

September 26, 2018

Peter Micek  
General Counsel  
Access Now  
P.O. Box 20429  
Greeley Square Station  
4 East 27th Street  
New York, NY 10001-9998

Dear Mr. Micek,

Thank you for your recent letter and constructive feedback. I appreciate your recognition that Facebook has taken a number of steps to increase transparency, enhance the controls available to our users, and respect the human rights of our diverse global community. Our work with civil society stakeholders like Access Now and the Ranking Digital Rights project is fundamental to our success on these issues and we look forward to continued collaboration.

At Facebook, we believe that our mission—giving people the power to build community and bringing the world closer together—is fundamentally about empowering people to exercise their human rights and enable greater online and offline expression. We recognize and are deeply committed to meeting the important responsibility we have to respect the freedom of expression and privacy rights of the people who use our products and services.

As you know, Facebook is a member of the Global Network Initiative (GNI). As a GNI member, we have pledged to uphold the robust freedom of expression and privacy standards set out in the GNI Principles and Implementation Guidelines, which are grounded in the UN Guiding Principles for Business and Human Rights and in turn the Universal Declaration of Human Rights and the International Covenant on Civil and Political Rights. We are currently undergoing an independent assessment of our compliance with these principles, and look forward to sharing the GNI's public report on the assessment's findings next year.

Since the research for the 2018 Ranking Digital Rights Index was conducted and the results were published this April, Facebook has continued to build on our freedom of expression and privacy work, including in many of the areas you highlight in your letter. We would like to draw your attention to just a few of these recent efforts:

- In May 2018, [we expanded our Transparency Report](#), publishing data from the second half of 2017 documenting Community Standards violations related to graphic violence,

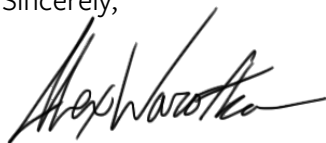
adult nudity and sexual activity, terrorism, hate speech, spam, and fake accounts. We also now provide data on the number of pieces of content restricted in each country on the basis of private requests alleging violations of local law, such as requests related to defamation.

- We have [launched an appeals process](#) for specific pieces of content that are removed pursuant to our Community Standards. This remedy mechanism now covers most content on Facebook, providing the option to request a second review of violations including hate speech, nudity, and graphic violence, and we are continuing work to expand the scope of these appeals.
- We [overhauled our privacy controls and settings](#) to make them more powerful and easier to use and to give people [more transparent and robust controls over the third-party applications](#) they have chosen to share their Facebook data with. We have put in place [additional safeguards](#) to further restrict and vet third-party developer access to user data.
- We also announced [the Clear History tool](#), launching later this year, that will allow people to see the websites and apps that send us information when they use them, delete that information from their accounts, and turn off our ability to store such data associated with their accounts going forward.

There's much more work to do, and we appreciate your thoughtful recommendations and feedback. We look forward to continuing to engage with Access Now, the Ranking Digital Rights project, other civil society stakeholders, and our global community as we work to respect the freedom of expression and privacy rights and to protect the safety of the people who use our family of products and services.

We would be happy to host you at our offices in Menlo Park, CA or Washington, DC to discuss our human rights and digital rights work and your specific suggestions and feedback in more detail.

Sincerely,



Alex Warofka  
Product Policy Manager  
Human Rights & Freedom of Expression