



10 April 2024

Chair, Women and Equalities Committee  
Rt Hon Caroline Nokes MP  
House of Commons  
London  
SW1A 0AA

By email only

Dear Rt Hon Caroline Nokes MP,

Discord's mission is to be the best communication tool for people to hang out and talk together around playing their favorite games. In order to fulfill that mission, we work hard to create a safe, welcoming, and inclusive space online.

The sharing of non-consensual adult intimate media (hereafter, "NCAIM") is a heinous practice that we do not tolerate on our platform. Discord executives have previously met with the senior leadership team at StopNCII.org to discuss the organization's hash database and other technology used to combat the spread of NCAIM online. Our exploratory discussions focused on how to implement and maximize the efficacy of StopNCII.org's hashes while balancing our users' privacy and safety. We are committed to continuing the ongoing discussions with StopNCII.org and will keep you informed of our progress.

Below we share information about our service and our approach to fighting NCAIM. As we stated in our earlier correspondence, we remain ready to discuss this important issue with you and we are committed to working with you – as well as with those affected by NCAIM, industry peers, and outside experts – to identify solutions.

## **1. Introduction to Discord**

Discord is a global voice, video, and text communications platform. Discord's users interact with the communities they choose to join via "servers," peer-to-peer spaces that enable conversation and sharing. Servers are made up of channels where users communicate by text, voice, and video—a more organized and powerful messaging experience. Text channels allow users to interact via text-based messages, as well as images, GIFs, emojis, and other files. Voice channels allow users to communicate by voice, video, and/or livestream sharing. Users are also able to chat one-on-one via direct messages ("DMs") or in small groups via group direct messages ("GDMs"). Messages are displayed in the order in which they are sent.

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## 2. Discord's approach to fighting NCAIM

At Discord, we take a strong stance against the sharing, distribution, taking, or creation of sexually explicit or sexually suggestive content of other people without their knowledge or consent.

We fight NCAIM holistically through a series of techniques and tools. Our approach includes: (a) our policies prohibiting NCAIM on Discord; (b) our enforcement against NCAIM violations; (c) our work with a diverse group of partners, including outside experts, to identify and remove spaces, content, and users on Discord that we determine have violated our policies prohibiting NCAIM; and (d) our cooperation with law enforcement.

### a) Discord's Community Guidelines prohibit NCAIM

As noted above, Discord does not permit or tolerate the sharing, distribution, taking, or creation of NCAIM, whether it's with a group or one person. Discord's [Community Guidelines](#) – the rules that everyone must follow on Discord – prohibit NCAIM. The Guidelines apply to all parts of the service, including content, behavior, servers, and apps.

Discord's [policy](#) prohibiting NCAIM covers media taken or created without an individual's knowledge or consent (for example, hidden cameras, "creepshots", videos of sexual assault, AI-generated sexual images such as "deepfakes"), as well as media that was originally obtained or created with consent (for example, within the context of a private or intimate relationship, sometimes known as "revenge porn" or "image-based sexual abuse"). In order to protect victims and stop the proliferation of NCAIM, we remove confirmed instances of this content.

Discord also takes the threat to share or distribute NCAIM seriously and will take appropriate action covered under our [Threats Policy](#). This includes the threat to share non-consensual intimate media unless a demand is met, otherwise known as sextortion. This policy covers the content of adults only; content involving minors is addressed through Discord's [Teen and Child Safety Policies](#).

### b) Discord's enforcement against NCAIM violations

**Enforcement Work:** Discord prioritizes enforcement against violations that present harm to our users and our service, including NCAIM. Discord's trust and safety team proactively identifies and actions servers dedicated to distributing NCAIM. When we become aware of such spaces, we swiftly take action, including banning users and shutting down servers.

**In-App Reporting:** Discord users are encouraged to report content they suspect to be NCAIM as well as threats to distribute it within DMs, GDMs, and servers. Reports concerning the highest-harm material, including exploitative content such as NCAIM, are prioritized for review and enforcement. In certain circumstances, reports are escalated to a dedicated team that investigates specific infractions.

**Trust & Safety Specialists:** Discord's Trust & Safety experts are trained to recognize harmful content, and we have teams of specialists dedicated to reviewing categories of content that we have designated as "high-harm", including NCAIM. Discord's commitment to safety is reflected in our staffing decisions: more than 15 percent of our employees work on safety. By way of context, that means our Safety team is larger than our Marketing team.

### **c) Discord's work with partners**

Discord's work to halt the spread of harmful content does not take place in a vacuum; we work closely with industry partners and outside experts to inform and enhance our efforts in this space.

For example, Discord operates a "[Safety Reporting Network](#)," a global partnership of trusted organizations which collaborate directly with Discord's Safety team. Organizations participating in our Safety Reporting Network – including organizations with specific expertise on issues such as NCAIM – identify and report violations of our Community Guidelines. This program helps our team apply a global perspective to our enforcement activity. Members of Discord's Safety Reporting Network have access to a prioritized reporting channel, and, once our Safety team is made aware of a policy violation, we may take a range of actions, including: removing content, banning users, shutting down servers, and when appropriate, engaging with the proper authorities.

In the UK, [SWGFL's Revenge Porn hotline](#) and the [Internet Watch Foundation](#) are part of our network of trusted reporters. Internationally, we work with many other organizations in the broader field of online safety, including the National Center for Missing and Exploited Children ([NCMEC](#)) and [INHOPE](#). We have implemented NCMEC's hash database for CSAM and IWF's hash database.

### **d) Cooperation with law enforcement**

Discord regularly cooperates with law enforcement in the United Kingdom and globally, including EUROPOL, investigating referrals for take down and actioning violations of Discord's prohibition on NCAIM accordingly.

### **3. Discord's ongoing dialogue with Ofcom and other government authorities**

Discord constructively collaborates with governments and regulators around the world, including Ofcom. We have been actively engaging with Ofcom about a wide range of Discord's content moderation practices and policies. We look forward to further conversations around our approach to fighting NCAIM with Ofcom, especially in the context of their upcoming consultation on online gendered violence and abuse.

### **4. Discord's commitment to continually improve our safety work**

Discord is committed to identifying new and innovative ways to fight the spread of NCAIM online, including through technologies, initiatives, and strategic partnerships such as StopNCII.org. We are happy to share additional details about our current work and plans in this area, and to working with policymakers to find effective solutions.

Sincerely,

*Ross LaJeunesse*

Ross LaJeunesse  
Vice President and Global Head of Public Policy