

## **Response from Twitter re allegations regarding its role in amplifying hate speech and facilitating violence in Sri Lanka, as well as Twitter's role generally with exacerbating the spread of false information**

**19 November 2018**

Business & Human Rights Resource Centre invited Twitter to respond to the following blog piece:

- ["Commentary: Tech companies' inability to control fake news exacerbates violent acts,"](#)  
Jennifer Easterday & Hana Ivanhoe, OpenGlobalRights

Twitter sent the following statement:

"Twitter does not permit hateful conduct, abuse, threats of violence, or targeted harassment on our service. These type of behaviors do not encourage free expression or foster open dialogue; they stifle them. As part of our overall health initiative, we are investing resources in personnel, policies, product, and operations to ensure we are promoting conversation and debate that is civic-minded, open, and healthy. We have brought on independent academics from Oxford and Leiden universities to hold our entire approach to account. However, this is not just a Twitter issue, it is a societal one. The polarization of our political and public sphere offline has manifested in new and challenging ways online. We are set up to meet that challenge and it will remain the singular focus for our company in 2019. As our CEO Jack Dorsey stated in front of Congress in the U.S., serving the public conversation means disincentivizing abusive behaviors, removing automated attempts to deceive and promote disinformation at scale, and ensuring that when the public comes to our service, they gain a constructive, informed view of the world's conversation. We all have a part to play in this - we are committed to playing ours."