



June 23, 2016

The Honorable Charles E. Grassley, Chairman  
Committee on the Judiciary  
United States Senate  
224 Dirksen Senate Office Building  
Washington, D.C. 20510

Dear Chairman Grassley:

Thank you for your letters of June 8 and 9 to Mark Zuckerberg and Kevin Systrom. We join you in your outrage over elder abuse. There is no place for it on Facebook or Instagram. Our mission is to give people the power to share and make the world more open and connected and we strive to offer platforms that are authentic and a safe place for inspiration and expression.

Facebook and Instagram's content policies are designed to keep our users safe, and we develop tools and dedicate resources specifically to detect and respond to violations of these policies. Our policies prohibit the crude photos mentioned in your letter. We also prohibit bullying or harassment, including content that targets private individuals with the intention of degrading or shaming them, and we work hard to quickly review and take down this type of content when it occurs. We also remove content that threatens or promotes sexual violence or exploitation. To protect victims and survivors, we remove photographs or videos depicting incidents of sexual violence and we restrict the display of nudity. For example, we remove photographs of people displaying genitals, fully exposed buttocks, and images of female breasts. (Of course there are exceptions, such as with posts about breast feeding.) We also prohibit the use of Facebook and Instagram to facilitate or organize criminal activity, including acts that causes physical harm to people, and our policies make clear that we prohibit people celebrating crimes they have committed. For more information about Facebook's Community Standards and Instagram's Community Guidelines is available at <https://www.facebook.com/communitystandards> and <https://help.instagram.com/477434105621119>, respectively.

Often we are informed about posts that violate our policies through our robust reporting tools. Facebook, a community of over 1.65 billion people, and Instagram, a community of approximately 500 million people, rely on people to report violations of our terms to us. We have dedicated teams working around the world 24/7 to review reports to help make sure Facebook and Instagram remain safe. We make it easy to report content on both Facebook and Instagram because user reporting is a critical part of our content policy

enforcement program. We want to hear about abusive content and when we do, we investigate and respond quickly. Anyone can report content while they are viewing it by simply clicking the down arrow icon on Facebook or the three dots icon on Instagram, which is located in the top right-hand corner the content. You also can block anyone you don't want interact with from that same pull-down menu or from that person's page on Facebook or Instagram.

In addition to the safety policies and tools we offer on our platform, Facebook works with the law enforcement community and online safety NGOs to promote safety on and offline. This includes providing information to law enforcement officials that will help them respond to emergencies and responding to official legal requests for account records. This also includes working with NGOs to provide safety trainings and guides for our entire community, as well as specific audiences such as senior citizens. An example of a safety training is available at <http://access.tarrantcounty.com/en/county-judge/programs-and-initiatives/senior-synergy/workshops.html> and an example of a specific guide is the "Baby Boomers Guide to Facebook" available at <https://fbnewsroomus.files.wordpress.com/2016/05/baby-boomers-guide.pdf>. For more information about how Facebook interacts with law enforcement and responds to legal requests please review our Safety Center at <https://www.facebook.com/safety/groups/law/> and our Global Government Request Report at [https://www.facebook.com/about/government\\_requests](https://www.facebook.com/about/government_requests).

We are dedicated to the safety of our community and know that Facebook can serve as an important platform for raising awareness and encouraging community action around important social issues such as elder abuse. For example, Facebook hosts the National Center on Elder Abuse's Page, <https://www.facebook.com/NationalCenteronElderAbuse/>, which has over 4,500 Likes.

Thank you for the opportunity to provide this information. Please do not hesitate to reach out if you have any further questions about Facebook or Instagram.

Sincerely,

A handwritten signature in blue ink, appearing to read "Monika Bickert".

Monika Bickert  
Head of Product Policy  
Facebook, Inc.

cc: The Honorable Patrick Leahy, Ranking Minority Member