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Subject: FLASH REPORT: Call between Commissioner Ylva Johansson and Eric Andersen, General Council and Head of Corporate Affairs at Bytedance/TikTok

FLASH REPORT: Call between Commissioner Ylva Johansson and Eric Andersen, General Council and Head of Corporate Affairs at Bytedance/TikTok

26 October 2021, 15:30 CET

On 26 October a call between Commissioner Johansson and Head of Corporate Affairs at TikTok took place to continue discussion about TikTok's measures and actions to prevent and counter the dissemination of Child Sexual Abuse material, as well as violent extremist and terrorist content online.

The Commissioner underlined the importance of protecting children online, especially when it comes to CSAM, and to increase efforts to implement security by design.

Key points raised by TikTok

- TikTok is not a social media, but rather an entertainment platform that aims at promoting joyful and entertaining content
- Mr Andersen expressed strong interest in cooperating with the EU in preventing the dissemination of CSAM, violent extremist and terrorist content online
- The company is using a safety by design approach and using innovative tools to safeguard users, especially young ones
- TikTok's Trust and Safety team and its European Transparency and Accountability Centre in Dublin work on moderation of harmful content and on the release of transparency reports (which have increased consistently in number in the past year)
- TikTok has a zero tolerance policy towards Child Sexual Abuse material and is also very active in moderating violent extremist and terrorist content
- To safeguard children, TikTok implemented a feature that makes the account of users under 16-year-old private by default. Moreover, users cannot send unsolicited private messages.

- The company is also establishing a Centre of Excellence for security-related research, with personnel with high degree of technical training
- The platform benefits from the use of classifier technology that enables the uncovering of safety issues happening on the platform. The classifiers run in the back of system and automatically send identified harmful content to human moderation teams for review.

[Link](#) to TikTok safety page

[Link](#) to TikTok's Transparency and Accountability Centre



Policy Officer – Prevention of Radicalisation



European Commission

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