



October 15, 2019

Vijaya Gadde

Legal, Public Policy & Trust
and Safety Lead

Twitter, Inc.

1355 Market St #900
San Francisco, CA 94103

Dear Senator Harris,

I write in response to your letter dated October 1, 2019, regarding the activity of President Donald J. Trump on Twitter. Twitter serves a global audience and aims to advance a global public conversation.

When it comes to the actions of world leaders on Twitter, we recognize that this is largely new ground and unprecedented. We understand the desire for our decisions to be “yes/no” binaries, but it is not that simple. The actions we take and policies we develop will set precedent around online speech and we owe it to the people we serve to be deliberate and considered in what we do.

Our mission is to provide a forum that enables people to be informed and to engage their leaders directly. Everything we do starts with an understanding of our purpose and of the service we provide: a place where people can participate in public conversation and get informed about the world around them.

We assess reported Tweets from world leaders against the Twitter Rules, which are designed to ensure people can participate in the public conversation freely and safely. We focus on the language of reported Tweets and do not attempt to determine all potential interpretations of the content or its intent.

Presently, direct interactions with fellow public figures, comments on political issues of the day, or foreign policy saber-rattling on economic or military issues are generally not in violation of the Twitter Rules.

We reviewed the Tweets you cite in your letter, and they do not violate our policies against abusive behavior, targeted harassment, or violence on the service.

Although the Tweets you referenced do not violate our policies, if a Tweet from a world leader does violate the Twitter Rules but there is a clear public interest value to keeping the content on the service, we may place it behind a notice. This notice will provide context about the violation and allows people to click through should they wish to see the content. We announced this in June 2019. In cases involving a world leader, we will err on the side of leaving the content up if there is a clear public interest in doing so.

With critical elections and shifting political dynamics around the world, we recognize that we are operating in an increasingly complex and polarized political culture. These are constantly evolving challenges and we will keep our policies and approach under advisement, particularly as we learn more about the relationship between Tweets from world leaders and the potential for offline harm.

Our goal is to enforce our rules judiciously and impartially. In doing so, we aim to provide direct insight into our enforcement decision-making, to serve public conversation, and protect the public's right to hear from their leaders and to hold them to account.

* * *

Thank you for your outreach, and I look forward to our continuing dialogue.

Sincerely,

A handwritten signature in black ink, appearing to read "Vijaya Gadde". The signature is fluid and cursive, with the first name "Vijaya" and last name "Gadde" clearly distinguishable.

Vijaya Gadde

Legal, Public Policy & Trust and Safety Lead