Twitter
Rules

Twitter provides a global communications platform for 302 million **active users around the world who add more than** 500 million **Tweets per day.**

While Twitter's global reach makes it impossible to monitor content proactively, our Terms of Service and the Twitter Rules govern how people should behave on our platform. Upon receiving a report of a potential violation of these rules, we use automated and manual tools to communicate with users, conduct an investigation, and take action accordingly.

Other than the Twitter Rules, there are a number of Twitter tools—or user controls—to promote safety and educate users about how to control their online experience.

USER SAFETY: HARASSMENT & ABUSE

Twitter prohibits targeted harassment and abuse. Engaging in such behaviour leads first to warnings then to temporary or permanent account suspension.

Posting threats of violence or promoting violence against others is also not allowed on Twitter, with the same potential consequences as above. We also encourage users to report such behaviour to law enforcement so that the threat can be properly evaluated and, if applicable, the behaviour prosecuted.

CHILD SEXUAL EXPLOITATION MATERIAL

Twitter does not tolerate child sexual exploitation (CSE). Any such content reported to Twitter is removed and reported to the National Center for Missing and Exploited Children (NCMEC), which will then refer the information to the relevant law enforcement agency for investigation. Twitter accounts distributing or promoting CSE content will be permanently suspended.

IMPERSONATION & SPAM

While Twitter permits parody and commentary accounts, those engaging in impersonation—that is, portraying another person or brand in a confusing or deceptive manner,—may be suspended. Likewise, other forms of systemic abuse including spam, the dissemination of spyware or malware, username selling or squatting, and other forms of fraud specified in Twitter's Terms and Conditions and the Twitter Rules are prohibited.

RULES ENFORCEMENT

When an issue is reported or flagged by a user, it is sent to one of several teams responsible for policy enforcement. These teams review reports for Twitter Rules violations and, if applicable, take action on the reported account. In most circumstances, they also follow up with the reporter to inform them of any actions that have been taken.

In some cases, such as spam, Twitter uses automated signals to aid in our reviews and removals of accounts.

Twitter
Tools

The Twitter Tools and user controls are designed to help you stay safe, have control and enjoy a positive experience whilst using Twitter.

Mute

Sometimes, simply ignoring the user can end an altercation. Abusive users often lose interest once they realize that you will not respond. You can hide a user's Tweets from your timeline without blocking them by using the mute function. A red mute icon visible only to you will appear on their profile and remain until you unmute them.

Report

To report content to Twitter, click on the "Report a Tweet" option found on each Tweet or fill out one of the online forms on the Twitter Help Center (support.twitter.com/forms) to message our highly trained Trust & Safety team.

Block

Use the block function to stop a user from following you, tagging you in photos, or accessing your Tweets. Any @replies or mentions from a blocked user will not appear in your mentions tab (although these Tweets may still appear in search).
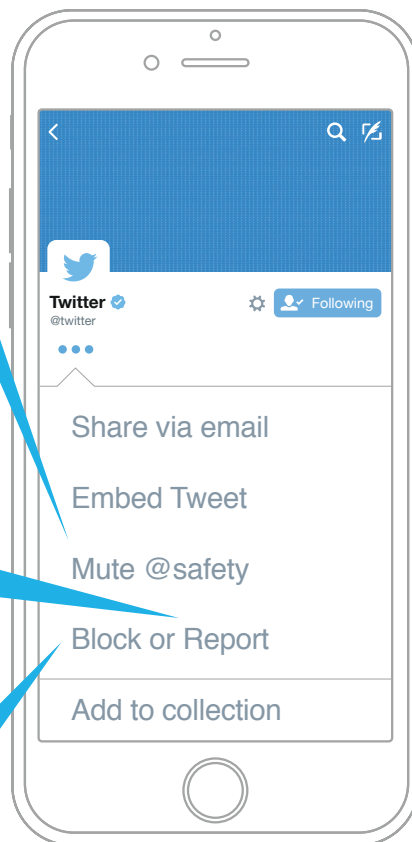
Protect your Tweets

If you want to control who sees your updates, you may choose to protect your Tweets, which will only be visible to followers whom you approve. Similar to other social media sites, users with protected accounts can approve requests from other users to follow their accounts on a case-by-case basis. Additionally, only approved users are able to view or search for Tweets on a protected account. Opting for a protected account prevents unwanted followers from viewing their content.

Unfollow

Users can unfollow others if they no longer wish to see that person's Tweets in their home timeline. Unless his or her Tweets are protected, you can still view a user's Tweets by visiting his or her profile. You can unfollow Twitter users from your following list and from a user's profile page or by SMS/text message. Note that anyone who reports another account as spam unfollows it automatically.

Twitter @twitter

Share via email

Embed Tweet

Mute @safety

Block or Report

Add to collection

Flag Media

If you believe that an image or video should be brought to the attention of the Twitter team for review, please report it by clicking on the "••• More" button located beneath the image.

You can also label your own media for the appropriate viewers and select whose media appear on your timeline. We ask users to mark their Tweets as "sensitive" if they contain content such as nudity, violence, or medical procedures.

The default setting for sensitive media requires Twitter users to click through a warning message before viewing the content. Anyone who would prefer to remove this protective barrier may do so by changing his or her account settings.