

Discord Transparency Report: April – June 2023

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At Discord, safety is one of our top priorities and commitments. Approximately 15% of our employees work on a cross-functional team that ensures users have a safe experience and make Discord the best place to hang out with friends.

This Transparency Report, our twelfth since 2019, covers the second quarter of 2023, from April through June. We're proud of the work we do to keep people and communities safe on Discord and hope that these reports, alongside our [Transparency Hub](#) and [Safety Center](#), provide greater insight into this work and give users an easier way to access resources and best practices for staying safe on Discord.

Community Guidelines Enforcement

Discord publishes and maintains a comprehensive set of [Community Guidelines](#) that explains what content and behavior is and isn't allowed on the platform. We invest heavily in proactive efforts to detect and remove abuse before it is viewed or experienced by others. We do this by leveraging advanced tooling, machine learning, and specialized teams, and partnering with external industry experts.

In addition to our proactive efforts, we encourage users, moderators, and trusted reporters to submit reports if they believe an account or server is violating our Community Guidelines. We analyze these reports to determine if the content or behavior violates our Guidelines and may take a number of enforcement actions including but not limited to issuing warnings; removing

content; disabling or removing the accounts and/or servers responsible; and reporting them to law enforcement.

In this report, we are excited to introduce data from our in-app reporting feature. Initially designed to enable our users to easily report spam, we have expanded in-app reporting to enable users across desktop and mobile to report abuse violations from directly within Discord.

This report details the actions Discord has taken on accounts and servers that have violated our [Community Guidelines](#) and [Terms of Service](#).

Actions Taken on Accounts and Servers

Account and Server Warnings

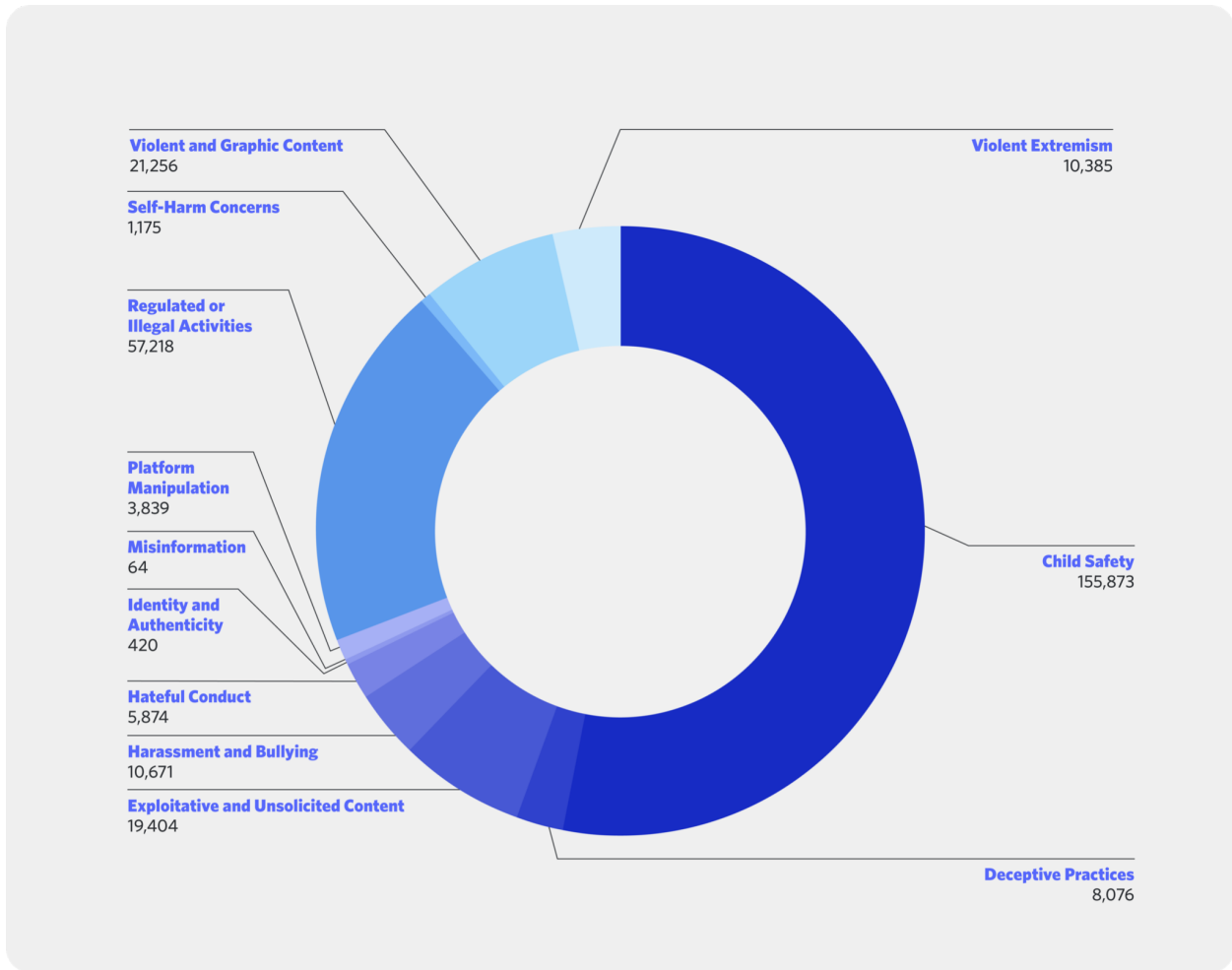
Warning type	Individual Accounts Warned	Servers Warned	Server Members Warned
Child Safety	2,448	173	121,953
Deceptive Practices	93	1	1
Exploitative and Unsolicited Content	7,733	92	1,603,494
Harassment and Bullying	6,392	268	86,590
Hateful Conduct	1,236	500	41,975
Identity and Authenticity	10	1	1
Misinformation	7	24	777
Platform Manipulation	47	13	58
Regulated or Illegal Activities	5	15	938,081
Self-Harm Concerns	89	2	422
Violent and Graphic Content	1,207	211	164,883
Violent Extremism	-	-	-
Total	19,267	1,300	2,958,235

Discord issues warnings with the goal of preventing future violations of our Community Guidelines. For some high-harm issues such as Violent Extremism or Child Sexual Abuse Material (CSAM) – a subcategory of Child Safety – we take direct action to immediately disable the account and remove the content. In the case of CSAM and other types of high-harm Child Safety activity, we also report the account to the [National Center for Missing and Exploited Children](#), who subsequently work with local law enforcement to take appropriate action.

We issue two types of warnings for accounts: Individual Account Warnings, which are issued to individual users, and Server Member Warnings, which target members of a server and may be issued when warning or removing a server from Discord.

We issued **19,267** warnings to individual accounts, an increase of **7.5%** when compared to the previous quarter. The number of warnings issued to servers decreased by **39%** to **1,300**, and warnings issued to server members increased by **90%** to **2,958,235** accounts warned. The largest change and driver of this increase came from Exploitative and Unsolicited Content. An in-depth explanation of these trends can be found in the Enforcement Trend Analysis of this report.

Accounts Disabled



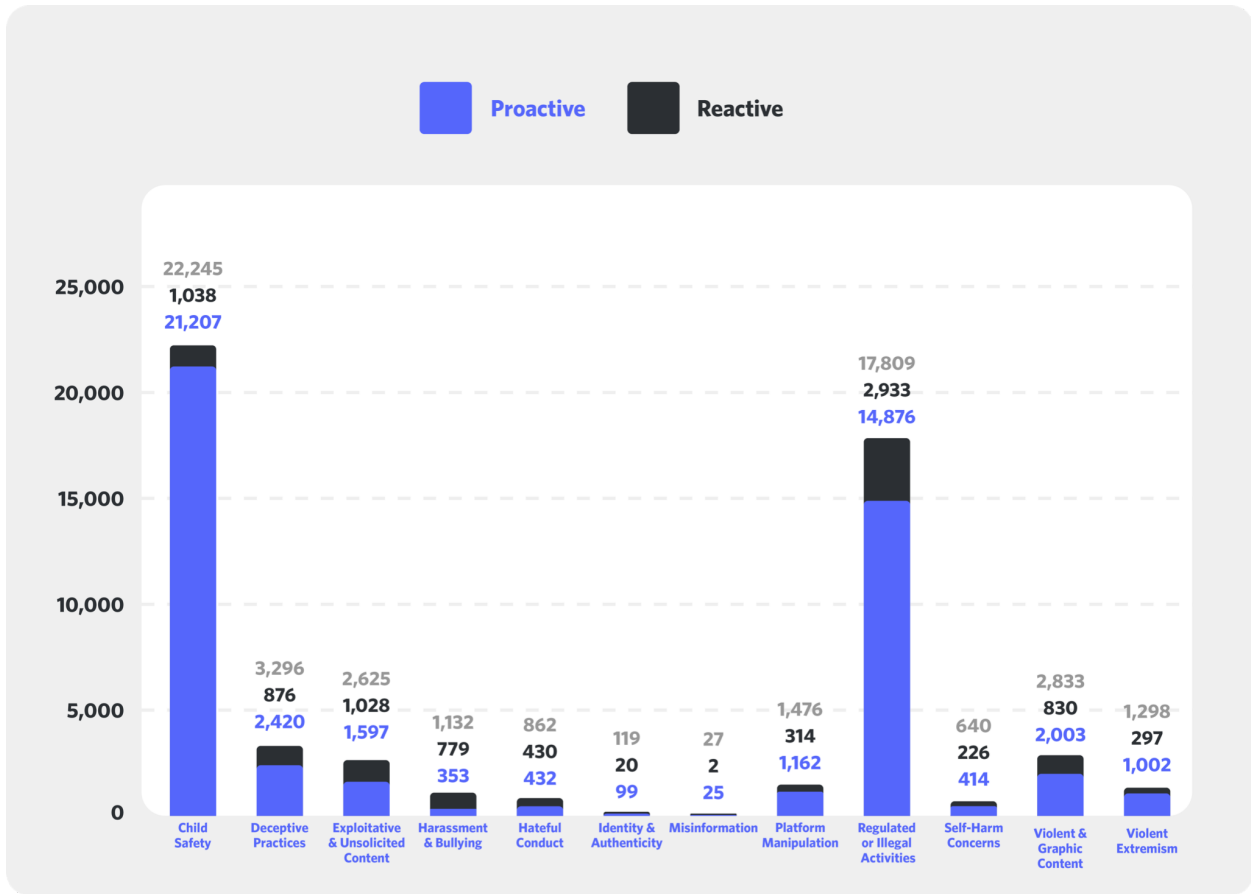
Accounts Disabled Category	Accounts Disabled
Child Safety	155,873
Deceptive Practices	8,076
Exploitative and Unsolicited Content	19,404
Harassment and Bullying	10,671
Hateful Conduct	5,874
Identity and Authenticity	420
Misinformation	64
Platform Manipulation	3,839
Regulated or Illegal Activities	57,218
Self-Harm Concerns	1,175
Violent and Graphic Content	21,256
Violent Extremism	10,385
Total	294,255

We disabled **294,255** accounts for policy violations not including spam, a **69%** increase when compared to the previous quarter.

The two largest categories, Child Safety and Regulated or Illegal Activities, saw the largest change in accounts disabled, with an increase of **184%** and **38%** respectively. An in-depth explanation of these trends can be found in the Enforcement Trend Analysis of this report.

Accounts disabled for spam or spam-related offenses decreased by **25%** to **7,971,335** when compared to the previous quarter.

Servers Removed

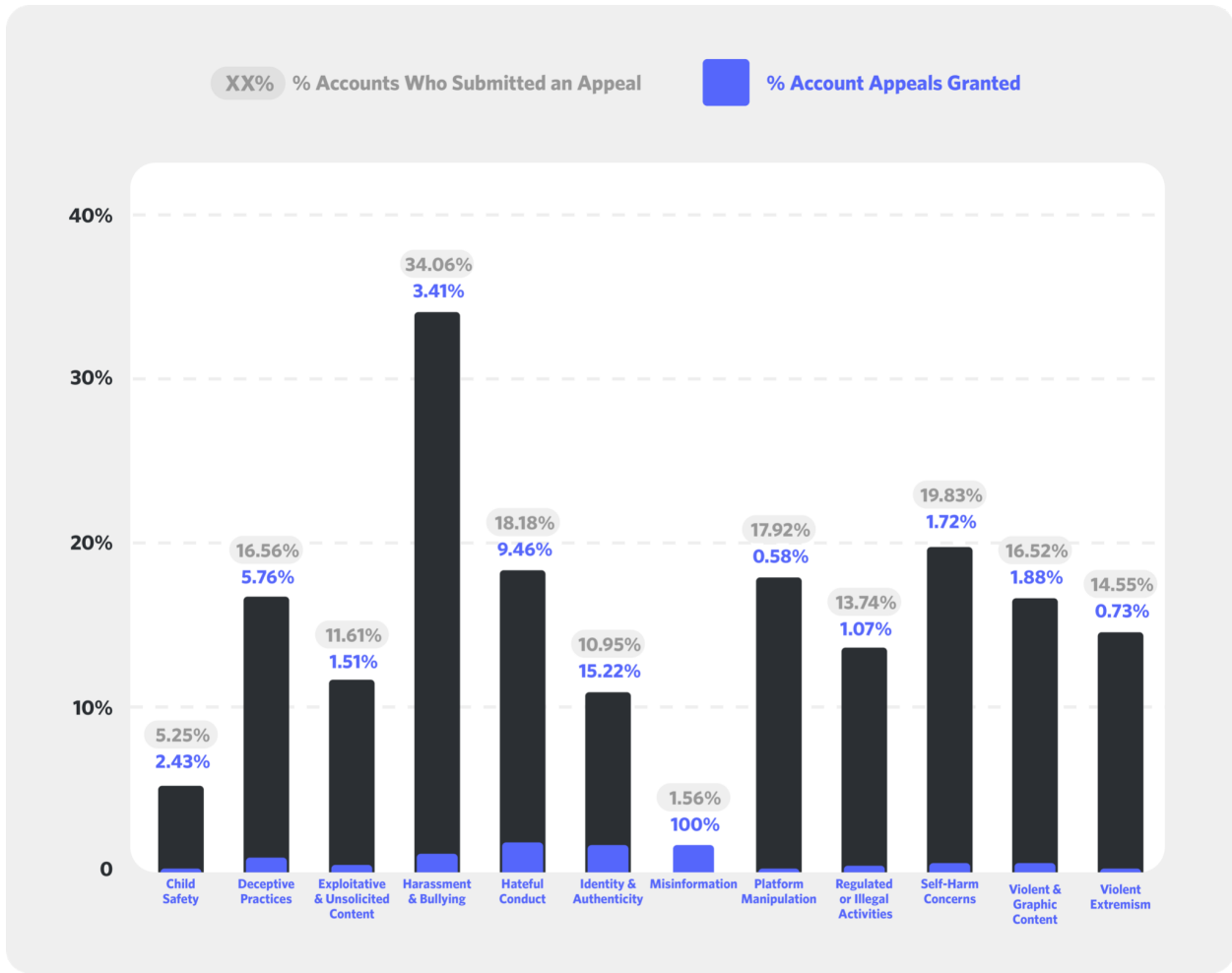


Servers Removed Category	Servers Removed Proactive	Servers Removed Reactive	Total Servers Removed
Child Safety	21,207	1,038	22,245
Deceptive Practices	2,420	876	3,296
Exploitative and Unsolicited Content	1,597	1,028	2,625
Harassment and Bullying	353	779	1,132
Hateful Conduct	432	430	862
Identity and Authenticity	99	20	119
Misinformation	25	2	27
Platform Manipulation	1,162	314	1,476
Regulated or Illegal Activities	14,876	2,933	17,809
Self-Harm Concerns	414	226	640
Violent and Graphic Content	2,003	830	2,833
Violent Extremism	1,002	297	1,298
Total	45,590	8,773	54,362

We removed **54,362** servers, an increase of **57%** from the previous quarter.

We continue to invest in our ability to proactively detect and remove servers before they're reported to us, especially for high-harm categories. Servers removed for Child Safety were removed proactively **95%** of the time, with CSAM servers being removed proactively **99%** of the time. Overall, **84%** of all removed servers were removed proactively.

Appeals



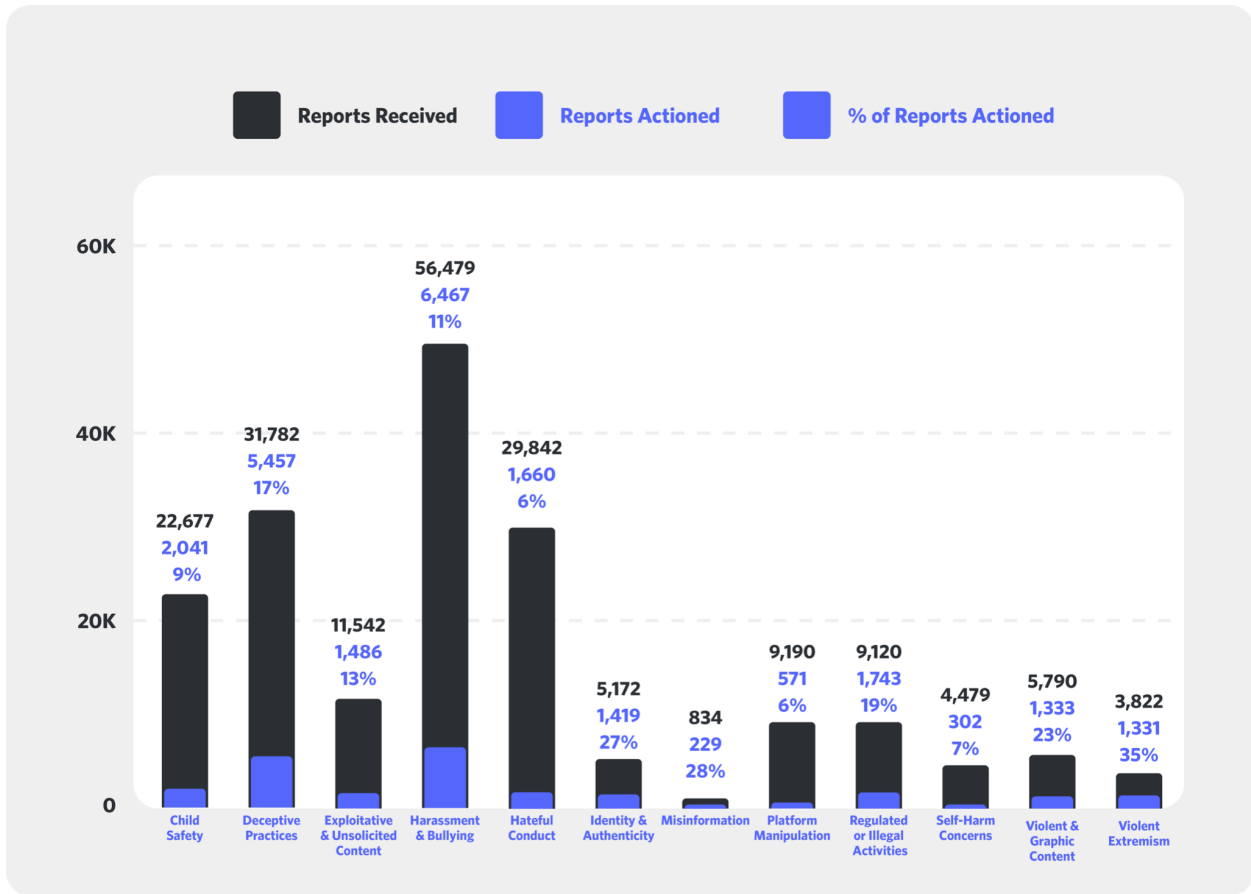
Appeal Category	Accounts Disabled	Appeals	% of Accounts Who Submitted an Appeal	Appeals Granted	% Appeals Granted
Child Safety	155,873	8,184	5.25%	199	2.43%
Deceptive Practices	8,076	1,337	16.56%	77	5.76%
Exploitative and Unsolicited Content	19,404	2,252	11.61%	34	1.51%
Harassment and Bullying	10,671	3,635	34.06%	124	3.41%
Hateful Conduct	5,874	1,068	18.18%	101	9.46%
Identity and Authenticity	420	46	10.95%	7	15.22%
Misinformation	64	1	1.56%	1	100%
Platform Manipulation	3,839	688	17.92%	4	0.58%
Regulated or Illegal Activities	57,218	7,864	13.74%	84	1.07%
Self-Harm Concerns	1,175	233	19.83%	4	1.72%
Violent and Graphic Content	21,256	3,511	16.52%	66	1.88%
Violent Extremism	10,385	1,511	14.55%	11	0.73%
Total	294,255	30,330	10.31%	712	2.35%

Discord allows users to appeal actions taken on their accounts if they believe that the enforcement was incorrect.

We review appeals and reinstate accounts if we determine a mistake was made, or if we believe, based on the appeal, that the user has recognized the violation made for a low-harm issue and will abide by our Community Guidelines once back on Discord. We received appeals from **10%** of disabled accounts. From these appeals, we reinstated **712** accounts which was **2.35%** of the accounts that submitted an appeal.

Reports

Online Reports Received By Category and Action Rates:



Report Category	Reports Received	Reports Actioned	% of Reports Actioned
Child Safety	22,677	2,041	9.00%
Deceptive Practices	31,782	5,457	17.17%
Exploitative and Unsolicited Content	11,542	1,486	12.87%
Harassment and Bullying	56,479	6,467	11.45%
Hateful Conduct	29,842	1,660	5.56%
Identity and Authenticity	5,172	1,419	27.44%
Misinformation	834	229	27.46%
Platform Manipulation	9,190	571	6.21%
Regulated or Illegal Activities	9,120	1,743	19.11%
Self-Harm Concerns	4,479	302	6.74%
Violent and Graphic Content	5,790	1,333	23.02%
Violent Extremism	3,822	1,331	34.82%
Total	190,729	24,039	12.60%

We received **190,729** user reports via our online report form during the second quarter of 2023. Overall, **24,039** of the reports were sufficient to be actioned under our Community Guidelines.

In-App Reports Received By Category:

Reports Category	Reports Received
Child Safety	461,018
Deceptive Practices	560,041
Exploitative and Unsolicited Content	863,428
Harassment and Bullying	2,130,828
Hateful Conduct	581,798
Misinformation	91,226
Platform Manipulation	6,544,872
Regulated or Illegal Activities	193,311
Self-Harm Concerns	94,098
Violent and Graphic Content	426,956
Violent Extremism	19,804
Total	11,967,380

In this report, we are excited to introduce data from our in-app reporting feature. These in-app reports are now the primary way for users to report violations of our Community Guidelines. We're continuously working to improve accessibility to ensure that reporting violative content is easy. You can learn more about reporting abusive behavior to Discord [here](#).

We received **11,967,380** reports via in-app reporting. The largest category of reports was Platform Manipulation which includes all reports for spam.

Enforcement Trend Analysis

Child Safety

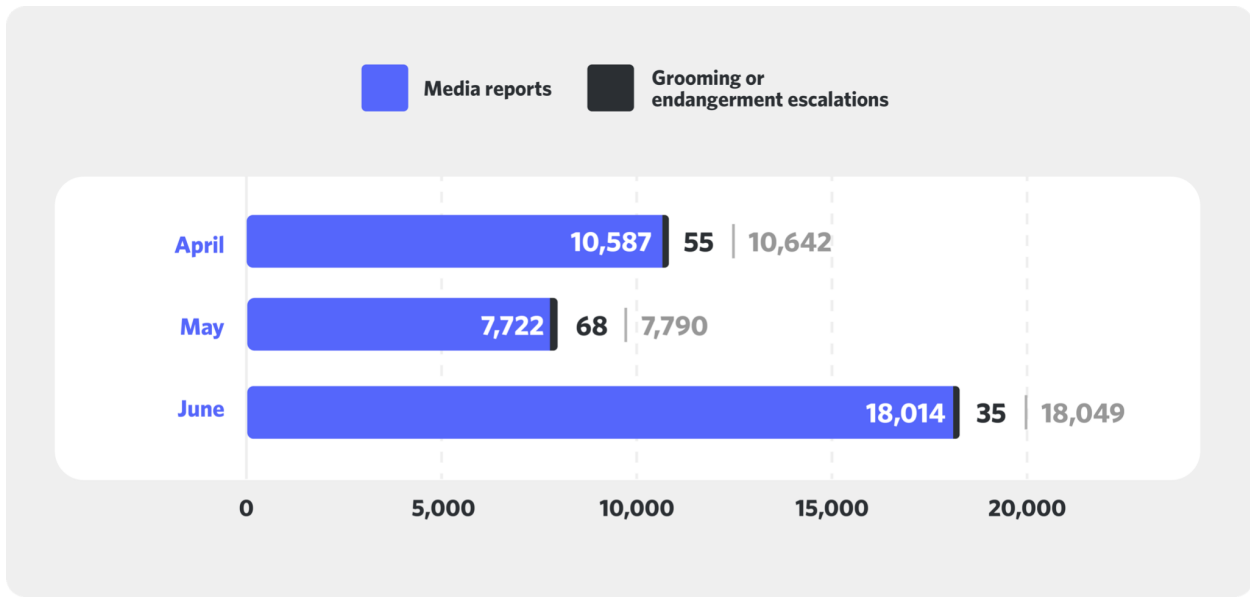
Discord has a zero-tolerance policy for anyone who endangers or sexualizes children. Child-harm content is appalling, unacceptable, and has no place on Discord or in society. We work with industry peers, civil society, and law enforcement to ensure that this effort extends beyond Discord. Discord is an active supporter of cross-industry programs such as the [National Center for Missing and Exploited Children](#) (NCMEC) and is a member of the [Technology Coalition](#), a group of companies working together to end online child sexual exploitation and abuse. We're also a frequent sponsor of events dedicated to increasing awareness of and action on child safety issues such as the annual [Dallas Crimes Against Children Conference](#). We are a proud sponsor of the [National Parent Teacher Association](#) and [ConnectSafely](#). We partner with [The Digital Wellness Lab](#) to integrate their research on teen health and social media, and with [INHOPE](#), the global network combatting online CSAM, and are members of the [Family Online Safety Institute](#), contributing to and learning from its important work.

We invest heavily in resources and education so parents know how our platform works and understand the controls that can contribute to creating a positive and safe experience on Discord for their children. In July we launched our [Family Center](#), which makes it easy for teens to keep their parents and guardians informed about their Discord activity, and our [Parent Hub](#), as part of our ongoing commitment to parent engagement and education.

Users who upload abuse material of children to Discord or who engage in high-harm activity towards children are reported to NCMEC and removed from the service. We deeply value our partnership with NCMEC and their efforts to ensure that grooming and endangerment cases are quickly

escalated to law enforcement. We also recently published details about our Child Safety policies which we updated in partnership with leaders in teen and child safety to ensure our approach is developed with the latest research, best practices, and expertise in mind. You can read the summary in this article [here](#), and the policies [here](#).

In the second quarter of 2023, we reported **36,481** accounts to NCMEC. **36,323** of those reports were media (images or videos), of which many were flagged through PhotoDNA – a tool that uses a shared industry hash database of known CSAM. Additionally, **158** high-harm grooming or endangerment reports were delivered to NCMEC.



Month	Media Reports	Grooming or Endangerment Escalations	Total
April	10,587	55	10,642
May	7,722	68	7,790
June	18,014	35	18,049
Total	36,323	158	36,481

Discord disabled **155,873** accounts and removed **22,245** servers for Child Safety during the second quarter of 2023. This was an increase of **184%** and **76%** respectively when compared to the previous quarter.

We removed servers for Child Safety concerns proactively **95%** of the time, and CSAM servers **99%** of the time.

The increase in accounts disabled and our reports to NCMEC is due to improvements in Discord's proactive tooling and identification of bad actors engaged in this behavior.

One innovative tool that we have developed is our visual safety platform which has expanded our capacity to proactively identify CSAM content. Additionally, we have continually invested more resources in combating CSAM on our platform, including a team who solely focuses on child safety as well as a dedicated engineering team.

Discord is committed to continually exploring new and improved safeguards that help keep younger users safe on our platform and online.

Deceptive Practices

Using Discord for the purpose of distributing malware, sharing or selling game hacks or cheats, authentication token theft, or participating in either identity, investment, or financial scams is a violation of our Community Guidelines.

We disabled **8,076** accounts and removed **3,296** servers for Deceptive Practices. This was an increase of **22%** in accounts disabled, and a decrease of **5%** in servers removed.

Exploitative and Unsolicited Content

It is a violation of our Community Guidelines to share or promote sexually explicit content of other people without their consent.

We disabled **19,404** accounts and removed **2,625** servers for exploitative and unsolicited content. This was a decrease of **12%** in the number of accounts removed, and an increase of **52%** in the number of servers removed. The increase in servers removed and corresponding decrease in accounts disabled was the result of our improved ability to detect these servers while refining our process to remove only those responsible for the content.

Warnings issued to server members increased by **216%**, accounting for the majority of the overall **90%** increase in server member warnings issued. This was specifically due to an increase in warnings resulting from machine learning detection models for non-consensual pornography, which increased by **1,910%**, from **65,237** to **1,311,319** warnings.

Harassment and Bullying

Harassment and bullying have no place on Discord. Continuous, repetitive, or severe negative comments, circumventing bans, suggestive or overt threats, the sharing of someone's personally identifiable information (also known as doxxing), and server raiding are violations of our Community Guidelines.

In the second quarter of 2023, **10,671** accounts and **1,132** servers were removed for harassment and bullying.

Hateful Conduct

Hate or harm targeted at individuals or communities is not tolerated on Discord in any way. Discord doesn't allow the organization, promotion, or participation in hate speech or hateful conduct. We define "hate speech" as any form of expression that denigrates, vilifies, or dehumanizes; promotes intense, irrational feelings of enmity or hatred; or incites harm against people on the basis of protected characteristics.

In the second quarter of 2023, **5,874** accounts and **862** servers were removed for hateful conduct.

Identity and Authenticity

Using Discord for the purpose of coordinating and participating in malicious impersonation of individuals or organizations is a violation of our Community Guidelines.

We disabled **420** accounts and removed **119** servers for identity and authenticity concerns.

Misinformation

It is a violation of our Community Guidelines to share false or misleading information that may result in damage to physical infrastructure, injury to others, obstruction of participation in civic process, or the endangerment of public health.

We disabled **64** accounts and removed **27** servers for misinformation.

Platform Manipulation

Spam, fake accounts, and self-bots are examples of platform manipulation that damage the experience of our users and violate our Community Guidelines.

We're focused on combating spam and minimizing users' exposure to spammers and spam content on Discord. We have a dedicated cross-functional anti-spam team building sophisticated anti-spam measures.

In the second quarter of 2023, **3,839** accounts and **1,476** servers were removed for non-spam related platform manipulation issues. An additional **7,971,335** accounts were disabled for spam or spam-related offenses. This represents a decrease of **25%** in the number of accounts disabled when compared to the previous quarter. **99%** of accounts disabled for spam were disabled proactively, before we received any user report.

This decrease reflects several positive trends and actions. First, it represents less spam on Discord, and second, it demonstrates the effectiveness of the improvements we have made to detect spam accounts upon registration, as well as quarantining suspected spam accounts without fully disabling them, allowing users to regain access to compromised accounts.

Learn more [here](#) about how Discord combats spam, and [here](#) about Automod, a safety feature that enables server owners to automatically moderate certain abuse, including spam.

Regulated or Illegal Activities

Using Discord to organize, promote, or engage in any illegal behavior is a violation of our Community Guidelines.

During the second quarter of 2023, **57,218** accounts and **17,809** servers were removed for regulated or illegal activities. This was an increase of **38%** and **86%** respectively. Our rate of proactively removing servers for regulated or illegal activities increased from **75%** to **84%**. These increases were driven largely by improved malware abuse detection capabilities.

Self-Harm Concerns

For those experiencing mental health challenges, finding a community that is navigating similar challenges can be incredibly helpful for support. That said, platforms have a critical role to play in ensuring that these spaces do not normalize, promote, or encourage others to engage in acts of self-harm.

We may take action on content that seeks to normalize self-harming behaviors, as well as content that encourages self-harm behaviors or discourages individuals from seeking help for self-harm behaviors. These actions are only taken on accounts glorifying or promoting acts of self-harm, not on users seeking help or in need of medical attention.

We're proud to partner with [Crisis Text Line](#), a nonprofit that provides 24/7 text-based mental health support and crisis intervention via trained volunteer crisis counselors. If a user reports a message for self-harm on Discord, they will be presented with information on how to connect with a volunteer Crisis Counselor. You can learn more [here](#).*

Crisis Text Line is currently available to those in the United States and is offered in both English and Spanish. You can read more about this partnership [here](#). Since the launch of our partnership, there have been over 2,000 conversations started using Discord's keyword.

During the second quarter of 2023, **1,175** accounts and **640** servers were removed for self-harm concerns.

Violent and Graphic Content

Real media depicting gore, excessive violence, the glorification of violence, or animal cruelty is not allowed on Discord.

During the second quarter of 2023, **21,256** accounts and **2,833** servers were removed for violent and graphic content. This was an increase of **14%** and **21%** respectively.

Violent Extremism

We consider violent extremism to be the support, encouragement, promotion, or organization of violent acts or ideologies that advocate for the destruction of society, often by blaming certain individuals or groups and calling for violence against them.

By partnering and engaging in cross-industry work with the [Global Internet Forum To Counter Terrorism \(GIFCT\)](#), [the European Union Internet Forum](#), and other organizations, we've made progress in our tooling, policy, and subject matter expertise to ensure violent extremism does not have a home on Discord.

During the second quarter of 2023, **10,385** accounts and **1,298** servers were removed for violent extremism. This was an increase of **25%** and **39%** respectively. We removed servers for violent extremism proactively **77%** of the

time, up from **60%** in the last quarter. These increases can be attributed to investments in improving our proactive detection models for violent extremist content as well as through our continued cross-industry work to bolster our tooling, policy, and awareness of emerging trends.

Information Requests

When appropriate, Discord complies with information requests from law enforcement agencies while respecting the privacy and rights of our users.

Law enforcement must provide valid legal documentation for the requested information. We review each information request to ensure legal compliance. We work to limit disclosures of user information and content so they match the specific circumstances dictated by each request.

Discord may also disclose user data to law enforcement in emergency situations when we possess a good faith belief that there is an imminent risk of serious physical injury or death. You can read more about how Discord works with law enforcement [here](#).

United States Government Information Requests

Request Type	Requests	Information Produced
Court Orders	55	45
Pen Register / Trap and Trace	6	5
Search Warrants	576	548
Subpoenas	629	604
Total	1,266	1,202

Discord received **1,266** pieces of legal process from federal and state authorities in the United States during the second quarter of 2023, finding **1,202 (95%)** both legally valid and specific enough for us to identify an account and produce relevant information.

International Government Information Requests

Country	Requests	Information Produced
Argentina	2	0
Australia	4	0
Austria	2	0
Belgium	1	0
Brazil	20	2
Canada	3	0
Chile	1	0
Costa Rica	2	0
Czech Republic	1	0
Denmark	1	0
France	20	0
Germany	22	0
Hungary	2	0
India	1	0
Ireland	2	0
Italy	1	0
Jordan	1	0
Korea	1	0
Nepal	1	0
Norway	1	0
Poland	11	0
Portugal	1	0
Romania	1	0
Serbia	1	0
Sweden	1	0
Switzerland	2	0
Turkey	2	0
United Kingdom	11	0
Total	119	2

Discord received **119** pieces of international legal process during the second quarter of 2023, finding **2 (1.7%)** both legally valid and specific enough for us to identify an account and produce relevant information. Note: Discord currently complies with international requests via the Mutual Legal Assistance Treaty (MLAT) or letters rogatory process and is evaluating disclosures per country on a case-by-case basis.

Preservation Requests

Country	Requests	Complied
Australia	7	3
Belgium	1	1
Brazil	8	6
Canada	23	16
Cyprus	2	1
Denmark	10	6
Estonia	1	0
Finland	1	1
Germany	4	1
Ireland	22	16
Japan	2	1
Portugal	1	1
South Korea	1	1
Spain	1	0
Sweden	4	2
Switzerland	1	1
Taiwan	1	0
United Kingdom	12	9
United States of America	826	603
Total	928	669

Discord received **928** preservation requests globally during the second quarter of 2023, finding **669 (72%)** valid and specific enough for us to identify

an account and preserve relevant information. We preserve information for 90 days and offer a one-time extension as needed.

Emergency Requests

Discord received **202** valid emergency disclosure requests from law enforcement during this period. These requests originated from law enforcement agencies around the world. We disclose user data to law enforcement absent legal process only when there is imminent risk of serious physical injury or death. Our specialized team reviews each emergency request to authenticate the requestor and confirm the request meets our threshold for voluntary disclosure. Based on the information provided by law enforcement, Discord disclosed information in response to **150 (74%)** of those requests.

Intellectual Property Removal Requests

Our Community Guidelines and Terms of Service prohibit the sharing of content that infringes third-party intellectual property rights. In accordance with the Digital Millennium Copyright Act (DMCA) and other applicable laws, Discord will remove content and/or accounts in connection with claims of copyright infringement on the platform.

We review each DMCA notice to ensure reports are valid, complete, and made in good faith.

Discord received **1,724** facially valid DMCA takedown notifications, of which **1,349 (78%)** provided information sufficient for content removal upon request.