

Response from Facebook

26 March 2019

Business & Human Rights Resource Centre invited Facebook to respond to a letter from three major internet service providers asking Facebook to take more responsibility over the content of its platform following a terrorist attack that killed 50 people at two mosques in New Zealand.

- [Letter that New Zealand telecom executives sent to Facebook, Google, and Twitter](#), CNN, 19 March 2019

Facebook sent the following response:

“We continue to keep the people, families, and communities impacted by the tragedy in Christchurch in our hearts. Since the attack, we have been working closely with the New Zealand Police to respond to the attack and support their investigation. We removed the attacker’s video within minutes of the New Zealand Police’s outreach to us, and in the first 24 hours following the attack, removed more than 1.2 million copies of the attack video at upload using AI, preventing them from being seen on our services. Approximately 300,000 additional copies were removed after they were posted.

As we continue to work to support the New Zealand Police and to prevent the spread of this horrific content, we are also working to improve our proactive detection technology to more quickly and effectively detect content that violates our Community Standards while ensuring that people who use Facebook can engage in legitimate online expression. We’ve shared more details on our efforts at <https://newsroom.fb.com/news/2019/03/technical-update-on-new-zealand/>.”