

From: [REDACTED]
To: MUSCHEL Laurent (HOME); [REDACTED]; [REDACTED]; HOME NOTIFICATIONS D4; HOME NOTIFICATIONS D3; [REDACTED]; HOME DIR D; HOME LIST D3; [REDACTED]
Subject: FLASH: Meeting with TikTok on TCO and CSA with D3 and D4 on 8th October
Date: vendredi 9 octobre 2020 11:29:11

HOME D3 [REDACTED] and D4 [REDACTED] had a conversation with Tik Tok, at their request.

Tik Tok has recently set up offices in Ireland and UK and wanted to introduce the team and their Public Policy, in particular their trust and safety policy. They have an experienced team that previously worked for Whatsapp and Facebook in Dublin.

Tik Tok had 1 billion videos uploaded in the first 6 months of 2020 and have 100 million users in Europe.

Their community guidelines are extensive and have zero tolerance for violent extremism and child sexual abuse online. The guidelines are developed through consultation with stakeholders, including minority groups Transparency report was published a couple of weeks ago:

<https://www.tiktok.com/safety/resources/transparency-report-2020-1?lang=en>

The policy teams are from different backgrounds, to ensure sensitivities to cultural norms, social values, legal frameworks. There are 10,000 moderators, thousands in the EU, with 500+ people in Dublin office, with native language support for over 30 languages – internal groups specialised in more complex content, to take account of regional and local nuances, for different geographical markets.

Policies to foster trust through proactive measures, including machine learning, video based and behavioural signals, user report, video, audio and image matching (including detection of overlaying mages), human reviews, dedicated experts, controls through the app itself, privacy settings, family settings, and on complex issues like terrorism, they continue to evolve human moderation systems. The detection of hate speech is being further developed i.e. speech recognition. Users can report harmful messages to TikTok, but there is no proactive monitoring. There is no image sharing function in messenger. Some features of TikTok are age restricted: under 16s cannot use direct message function or host livestreams, under 18s cannot send or receive gifts on livestream.

Terrorism, violent extremism is not a huge issue, but there is an increasing interest in the platform from the far right. They have a strong internal designation process, if an individual, group or media agency designated, they will remove all content including new sub-organisations and splinter groups. They partner with NGOs to ensure up to date info about groups and individuals list, and agreed that information from governments on hateful organisations would be useful.

The numbers of detected CSAM are not high for TikTok. During the COVID19 lockdown, the number of new users increased and the volume of CSAM grew proportionally no huge surge was detected. We asked if they can share statistics on detected CSAM. TikTok works with NCMEC, is a member of WPGA and IWF, and intends to partner with INHOPE and the Tech Coalition.

Tik Tok is interested in being member of the EUIF and GIFCT and are waiting for feedback. We

explained that the parameters for membership have to be agreed internally as the Forum also recently expanded to cover CSAM and there are other platforms that are interested in joining.

They made clear that they are cooperating well with law enforcement, including Europol and are positively responding to EU law enforcement requests for data sharing. They stressed that they do not share data with China and that law enforcement requests must be proportionate, as they are willing to provide data limited to specific investigations. They also have an emergency disclosure programme, when there is imminent threat to life, e.g. suicide, child sexual abuse, terrorist incident. It is then not required to have a legal mechanism, but will automatically inform and provide data to law enforcement.

Best,

-----Original Appointment-----

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