when you do not know the person involved or how to contact them. Remember to do so in a civil and respectful way.	✓
Writing disparagingly about the victim of a crime or insinuating victim culpability.	✗
Writing a negative review of a service provider after a bad commercial interaction as long as the post is civil and describes the person's experience.	✓
Writing a review of a service provider that contains personal attacks, public shaming, libel or name calling.	✗
Geo-tagging a neighbor's home location without their knowledge or permission for the purposes of humiliation, shaming, or complaining.	✗

NOTES

- If the people involved request that the post be removed, we may remove it. If a parent or guardian requests that a photo of a minor be removed from Nextdoor, we may remove it.
- Criticizing a service provider because of a bad commercial interaction does not constitute public shaming (even if a specific

person is identified) as long as the post is civil, describes the person's experience, and does not include libel or name calling.

Removed content and disabled accounts

- If you believe your content was removed in error, you may [submit an appeal](https://help.nextdoor.com/s/article/About-content-hidden-notifications-and-appeals?language=en_US) (https://help.nextdoor.com/s/article/About-content-hidden-notifications-and-appeals?language=en_US).
- If your [account was disabled](https://help.nextdoor.com/s/article/Disabled-account?language=en_US) (https://help.nextdoor.com/s/article/Disabled-account?language=en_US), you'll see a message providing general information on the guideline you may have violated, as well as a link to the Community Guidelines where you can learn more about our related policies. If you have questions about your account status or which content may have violated guidelines, please contact us, [here](https://help.nextdoor.com/s/contactus?language=en_US&subCat=My%20account%20is%20disabled&cat=My%20account) (https://help.nextdoor.com/s/contactus?language=en_US&subCat=My%20account%20is%20disabled&cat=My%20account).

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[Contact us](/s/authcontactus?language=en_US&article=https://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en_US) (/s/authcontactus?language=en_US&article=https://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en_US)

Categories

Getting started



Using Nextdoor



Guidelines & policies



[Community Guidelines](#)

[What's allowed](#)

[Handling conflicts](#)

[Account privacy](#)

[Online safety](#)

Related articles

How to discuss fireworks with your neighbors

(/s/article/the-4th-of-july-fireworks-and-nextdoor)

Reasons for reporting content

(/s/article/reasons-for-reporting-content)

Tips for respectful conversations

(/s/article/Facilitating-respectful-conversations)

About Business Posts (for neighbors)

(/s/article/About-business-posts-for-neighbors)

How to invite neighbors

(/s/article/How-to-invite-neighbors)

We'd like your feedback

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Brands & Agencies
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(https://business.nextdoor.com/us-public-agency)
Businesses on Nextdoor
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Search for help

Policies to prevent racism & discrimination

The Community Guidelines describe behaviors that are and are not allowed on Nextdoor. Violations of these guidelines may result in removal of content or [loss of access to Nextdoor](#).
(https://help.nextdoor.com/s/article/Disabled-account?language=en_US)

We do not tolerate racism, hateful language, or discrimination of any kind on Nextdoor. Please review our specific policies:

1. [No racism, discrimination, or hate speech](#)
2. [Support for equality](#)
3. [Permissible terms regarding coronavirus](#)
4. [Our commitment to our neighbors](#)
5. [Removed content and disabled accounts](#)

To learn best practices for discussing issues related to race and discrimination on the Nextdoor app or website, please review the following resources:

- [Real examples for discussing racial equality in a positive manner](#)
(https://help.nextdoor.com/s/article/Support-for-racial-equality-Posting-examples?language=en_US)
- [Nextdoor's recommended resources for understanding racial bias](#)
(<https://about.nextdoor.com/antiracism/>)

No racism, discrimination, or hate speech

People on Nextdoor are your real neighbors, and ALL should feel that they belong. Racism and racial discrimination create an environment of exclusion, intimidation, and fear. No one should feel this way in any neighborhood, but it is particularly harmful if it is the neighborhood in which you live.

We have a strict policy against racist behavior, discrimination, and hate speech of any kind in Nextdoor posts and conversations. While we recently launched an anti-racism notification aimed at [preventing discriminatory language on Nextdoor](#) (<https://blog.nextdoor.com/2021/04/19/nextdoor-launches-anti-racism-notification-to-prevent-discriminatory-language/>), it's still important for neighbors to consider how their words might impact others. **Before posting something that could be interpreted as racist or discriminatory, ask yourself:**

1. How would you feel if someone directed this statement at your child, parent, or significant other?
2. Is this a statement or point of view that you would share at work, in your place of worship, or in a city meeting?
3. Would you state your comment in person to the individual or group of people you are referring to?

Please pause to deeply consider how your words may affect your neighbor. Learn more about [preventing racial profiling](#) (<https://go.us.nextdoor.com/safety/preventing-profiling>).

If you see a Nextdoor post or comment that you believe is discriminatory or racist in nature, please [follow these steps](#) (https://help.nextdoor.com/s/article/How-to-report-content?language=en_US) to report it. If you see a racist post or comment from a neighbor whose behavior is repeatedly or egregiously discriminatory or racist, please [follow these steps](#) (https://help.nextdoor.com/s/article/How-to-report-a-member?language=en_US) to report the individual.

We are committed to removing any content (posts, comments, profile photos) or racist behavior that violate this policy. Furthermore, neighbors repeatedly engaging in this behavior will be subject to temporary or permanent removal from Nextdoor. This behavior includes, but is not limited to:

Racism, discrimination, or insults	
Discriminate against, threaten, or insult individuals or groups based on race, color, ethnicity, immigration status, national origin, religion or faith, sex or gender identity, sexual orientation, housing status, disability, or medical condition.	✗
Assume that someone is engaged in suspicious activity or criminal behavior because of their race or ethnicity. (Learn more about preventing racial profiling (https://go.us.nextdoor.com/safety/preventing-profiling).)	✗
Use negative stereotypes, caricatures, or generalizations about a group of individuals. This includes the use of insulting imagery or memes.	✗
Use slurs, profanity, derogatory racial terms, or other language that reduces an individual's humanity. This includes the use of the dehumanizing terms, "illegals," "illegal aliens," or "aliens" to refer to non-citizens, the use of racial code words (e.g., "Thug" or "Oriental"), as well as the use of derogatory language to refer to people who have a criminal history (e.g., "scum" or "animals").	✗
Deny an individual's gender identity or sexual orientation, or promote support for conversion therapy and related programs.	✗
Hate speech, violence, or threats	
Show or elicit support for hate groups (https://help.nextdoor.com/s/article/Hate-Groups?language=en_US) or people promoting hateful activities.	✗
Promote hate-based conspiracy theories and misinformation (e.g., Holocaust denial or "Antifa is invading the suburbs")	✗
Suggest, show, threaten, or glorify the use of violence — even jokingly — against an individual or a group of individuals.	✗
Attempt to condone or trivialize violence against others — even inadvertently (e.g., "Yeah, but that person is a criminal").	✗
Marginalized groups	
Attack individuals, including public figures, based on their membership in a marginalized or protected group.	✗
Mock or attack the beliefs, sacred symbols, movements, or institutions of marginalized or protected groups	✗

Protected and marginalized groups include: People grouped together based on their actual or perceived race, color, ethnicity, immigration status, national origin, religion or faith, sex or gender identity, sexual orientation, disability or medical condition. It also includes people who are grouped together based on their housing or socio-economic status, age, weight or size, pregnancy or veteran status.

Support for equality

Racial equality

Racism has no place at Nextdoor. We stand in solidarity with neighbors advocating for racial justice and those speaking out against hate. These issues are relevant in neighborhoods everywhere -- that's why we allow conversations in support of Black Lives Matter, Stop Asian Hate, and other movements that advocate for racial equality and civil rights anywhere on Nextdoor as long as they adhere to our [community guidelines](https://help.nextdoor.com/s/topic/0TO36000000c7afGAA/guidelines-policies?cTopic=0TO36000000c7b3GAA&language=en_US) (https://help.nextdoor.com/s/topic/0TO36000000c7afGAA/guidelines-policies?cTopic=0TO36000000c7b3GAA&language=en_US).

Content posted in opposition or as a rebuttal to support for racial equality is counterproductive and harmful. We ask that neighbors be mindful of engaging [constructively](https://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en_US#respectful) in discussions on these issues. While neighbors are free to disagree in civil ways about the policies or tactics advocated by equality movement organizers and supporters, posts and comments intended to undermine their core messages of equality are prohibited. For these reasons:

- Content promoting "All Lives Matter" is prohibited when it's used to diminish racial equality, the Black Lives Matter movement, or Stop Asian Hate.
- Content promoting "Blue Lives Matter" is prohibited when it's used to diminish racial equality or the Black Lives Matter movement, but permitted when used to honor, celebrate, or thank the police for work done in a community.
- Content promoting "White Lives Matter" is prohibited, as it is most commonly associated with white supremacist groups. See our [Hate & Terror Groups](https://help.nextdoor.com/s/article/Hate-Groups?language=en_US) policy for more information.

To learn best practices for discussing issues related to race and discrimination on the Nextdoor app or website, please review the following resources:

- [Real examples for discussing racial equality in a positive manner](https://help.nextdoor.com/s/article/Support-for-racial-equality-Posting-examples?language=en_US) (https://help.nextdoor.com/s/article/Support-for-racial-equality-Posting-examples?language=en_US).
- [Nextdoor's recommended resources for understanding racial bias](https://about.nextdoor.com/antiracism/) (<https://about.nextdoor.com/antiracism/>).

LGBTQIA+ equality

LGBTQIA+ stands as an acronym for the Lesbian, Gay, Bisexual, Transgender, Queer and/or Questioning, Intersex, and Asexual community. Homophobia, biphobia, transphobia, and any other mistreatment, aggression or unkindness shown to people on the basis of their gender and/or sexual orientation is expressly prohibited on Nextdoor. LGBTQIA+ issues have a place in neighborhoods everywhere -- that's why we allow content discussing or celebrating LGBTQIA+ matters anywhere on Nextdoor as long as it adheres to our [community guidelines](https://help.nextdoor.com/s/topic/0TO36000000c7afGAA/guidelines-policies?cTopic=0TO36000000c7b3GAA&language=en_US).

Permissible terms regarding novel coronavirus (COVID-19)

Since the beginning of the novel coronavirus (COVID-19) pandemic, Nextdoor has urged neighbors to follow the guidance of trusted public health officials around the world, including the World Health Organization (WHO).

In accordance with [guidance from the WHO](https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance/naming-the-coronavirus-disease-(covid-2019)-and-the-virus-that-causes-it), we ask that neighbors use the terms "coronavirus" and "COVID-19" when discussing the current pandemic. Messages that refer to the virus or disease in other ways, particularly in ways that may [stigmatize or stereotype a group of people](https://twitter.com/WHO/status/1232070253544382466), are subject to removal.

As a community-building platform, we want all neighbors to feel welcome, safe, and respected when using Nextdoor. This is important in good times and absolutely essential in times of crisis and need.

We encourage neighbors to have thoughtful, respectful discussions about coronavirus/COVID-19. However, stigmas and harmful stereotypes have no place on our platform. We must lead with our purpose now more than ever, to cultivate a kinder world where everyone has a neighborhood to rely on.

Our commitment to our neighbors

Our Community Guidelines were established to ensure all people feel welcome on Nextdoor. We leverage a combination of technology and the human judgment of our neighbors and the Nextdoor Neighborhood Operations team to report and remove content, behavior, and individuals that discriminate or generally make others feel unwelcome.

However, we may not always get this right. Sometimes, this process may fail to remove content that violates our Community Guidelines or it may erroneously remove content that belongs on Nextdoor. If you see either of these situations happening, please report this to

us. We are committed to doing what is right and continuously learning, iterating, and improving along the way.

Removed content and disabled accounts

- If you believe your content was removed in error, you may [submit an appeal](https://help.nextdoor.com/s/article/About-content-hidden-notifications-and-appeals?language=en_US) (https://help.nextdoor.com/s/article/About-content-hidden-notifications-and-appeals?language=en_US).
- If your [account was disabled](https://help.nextdoor.com/s/article/Disabled-account?language=en_US) (https://help.nextdoor.com/s/article/Disabled-account?language=en_US), you'll see a message providing general information on the guideline you may have violated, as well as a link to the Community Guidelines where you can learn more about our related policies. If you have questions about your account status or which content may have violated guidelines, please contact us, [here](https://help.nextdoor.com/s/contactus?language=en_US&subCat=My%20account%20is%20disabled&cat=My%20account) (https://help.nextdoor.com/s/contactus?language=en_US&subCat=My%20account%20is%20disabled&cat=My%20account).

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(/s/article/About-the-anti-racism-notification)

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Discuss important topics in the right place

The Community Guidelines describe behaviors that are and are not allowed on Nextdoor. Violations of these guidelines may result in removal of content or [restricted access to Nextdoor](https://help.nextdoor.com/s/article/Disabled-account?language=en_US) (https://help.nextdoor.com/s/article/Disabled-account?language=en_US).

Nextdoor is a place for neighbors to connect and discuss topics that matter to their local community. We have dedicated spaces for important non-local topics, such as politics and religion.

- 1. [Politics](#)
- 2. [Religion](#)

Politics

Real-world impact often begins in a local community, and Nextdoor is the place where neighbors can discuss these topics in a kind and respectful way. In order to keep conversations local in the main newsfeed, conversations about non-local topics without a local or personal connection, like national partisan politics or international geopolitical issues, may only be discussed in Groups.

It's OK for neighbors to discuss national and internationally-oriented conversations in the main feed if there is a direct local connection, or if the neighbor is sharing a direct personal experience. **These discussions must adhere to all other community guidelines.**

	Allowed anywhere on Nextdoor	Groups
Sharing local events, or peaceful rallies or protests that you support or plan to attend	✓	✓
Sharing a personal experience of how a societal issue affects or has affected you or your community. Please see policies on upholding equality here (https://help.nextdoor.com/s/article/Do-not-discriminate?language=en_US#support).	✓	✓
Stating why you support a particular local cause and/or why you support a local, state, or district candidate running for office. Note: Local candidates are allowed to introduce themselves and their candidacy in the main feed. For more information, see Elections FAQ (https://help.nextdoor.com/s/article/FAQ-Elections-and-politics-on-Nextdoor?language=en_US).	✓	✓
Stating steps people in the community can take to become involved in politics or causes, including how to vote or support causes.	✓	✓
Reposting campaign news, such as announcements of endorsements or fundraising milestones.	✗	✓
Sharing information about campaign fundraisers, requests for campaign donations or the sale of campaign paraphernalia.	✗	✓
Sharing non-local content about national/federal partisan politics, federal legislation or agency work, or international geopolitical issues.	✗	✓

QUICK TIP

When sharing a link with your neighbors about a topic, don't just post the link without a comment. Share with your neighbors what they'll find if they click through, and why you think it's relevant to your community and the discussion.

Groups provide a dedicated space for those who are interested in using Nextdoor for campaign organizing or for discussing national politics or issues with their neighbors. Of course, local and state politics may have dedicated Groups as well.

If you don't see an existing group on a topic you're interested in, [you can start one](https://help.nextdoor.com/s/article/About-Nextdoor-Groups?language=en_US) (https://help.nextdoor.com/s/article/About-Nextdoor-Groups?language=en_US). Conversations within Groups still need to be respectful and civil and comply with our Community Guidelines.

Religion

We know that religion is an important part of many people's lives that they wish to share with like-minded neighbors. We also recognize that some people do not appreciate hearing about their neighbor's religious beliefs. To accommodate both groups, we require that discussions about religion take place in neighbor [created groups](https://help.nextdoor.com/s/article/How-to-create-a-group?) (https://help.nextdoor.com/s/article/How-to-create-a-group?).

Removed content and disabled accounts

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- If your [account was disabled](https://help.nextdoor.com/s/article/Disabled-account?language=en_US) (https://help.nextdoor.com/s/article/Disabled-account?language=en_US), you'll see a message providing general information on the guideline you may have violated, as well as a link to the Community Guidelines where you can learn more about our related policies. If you have questions about your account status or which content may have violated guidelines, please contact us, [here](https://help.nextdoor.com/s/contactus?language=en_US&subCat=My%20account%20is%20disabled&cat=My%20account) (https://help.nextdoor.com/s/contactus?language=en_US&subCat=My%20account%20is%20disabled&cat=My%20account).

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Use your true identity

The Community Guidelines describe behaviors that are and are not allowed on Nextdoor. Violations of these guidelines may result in removal of content or [loss access to Nextdoor](https://help.nextdoor.com/s/article/Disabled-account?language=en_US). (https://help.nextdoor.com/s/article/Disabled-account?language=en_US).

Nextdoor is built on trust — we want everyone to know they're communicating with their real neighbor, and therefore ask you to use your true identity.

1. [Real names](https://help.nextdoor.com/s/article/use-your-true-identity?language=en_US#name) (https://help.nextdoor.com/s/article/use-your-true-identity?language=en_US#name)
2. [Real addresses](https://help.nextdoor.com/s/article/use-your-true-identity?language=en_US#address) (https://help.nextdoor.com/s/article/use-your-true-identity?language=en_US#address)
3. [Your profile and photo](https://help.nextdoor.com/s/article/use-your-true-identity?language=en_US#profile) (https://help.nextdoor.com/s/article/use-your-true-identity?language=en_US#profile)

Real names

Nextdoor's [Member Agreement](https://nextdoor.com/member_agreement/) (https://nextdoor.com/member_agreement/) requires that every neighbor use their full, real name when signing up on Nextdoor. By real name, we mean the first name that you use when introducing yourself to neighbors, friends, and colleagues and your legal last name.

	Allowed?
Using the name of your business or organization as your account name. Business and service information should be added to the About Me section of your personal profile or included on your business page.	✗
Including professional titles or educational degrees in your name. This information can be added to your profile (https://nextdoor.com/profile/).	✗
Adding emoji to your name.	✗
Using a nickname, initials, or shortened version of your name as the first name on your account, as long as it's the name you are known by in the community and not an attempt to obscure your real first name. E.g. If you are known as Bunny Brown or BJ Brown, it would be acceptable for you to use either name rather than Barbara Joe Brown, the name on your birth certificate.	✓

NOTE

Neighbors can use privacy setting options to abbreviate their real last names. See how [here](https://help.nextdoor.com/s/article/Manage-your-privacy-settings?language=en_US) (https://help.nextdoor.com/s/article/Manage-your-privacy-settings?language=en_US).

Real addresses

Nextdoor aims to provide a safe, online space where neighbors can discuss the types of things they'd share in person. To facilitate this sense of trust, membership in a neighborhood is available only to those that reside in or own a home in the community. We also require that all neighbors [verify their address](https://help.nextdoor.com/s/article/How-to-verify-your-address?language=en_US) (https://help.nextdoor.com/s/article/How-to-verify-your-address?language=en_US).

	Allowed?
Registering a personal profile at a business or organizational address.	✗
Registering a personal profile at an address other than your own.	✗
Registering a personal profile at the address of a home you rent.	✓
Registering a personal profile at the address of a home you own.	✓
Registering at a P.O. Box, or other mailing address.	✗
Registering at an address in a neighborhood you are considering moving to (https://nextdoor.com/find-neighborhood/).	✗
Registering a personal profile at the address of a second home you own. See our article on joining at a second address (https://help.nextdoor.com/s/article/how-to-join-nextdoor-at-your-second-home?language=en_US).	✓
Registering a personal profile at the address of rental properties you own.	✓

See our article on [joining at a second address](https://help.nextdoor.com/s/article/how-to-join-nextdoor-at-your-second-home?language=en_US) (https://help.nextdoor.com/s/article/how-to-join-nextdoor-at-your-second-home?language=en_US).

Your profile and photos

One of Nextdoor's goals is to encourage more connections between neighbors in real life. That's why adding photos and completing your profile are so important.

Sharing recent photos and information about yourself on your profile helps strengthen these connections and builds a sense of community. This also helps your neighbors connect you to your presence on Nextdoor when they encounter you on the street, in a park, or at a community meeting.

	Allowed?
Using an alternative, representative profile photo as long as it is appropriate for a general audience.	✓
Not using a profile photo.	✓
Not using a cover photo.	✓
Not completing your profile, or only adding limited information for privacy reasons.	✓
Using a profile or cover photo that is inappropriate or intimidating.	✗
Using a profile or cover photo that you do not have the rights to.	✗
Using a profile or cover photo that is offensive.	✗
Using a profile or cover photo that is promotional	✗

QUICK TIP

Profile fields, except for street name, are optional. You may post only information that you are comfortable sharing. No one will be removed from

We'd like your feedback 

Nextdoor for not completing their profile, but it's more neighborly to add as much information to your profile as you feel comfortable sharing!

Did this article help you?

Yes

No

Can't find what you are looking for?

[Contact us \(/s/authcontactus?language=en_US&article=https://help.nextdoor.com/s/article/use-your-true-identity?language=en_US\)](/s/authcontactus?language=en_US&article=https://help.nextdoor.com/s/article/use-your-true-identity?language=en_US)

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misinformation

Do not engage in harmful activity

The Community Guidelines describe behaviors that are and are not allowed on Nextdoor. Violations of these guidelines may result in removal of content or [loss access to Nextdoor](https://help.nextdoor.com/s/article/Disabled-account?language=en_US). (https://help.nextdoor.com/s/article/Disabled-account?language=en_US).

We prohibit any activity that could hurt someone, from physical harm to scams.

1. [Appropriately report suspicious activity](#)
2. [No threats to the safety of others](#)
3. [No fraud or spam](#)
4. [No illegal or regulated goods or services](#)
5. [No graphic, violent, sexually explicit, or adult content](#)
6. [No violations of privacy](#)
7. [Misinformation](#)

Appropriately report suspicious activity

Describing suspicious activity

Keeping the neighborhood safe is important to our neighbors. You should always call 911 first to report a safety concern.

Nextdoor takes a [strong stand against racial profiling](https://blog.nextdoor.com/2016/08/24/reducing-racial-profiling-on-nextdoor/). We expressly prohibit posts that assume someone is suspicious because of their race or ethnicity, as well as messages with vague descriptions that cast suspicion over an entire race or ethnicity. Such messages are ineffective and harm rather than help communities. You can learn more about the root causes of racial profiling, what Nextdoor is doing to prevent it, and how you can help in our [Preventing Racial Profiling Resource Center](http://us.nextdoor.com/safety/preventing-profiling).

	Allowed?
Posting about a crime about suspicious activity using specific details, like multiple, distinctive characteristics, and describing clothing from head to toe. This helps keep all of your neighbors safe and avoids casting a wide net of suspicion over innocent people of similar race or ethnicity. Learn why full descriptions are so important .	✓
Posts that assume someone is suspicious because of their race or ethnicity.	✗
Posts that give descriptions of individuals that are so vague as to cast suspicion over an entire race or ethnicity.	✗
Identifying a suspect by race and sex alone (including in the subject line of a post).	✗
Posting about crime or suspicious activity in a category other than Safety (or if it is an emergency, using an "urgent alert").	✗

Important! When you see suspicious activity in your neighborhood, please do speak up, but please make sure that what you are reporting is actually suspicious.

Don't assume someone is suspicious because of their race or ethnicity. This is called racial profiling and it is expressly prohibited on Nextdoor. Ask yourself, "Would I be suspicious of this person's behavior if I took race or ethnicity out of the equation?" [Learn more about how to appropriately communicate about crime](https://help.nextdoor.com/s/article/How-to-communicate-a-crime?language=en_US) (https://help.nextdoor.com/s/article/How-to-communicate-a-crime?language=en_US).

No threats to the safety of others

If Nextdoor is contacted regarding imminent danger to a person's safety, we may also report that concern to the relevant authorities. However, contacting Nextdoor is not a substitute for reporting your safety issue to the relevant authorities.

	Allowed?
Threatening someone and/or their pet's safety.	✗
Posting comments that encourage violence against others.	✗
Threatening someone's privacy or security.	✗

If you believe that your physical safety or the safety of another person is at risk, please call 911 or contact the relevant local authorities.

No fraud or spam

Fraudulent content, phishing, or content we deem to be spam is not permitted.

	Allowed?
Posting fraudulent content. Any content that purposefully deceives or misrepresents in order to result in financial or personal gain. This includes but is not limited to incentivized posts or reviews of businesses.	✗
Posting spam. Spam is generally defined as unwanted, unsolicited, and/or repeated actions that negatively affect neighbors and the Nextdoor community. This may include but is not limited to <ul style="list-style-type: none">• Sending large amounts of direct messages to users who are not expecting them• Contacting people with unwanted content or requests• Repeatedly posting the same or similar content• Posting unoriginal/templated content with no personalization or original commentary	✗
Phishing. Phishing is an attempt to access another's account or record their personal information by getting them to enter their login or other sensitive information into a fake website.	✗

No illegal or regulated goods or services

Nextdoor is a family-friendly platform, open to neighbors ages 13 and over. The safety of all our neighbors, young and young-at-heart, is a priority. As a result, we prohibit the purchase, trade, sale or distribution of many items that are commonly known to be age-restricted or government-regulated. [See our list of prohibited goods and services](https://help.nextdoor.com/s/article/List-of-prohibited-goods-and-services?language=en_US). (https://help.nextdoor.com/s/article/List-of-prohibited-goods-and-services?language=en_US).

	Allowed?
Selling, soliciting, or offering any illegal goods or services, even if they do not explicitly appear on the prohibited list.	✗

If you believe that neighbors in your neighborhood are selling items or services that are illegal in your community, please contact the relevant local authorities (and ask them to notify Nextdoor if they believe the messages should be removed).

No graphic, violent, sexually explicit, or adult content

Neighbors come to Nextdoor to receive trusted information, give and get help, and build real-world connections with those nearby. Nextdoor prohibits any content that facilitates, encourages, or coordinates commercial sexual services. Additionally, Nextdoor is not an appropriate place to share content that is graphic, violent, or sexually explicit. People have different sensitivities when it comes to graphic or explicit content, so please post with caution and report if you feel that you've come across content that violates this guideline.


	Allowed?
Posting photos that contain nudity.	✗
Posting sexually explicit or suggestive content.	✗
Sending unwelcome direct messages to hit on or express romantic interest in neighbors.	✗
Posting content that is unnecessarily gruesome, gory, graphic, or violent.	✗

See our [best practices for direct messages](https://help.nextdoor.com/s/article/Best-practices-Private-messages?language=en_US) (https://help.nextdoor.com/s/article/Best-practices-Private-messages?language=en_US).

No violations of privacy

To ensure every neighbor's privacy, do not post or share private information without permission.

	Allowed?
Posting contact information when recommending someone's services. However, if you post someone's personal email addresses, phone number, or physical address and they request that it be removed, we may remove it.	✓
Sharing content outside of Nextdoor by using the built-in share button that appears on some types of posts. You may share public agency posts, business pages, deals, and public events.	✓
Reposting information originally posted on Nextdoor without obtaining the author's permission. This includes reposting or sharing screenshots of content with additional neighborhoods on Nextdoor or outside of Nextdoor.	✗
Posting the content of direct messages sent through Nextdoor without the permission of the sender.	✗
Posting non-public legal documents.	✗
Posting personal contact or account information, such as email addresses, credit cards, or bank information.	✗
Posting a person's legal or medical history, unless there is a compelling public interest served by doing so.	✗

	Allowed?
Posting photos of people in public places. However, if a parent or guardian requests that a photo of a minor be removed from Nextdoor, we may remove it.	

Our guidelines on [public shaming](https://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en_US#shaming) (https://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en_US#shaming) also apply to the posting of information about neighbors. [See posting examples for this guideline.](https://help.nextdoor.com/s/article/posting-examples-privacy?r=1067&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1&other.BulkModifyKnowledge.createDraftVersion) (/s/article/posting-examples-privacy?r=1067&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1&other.BulkModifyKnowledge.createDraftVersion)

Nextdoor's [Privacy Policy](https://nextdoor.com/privacy_policy/) (https://nextdoor.com/privacy_policy/) describes our corporate privacy and security practices.

Misinformation

At Nextdoor, we're committed to the safety of our neighbors and take measures to reduce the spread of misinformation related to critical issues such as [elections](#) and health emergencies. If you come across a post that you believe contains false information related to these topics, please report it to Nextdoor using the steps outlined below.

- [Elections](#)
- [Medical Misinformation](#)
 - [Vaccines, generally](#)
 - [Health emergencies](#)

Elections

To elevate and share accurate information about voting in elections, Nextdoor works in collaboration with non-partisan organizations like Vote.org, local government agencies, and more.

Nextdoor's election misinformation policy prohibits the following:

- False or misleading information that could prevent or discourage people from voting, cause their votes not to be counted, or interfere with the election process.
- Messages that call for or could incite interference with the vote counting process.
- False or misleading claims about the results of an election that could lead to interference with the election process.
- Messages that call for or could incite violence to prevent a peaceful transfer of power or orderly succession.

We will also remove known disinformation about candidates if it falls under the following categories:

- Doctored or fake tweets, quotes, images, or other material from a candidate that is designed to make that candidate seem unfit for office
- Debunked claims about a candidate's citizenship, criminal history or activity, or other personal history designed to make that candidate seem unfit or ineligible for office

Nextdoor uses a combination of technology and neighbor reports to identify and remove content, as appropriate, that violates our election misinformation policy.

Medical Misinformation

Nextdoor's Community Guidelines are designed to earn and retain neighbors' trust by ensuring that content on the platform is authentic, reliable, and useful. Medical misinformation can lead to damaging discourse online, and when left unchecked, can pose a serious threat to public health and be detrimental to communities. As a commitment to neighbor safety, we prohibit medically unsupported health claims that risk public health and safety. This includes but is not limited to the promotion of anti-vaccination advice, false cures, or misinformation about public health emergencies or crises.

Anti-Vaccine Advice

As a commitment to neighbor safety, we prohibit misinformation about vaccines that has the potential to cause harm or threatens public safety. We rely on trusted public health resources to evaluate content that may be misinformation, including the [World Health Organization \(WHO\)](https://www.who.int/) (https://www.who.int/) and the [Centers for Disease Control and Prevention \(CDC\)](http://cdc.gov/) (http://cdc.gov/).

Nextdoor prohibits false or misleading statements and conspiracy theories about vaccines that could prevent or discourage people from receiving vaccines, including claims that:

- Vaccines cause autism;
- Vaccines contain microchips;
- Vaccines cause the diseases for which they're intended to prevent;
- Vaccines contain unsafe toxins that are poisonous or harmful.

Health Emergencies

Neighbors turn to Nextdoor to lend a hand, lean on others when they need help the most and connect with local authorities that provide relevant, real-time information. Nextdoor works closely with government partners, both local and national, to share important, substantiated news and information on evolving health emergencies as well as their corresponding vaccines and treatments.

To ensure that our neighbors receive trustworthy and helpful information, Nextdoor prohibits content that perpetuates false or misleading claims and conspiracy theories about health emergencies, including their causes, cures, and prevention methods that might be harmful to neighbors and communities. Health emergencies are a dynamic situation, and we work to align any action we take with the guidelines of trusted public health officials, including the [World Health Organization \(WHO\)](https://www.who.int/) (https://www.who.int/) and the [Centers for Disease Control and Prevention \(CDC\)](https://www.cdc.gov/) (https://www.cdc.gov/).

Nextdoor's misinformation policy prohibits content such as:

- False or misleading claims and conspiracy theories about COVID-19, including its causes, cures, and prevention methods;
- False or misleading information that could prevent or discourage people from receiving COVID-19 testing, treatment or COVID-19 vaccines;
- Messages that call for or could interfere with the legitimate distribution of COVID-19 testing or COVID-19 vaccines, including fraudulent information around the distribution, safety or efficacy of vaccinations.

PLEASE NOTE

Reports of misinformation are reviewed by Nextdoor staff, not Leads.

How to report misinformation on Nextdoor

Web **iPhone** **Android**

1. Locate the post or reply you want to report in the [Newsfeed](https://nextdoor.com/news_feed/) (https://nextdoor.com/news_feed/).
2. Click the arrow to the right of the author's name on the post.
3. Select **Report post** or **Report comment**.
4. Select **Misinformation**. Click **Next**.
5. On the next screen choose which type of misinformation you are reporting.
6. Fill in the requested information.
7. Click **Submit**.

Removed content and disabled accounts

- If you believe your content was removed in error, you may [submit an appeal](https://help.nextdoor.com/s/article/About-content-removed) (https://help.nextdoor.com/s/article/About-content-removed).

[hidden-notifications-and-appeals?language=en_US](#)).

- If your [account was disabled](#) (https://help.nextdoor.com/s/article/Disabled-account?language=en_US), you'll see a message providing general information on the guideline you may have violated, as well as a link to the Community Guidelines where you can learn more about our related policies. If you have questions about your account status or which content may have violated guidelines, please contact us, [here](#) (https://help.nextdoor.com/s/contactus?language=en_US&subCat=My%20account%20is%20disabled&cat=My%20account).

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Nextdoor's misinformation policy

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NOTE

Reports of misinformation are reviewed by Nextdoor staff, not Leads.

How to report misinformation on Nextdoor

- **Web**
- **iPhone**
- **Android**

1. Locate the post or reply you want to report in the [Newsfeed](https://nextdoor.com/news_feed/) (https://nextdoor.com/news_feed/).
2. Click the arrow to the right of the author's name on the post.
3. Select **Report post** or **Report comment**.
4. Select **Misinformation**. Click **Next**.
5. On the next screen choose which type of misinformation you are reporting.
6. Fill in the requested information.
7. Click **Submit**.

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We'd like your feedback 

Hate & Terror Groups

There is no place on Nextdoor for hate or terror groups. A hate group is an organization that has beliefs or practices that attack or malign a class of people, typically for their immutable characteristics or identity, including race, religion, disability, medical condition, housing status, age, sexual orientation, national origin, immigration status, ethnicity, gender, or gender identity. Terror groups are domestic and international organizations that use violence and terror to further their ideological goals.

Nextdoor prohibits content and groups promoting or displaying support for hate and terror groups or their underlying ideologies. This includes, but is not limited to, hate-related images, language, symbols, acronyms, and abbreviations.

- Examples of hate groups banned by Nextdoor include: American Nazi Party, KKK, Three Percenters, the New Black Panther Party, the boogaloo movement, and Proud Boys.
- Examples of terror groups banned by Nextdoor include: Al Qaeda, the Sovereign Citizen Movement, Kahane Chai, and ISIS.
- Examples of hate-related symbols banned by Nextdoor include swastikas, the Othala rune, the blood drop cross, the Confederate flag, and hangman's noose.

When designating hate and terror groups, Nextdoor may reference lists compiled by organizations such as the [U.S. State Department](https://www.state.gov/foreign-terrorist-organizations/) (<https://www.state.gov/foreign-terrorist-organizations/>), [Southern Poverty Law Center](https://www.splcenter.org/hate-map) (<https://www.splcenter.org/hate-map>) and the [Anti-Defamation League](https://www.adl.org/hate-symbols) (<https://www.adl.org/hate-symbols>).

Reporting

- If you believe that you've come across such content, then please [follow these steps](https://help.nextdoor.com/s/article/How-to-report-content?language=en_US) (https://help.nextdoor.com/s/article/How-to-report-content?language=en_US) to report the content.
- To report a member who is repeatedly or egregiously violating this guideline, please [follow these steps](https://help.nextdoor.com/s/article/How-to-report-a-member?language=en_US) (https://help.nextdoor.com/s/article/How-to-report-a-member?language=en_US).
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About moderation

Connecting with others is a universal human need, and neighborhoods are among some of the most important communities in our lives. Much like a garden requires tending to produce crops, online communities also require patience and care to ensure community members are able to build a sense of belonging and connection with one another.

How moderation works on Nextdoor

Nextdoor uses a blended balance of both technology and human review to detect and take action on content that violates our community guidelines, and terms of service, including:

- Algorithms to proactively detect harmful content;
- Product features that enable all neighbors to report both hurtful and harmful content and people, and distribute to the appropriate teams for review;
- A team of neighborhood volunteers—Leads and Review team members—who have opted-in to vote on content reports leveraging their local knowledge; and
- A team of trained Nextdoor employees who review content and profiles that have been flagged, and take appropriate action to support the neighbors involved.

Most content that is reported from the main newsfeed for violating the community guidelines is initially reviewed by volunteer neighborhood moderators. These volunteers are active Nextdoor neighbors, and have the ability to vote on whether or not they feel a piece of reported content violates the guidelines. Group Admins are responsible for moderating reported posts and comments from their individual groups.

Reports that are more sensitive in nature—misinformation, discrimination, etc.—are sent directly to, and handled by Nextdoor Support to ensure consistent outcomes. In addition, Nextdoor Support is responsible for managing all neighbor and moderator profile reports. Neighborhood moderators will never review another neighbor's profile, and do not have any ability to take action on a neighbor's account.

Appealing a moderation decision

Moderating online conversations is often subjective, and requires context about the relationships between people involved. As such, mistakes can be made.

- **Authors:** Content authors have the opportunity to appeal a removal decision if they feel it has been made in error. Read more: [About content hidden notifications and appeals](https://help.nextdoor.com/s/article/About-content-hidden-notifications-and-appeals?language=en_US) (https://help.nextdoor.com/s/article/About-content-hidden-notifications-and-appeals?language=en_US).
- **Reporters:** If content a neighbor reported was not removed through moderation, they will have the opportunity to appeal the decision. The appeals will be reviewed by a different set of moderators

Reporting neighborhood moderators to Nextdoor

If you're concerned about the behavior of a fellow moderator, or moderator in your area, please report their profile to Nextdoor Support for review. Follow the in-app neighbor profile reporting flow, and use the Biased reporting or moderation reason to report the account. Read more: [How to report a neighbor](https://help.nextdoor.com/s/article/How-to-report-a-member?language=en_US) (https://help.nextdoor.com/s/article/How-to-report-a-member?language=en_US).

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How to report a post or comment

We rely on you, Nextdoor neighbors, Leads and [Review Team members](https://help.nextdoor.com/s/article/Community-Reviewers-and-Moderation?language=en_US) (https://help.nextdoor.com/s/article/Community-Reviewers-and-Moderation?language=en_US) to report content that violates Nextdoor's [Community Guidelines](https://help.nextdoor.com/s/article/community-guidelines) (https://help.nextdoor.com/s/article/community-guidelines) so that it can be reviewed and, in some cases, removed from Nextdoor. See the [reasons you might report content](https://help.nextdoor.com/s/article/reasons-for-reporting-content) (https://help.nextdoor.com/s/article/reasons-for-reporting-content) on Nextdoor.

Please remember that excessive or retaliatory reporting is itself unneighborly and a violation of our Guidelines.

Web **iPhone** **Android**

1. Locate the post or comment you want to report in the [Newsfeed](https://nextdoor.com/news_feed/) (https://nextdoor.com/news_feed/).
2. Click the **'more' icon** (three dots) to the right of the author's name on the post.
3. Select **Report**.
4. Fill in the requested information.
5. Click **Submit report**.

In addition to reporting message, you can also:

- [Hide a post](/s/article/How-to-hide-a-post) (/s/article/How-to-hide-a-post) to remove a discussion from your view of Nextdoor.
- [Mute a neighbor](/s/article/how-to-mute-a-neighbor) (/s/article/how-to-mute-a-neighbor) you don't want to hear from.
- [Turn off notifications](/s/article/How-to-turn-on-off-notifications) (/s/article/How-to-turn-on-off-notifications) for posts you don't want to get notifications about.
- [Report a neighbor](/s/article/How-to-report-a-member) (/s/article/How-to-report-a-member) for behavior or account issues.

What happens after you report a message

After a message is reported, you will receive a notification that the content is under review by a group of local moderators who will vote to remove or keep the content based on the Nextdoor [Community Guidelines](https://help.nextdoor.com/s/article/community-guidelines) (https://help.nextdoor.com/s/article/community-guidelines). In some cases, reported content may be sent directly to the Nextdoor Support team. When a decision has been reached, you'll receive a notification of the status of your report. If the content was not considered a violation of the guidelines, you will have the opportunity to appeal the decision. The appeal will be reviewed by a different set of moderators.

Reporting agency posts

Agencies must adhere to the community guidelines as well as the [Communications policy for public safety agencies](https://help.nextdoor.com/s/article/Public-Safety-Communications-Policy-for-Agencies?language=en_US) (https://help.nextdoor.com/s/article/Public-Safety-Communications-Policy-for-Agencies?language=en_US). If a neighbor sees a post from an agency that violates either policy, they can report the post by selecting the drop down menu in the upper right corner of the post and then select Report post. Reports on agency posts will be reviewed by the Nextdoor team.

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Yes

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[Contact us](/s/authcontactus?language=en_US&article=https://help.nextdoor.com/s/article/How-to-report-content?language=en_US) (/s/authcontactus?language=en_US&article=https://help.nextdoor.com/s/article/How-to-report-content?language=en_US)

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How to report a neighbor

We rely on you, Nextdoor neighbors and Leads, to report neighbors whose behavior is inconsistent with the [Community Guidelines \(/s/article/community-guidelines?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1\)](https://www.nextdoor.com/help-center/article/community-guidelines?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1).

Please report neighbors who:

- Do not **live at** or **own property** at the address listed on their profile
- Use a **fake name** or a **business name**
- Have an **inappropriate profile photo**
- **Engage in Biased reporting or moderation**
- **Demonstrate discrimination or racial profiling**
- Have otherwise **violated** the [Community Guidelines \(/s/article/community-guidelines?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1\)](https://www.nextdoor.com/help-center/article/community-guidelines?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1) through posting problematic content

Web **iPhone** **Android**

1. Click the neighbor's name in the Newsfeed.
2. Click **⋮** in the top right corner of that neighbor's profile--to the right of their name.
3. Select **Report**.
4. In the pop-up window, select a reason for reporting the neighbor.
5. Provide additional details about the report, for example the neighbor's real name, known address, or specific posts or behavior that violate the [Community Guidelines \(/s/article/community-guidelines?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1\)](https://www.nextdoor.com/help-center/article/community-guidelines?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1). [\(/s/article/community-guidelines?r=81&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1\)](https://www.nextdoor.com/help-center/article/community-guidelines?r=81&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1)
6. Click the green **Report** button.

QUICK TIP

If the neighbor you want to report is not in your Nearby Neighborhood, but is part of your Broader Local Area, you won't be able to report them, but you can report their content by clicking the arrow in the top right of their post.

What to expect after reporting a neighbor:

- Reports will be evaluated and resolved by Nextdoor. If we need further information to resolve a report, the Nextdoor Support team will follow up with you. You may also receive a notification letting you know whether or not we took action based on your report.
- Your name will not be disclosed to the reported neighbor.
- The Report button will change to say "Reported." You will not be able to re-report a neighbor until the initial report is resolved.
- If you report a neighbor for having moved or for using an incorrect address, the reported neighbor will have time to either update or confirm their address. If the reported neighbor does not take action, their account will be removed from the neighborhood.

We'd like your feedback ^

- You can also [report content](#) (/s/article/reasons-for-reporting-content?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1), [mute neighbors](#) (/s/article/how-to-mute-a-neighbor?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1), you don't want to hear from, or [hide discussions](#) (/s/article/How-to-hide-a-post?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1), that don't interest you.

Have you been reported?

If your account has been reported and we find that you are in violation of the [Community Guidelines](#) (/s/article/community-guidelines?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1), Nextdoor may take one or more of the following actions:

- Contact you with a warning
- Remove the inappropriate content
- Place your account on read-only access temporarily or permanently
- Disable your account temporarily or permanently

Nextdoor reserves the right to take action on Guideline violations without first reaching out to the neighbor. Learn more about why your account may be disabled, [here](https://help.nextdoor.com/s/article/Disabled-account?language=en_US) (https://help.nextdoor.com/s/article/Disabled-account?language=en_US).

Did this article help you?

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Can't find what you are looking for?

[Contact us](#) (/s/authcontactus?language=en_US&article=https://help.nextdoor.com/s/article/How-to-report-a-member?language=en_US)

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Group admins and moderation

WHAT'S IN THIS ARTICLE?

- [About](#)
- [How to remove a message](#)

About group admins and moderation

Nextdoor's Community Guidelines determine what is allowed on Nextdoor in general, but group admins have the power to decide that some of those guidelines can be relaxed in their groups. See our [Groups guidelines and reporting](https://help.nextdoor.com/s/article/Groups-guidelines-and-reporting) (<https://help.nextdoor.com/s/article/Groups-and-Events-Guidelines>) to learn what guidelines apply to both the main feed and groups and what guidelines can be relaxed in groups.

Group admins can moderate groups by:

- Managing [group settings](https://help.nextdoor.com/s/article/How-to-create-a-group?language=en_US#edit) (https://help.nextdoor.com/s/article/How-to-create-a-group?language=en_US#edit) like the group name, description, and cover photo.
- Removing messages from the group.
- Removing neighbors from the group.
- [Approving membership requests](https://help.nextdoor.com/s/article/add-neighbors-to-a-group?language=en_US) (https://help.nextdoor.com/s/article/add-neighbors-to-a-group?language=en_US) in private groups.

NOTE

Only the group creator can [delete a group](https://help.nextdoor.com/s/article/delete-a-group?language=en_US) (https://help.nextdoor.com/s/article/delete-a-group?language=en_US). If the original creator leaves the group, the next most senior admin can delete the group.

How do I become a group admin?

The creator of the group is automatically the group admin. To become a group admin in a group created by another neighbor, they must make you an admin. You can see who the current admins of a group are by clicking on the number of neighbors in the group and then selecting the "Admins" tab.

How can I as a group admin add additional group admins?

On the group page, select neighbors. Click the ... next to the name of the neighbor you would like to invite to be a group admin and select 'Make (name) a group admin.'

I don't want to be a group admin anymore. How can I step down?

If you are a group admin, you can step down to being a group member by finding your name in the group members list, selecting ... and choosing 'Remove yourself as group admin.' You will need to promote another neighbor to be the group admin before you step down.

Does Nextdoor ever remove group admins?

Yes. Nextdoor may remove group admins (or add additional group admins) for any of the following reasons:

- If a group admin consistently fails to enforce Nextdoor's Community Guidelines or to generally moderate the group.
- If a group admin is not acting on requests to join a private group.
- If a group admin becomes inactive.


- If Nextdoor believes it's in the best interest of the group, neighborhood, or community.

Does Nextdoor ever remove groups?

Yes. The following content/activity is prohibited in both public and private groups, and may result in group removal and/or removal/suspension of a group admin:

- **Inappropriate group names, photos, or descriptions:** Group profiles that contain profanity, hate speech, sexually explicit content or other content that violates Community Guidelines are not allowed.
- **Organizing/promoting violence or harm**
- **Hate speech/hate groups**
- **Impersonation or misrepresentation:** This includes groups pretending to be "official" representations of people, brands, businesses, or organizations, as well as groups using false or misleading group names, photos, or descriptions with the intention of obscuring a group's intended purpose.
- **Promotion of prohibited goods and services:** This includes but is not limited to: gambling, age-restricted substances, alcohol/drug rehabilitation groups, and sexually explicit content or services. See our [list of prohibited goods and services \(/s/article/List-of-prohibited-goods-and-services?r=33&other.BulkModifyKnowledge.createDraftVersion=1\)](/s/article/List-of-prohibited-goods-and-services?r=33&other.BulkModifyKnowledge.createDraftVersion=1).
- **Failure to moderate:** Group admins are expected to moderate their groups and remove content violating Community Guidelines. Lack of moderation or inconsistent moderation may result in group removal or removal of admin status.
- **Best interests of the community:** Nextdoor may remove groups which undermine [Nextdoor's purpose \(https://about.nextdoor.com/\)](https://about.nextdoor.com/).

How to remove a message

1. Navigate to the message you want to remove.
2. Select  in the top right corner of the post.
3. Select the option to **Delete**.

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Can't find what you are looking for?

[Contact us \(/s/authcontactus?language=en_US&article=https://help.nextdoor.com/s/article/moderation-of-groups?language=en_US\)](/s/authcontactus?language=en_US&article=https://help.nextdoor.com/s/article/moderation-of-groups?language=en_US)

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Groups and Events Guidelines

In general, [Nextdoor Community Guidelines](https://help.nextdoor.com/s/article/community-guidelines?language=en_US) (https://help.nextdoor.com/s/article/community-guidelines?language=en_US) apply to groups and events. However, there are two exceptions which are captured below:

Topic	Events	Groups	Newsfeed
Religion	Religious events are permitted if they highlight general information, such as event times, locations, and attire. They may not include religious language or imagery	Discussion is permitted if allowed by Group Admin	Discussion is not permitted. Please see full guideline here (https://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en_US).
Politics	Political events are permitted as long as they adhere to all other Community Guidelines (https://help.nextdoor.com/s/article/community-guidelines?language=en_US). For example, you can post about local peaceful rallies or protests that you support or plan to attend. For more information, see the full politics guideline here (https://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en_US).	Discussion is permitted if allowed by Group Admin	Local and personal experiences regarding politics are permitted. Discussion of national issues should be taken to Groups. Please see full guideline here (https://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en_US).

In addition, group admins have full discretion over what members and messages they choose to allow in their groups, as long as they don't exercise this discretion in a way that violates Nextdoor's [guidelines against discrimination](https://help.nextdoor.com/s/article/Do-not-discriminate?r=29&other.BulkModifyKnowledge.createDraftVersion=1) (https://help.nextdoor.com/s/article/Do-not-discriminate?r=29&other.BulkModifyKnowledge.createDraftVersion=1) or that undermines [Nextdoor's purpose](https://about.nextdoor.com/) (https://about.nextdoor.com/) in other ways.

PLEASE NOTE

It is not against Nextdoor's guidelines to post about events in the main feed without selecting the 'event' post type.

How to report a Group

If an entire group violates the guidelines outlined above or the Community Guidelines, please report it so it can be reviewed by Nextdoor staff.

1. To report a group, click **...** to the right of the group title.
2. Select **Report Group**.
3. After you submit your report, Nextdoor's Support team will review it and take the appropriate action related to the group in question.

How to report an Event

If an event violates the guidelines outlined above or the Community Guidelines, please report it so it can be reviewed by Nextdoor staff.

1. To report an event, click **...** on the upper right corner.
2. Select **Report**.
3. After you submit your report, Nextdoor's Support team will review it and take the appropriate action related to the event in question.

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