

Meeting with [REDACTED]

Location tbc – 20 September 2021, 16:00 - 17:00

MEETING WITH [REDACTED],

[REDACTED] at

ByteDance/TikTok

Scene setter

- [REDACTED]
[REDACTED]
[REDACTED]

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Lines to take

EU Code of conduct on countering illegal hate speech online

- The fight against racism and xenophobia and its manifestations of hate speech is a key priority for this Commission. Hate speech is illegal according to EU law [the 2008 Framework Decision on combating racism and xenophobia] and what is illegal off line should have no place online.

- The voluntary Code of conduct that we started in 2016 is built on two pillars: 1) effective systems to quickly review hate speech notices by users, and remove content when necessary; 2) mechanisms of cooperation between IT Companies and civil society organisations to foster partnerships including in areas such as awareness raising and education.
- I commend TikTok's engagement in tackling hate speech online and appreciate that the company takes its share of responsibility in this common endeavour.
- TikTok scored very well during the monitoring exercise, especially when taking into account that it was the first time that it participated. It removed 80.1% of hate speech encountered (compared to 62.5% average all companies) and it assessed 82.5% of the notifications of hate speech that it received inside 24h (average 81%).
- I encourage TikTok to further strengthen its efforts to combat hate speech online and am open to any suggestion from your side on how the Code of conduct can further be strengthened and facilitate your efforts to combat hate speech online.

- TikTok's participation to the Code is especially important because the platform is **very popular** [it reached 3 billion downloads worldwide], **especially among young people**.
- TikTok engagement against hate speech therefore makes a difference and can improve the protection of these young users, who are particularly vulnerable if exposed to hateful content.
- We look forward to our future cooperation and my services are fully available to support and cooperate with you on this.

BEUC's CPC Alert on TikTok and a follow up action of the CPC network

- I appreciate that TikTok is cooperating constructively with the Commission's services and the CPC network.
- Following the last meeting with DG JUST and CPC authorities on 13 September it was agreed that further improvements need to be made by TikTok to address a number of issues, for instance hidden advertising and the protection of vulnerable consumers, such as minors, on its platform.
- It is of utmost importance that consumers are adequately informed when they are subject to advertising on social media platforms as nowadays, adults, and more importantly teenagers, are more often connected online than before.
- TikTok is particularly popular among children. TikTok must ensure that its online interface is safe and does not prey on the credulity and inexperience of its young users. I am happy to learn that you have decided to implement an AI-driven age assurance mechanism to

ensure that only older children have access to the social media platform.

- DG JUST services remain at your team's disposal for any clarifications they need to advance the action. It is important that the Commission and the network of consumer protection authorities in the Member States receive convincing clarification on the remaining issues by the agreed deadline of 30 September.

DATA PROTECTION CONCERNS – IF NEEDED

- The Commission reminds that any processing of personal data by social networks, such as TikTok, must comply with all requirements of the GDPR. In particular, when the main audience of such network are children.
- In the light of the tragic event in Italy, the Commission observes that there has been interaction between TikTok and the Italian data protection authority about the way how the platform verifies the age of its users. Commission welcomes the efforts of TikTok engaging with the regulator and updating its practices in this regard.
- The Commission observes that the Dutch data protection authority in July has issued a fine against TikTok about not providing data protection information to children in their native language. The Commission welcomes that TikTok has updated its data protection information and are making continues efforts to communicate with its users about the processing personal data in an understandable way.
- The Commission takes note that the Irish Data Protection Commissioner has announced on 14 September the opening of two own-volition inquiries into TikTok: the first one on TikTok's compliance with the GDPR's data protection by design and default requirements as they relate to the processing of personal data in the context of platform settings for users under age 18 and age verification measures for persons under 13; the second one on transfers by TikTok of personal data to China and TikTok's compliance with the GDPR's requirements for transfers of personal data to third countries.

- The Commission welcomes TikTok views about how the privacy and data protection of children can be further improved on the platform.