

MODULE NINE:

Digital Rights

Module Objective: Understand and reinforce digital rights to respect freedom of expression and discourage hate and harassment

Module Dilemma: I want to respect freedom of expression, but the type of hate I'm seeing in my group seems to surpass the limit of acceptability



Community Standards - What do we need to know?

WHAT ARE COMMUNITY STANDARDS?

THE KEY VALUES

The 22 community standards of Facebook, which the trainers will discuss shortly, are based on feedback from people and the advice of experts in fields such as technology, public safety and human rights. Furthermore, to ensure that everyone's voice is valued, these standards include different views and beliefs, especially from people and communities that might otherwise be overlooked or marginalised.

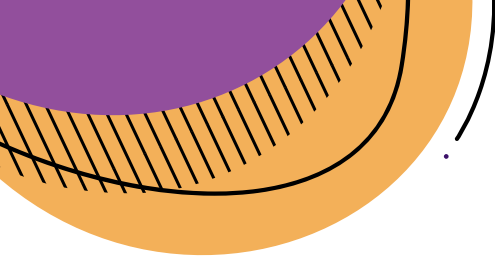
The goal of these community standards is to create a place for expression and give people a voice. Meta wants people to be able to talk openly about the issues that matter to them, even if some may disagree or find them objectionable. In some cases, they allow content – which would otherwise go against these standards – if it's newsworthy and in the public interest. But they only do this only after weighing the public interest value against the risk of harm and looking to international human rights standards to make these judgments.

However, it is important to recognise that the internet creates new and increased opportunities for abuse. For these reasons, when these platforms limit expression, they do it in service of four values. The trainers will introduce the following four values, which frame the community standards.

- **Authenticity** - We want to make sure that the content people see on Facebook is authentic. We believe that authenticity creates a better environment for sharing, and that's why we don't want people using Facebook to misrepresent who they are or what they're doing.
- **Safety** - We're committed to making Facebook a safe place. We remove content that could contribute to a risk of harm to the physical security of persons. Content that threatens people has the potential to intimidate, exclude or silence others and isn't allowed on Facebook.



- **Privacy** - We're committed to protecting personal privacy and information. Privacy gives people the freedom to be themselves, choose how and when to share on Facebook, and connect more easily.
- **Dignity** - We believe that all people are equal in dignity and rights. We expect that people will respect the dignity of others and not harass or degrade others.



WHAT ARE THE COMMUNITY STANDARDS?

For successful moderation of content, it is crucial for digital community stewards to be aware of the community standards which guide moderators to understand what content is acceptable and what is not.



The following are the 22 community standards of Facebook.

Violence and Criminal Behavior

1. Violence and incitement
2. Dangerous individuals and organisations
3. Coordinating harm and promoting crime
4. Restricted goods and services
5. Fraud and deception

Safety

6. Suicide and self-injury
7. Child sexual exploitation, abuse, and nudity
8. Adult sexual exploitation
9. Bullying and harassment
10. Human exploitation
11. Privacy violations

Objectionable Content

12. Hate speech
13. Violent and graphic content
14. Adult nudity and sexual activity
15. Sexual solicitation

Integrity and Authenticity

16. Account integrity and authentic identity
17. Spam
18. Cybersecurity
19. Inauthentic behaviour
20. Misinformation
21. Memorialization

Respecting Intellectual Property

22. Intellectual property

HOW DO WE ENFORCE COMMUNITY STANDARDS IN GROUPS?



HOW DO WE ENFORCE COMMUNITY STANDARDS IN GROUPS?

Why are community standards important for my group?

Being committed to maintaining groups as safe place where meaningful connections happen is paramount. It is important for groups to remain a safe space for people to connect. Groups are proactively monitored for hate speech and calls for violence using a combination of the latest technology and human review.

Posts that violate community standards on things like hate speech are removed, and Facebook removes any groups that consistently violate those standards. This enforcement policy ensures that when reviewing a group to decide whether or not to take it down, we now look at admin and moderator content for violations. This includes posts by members that they have approved.

How can I use it in my group?

These community standards, as demonstrated in the previous activity, need to be taken into account when moderating the group content. If the content posted by group members violates these community standards, the admin should take the necessary steps to remove it. Community standards can also be used in your online

community to help build your rules. The participants should go back to the rules they developed in the beginning of the training and see if the community standards of the platform are reflected in the rules they have created for their group. This will help you identify the connection between the standards for the platform and the standards for your group.

What is group quality?

Group Quality is an overview of content removed in your group for violating certain community standards, including a section for false news found in your group. If a group is in violation of community standards, Facebook may do any of the following:

- Disable the group if there are sufficient admin and moderator violations, which include:
 1. If an admin or moderator creates content (for example: posts, comments, rooms) that violates our Community Standards.
 2. If an admin or moderator approves violating content from a group member.
- Take down the violating content.
- Turn on temporary post approval for members who repeatedly post violating content in the group.
- Show a group's content lower in the News Feed if a group repeatedly shares false news. Facebook may also stop suggesting that people join the group.

With the Group Quality tool, you can see exactly when Facebook removed a piece of content from your group along with which community standard it was violating. And, for most violation types, what the actual content was. This is to provide more context on the decision that was made.

Admins can find this tool in the Admin Tools section of your group, under "Group Quality". Note that Group Quality is only available to admins, not moderators.

Digital Rights - What do we need to know?



LET'S UNDERSTAND UNIVERSAL DIGITAL RIGHTS

The term digital rights describe the human rights that allow individuals to access, use, create, and publish digital media or to access and use computers, other electronic devices, or communications networks. The term is particularly related to the protection and realisation of existing rights, such as the right to privacy or freedom of expression, in the context of new digital technologies, especially the Internet.

- UDHR - Universal Declaration of Human Rights
- ICCPR - International Covenant on Civil & Political Rights
- ICESCR - International Covenant on Economic, Social & Cultural Rights
- CRC - Convention on the Rights of the Child
- CRPD - Convention on the Rights of Persons with Disabilities

There are multiple international laws, treaties, covenants, and principles that focus on promoting and protecting human rights – which includes digital rights. This includes:

Based on the above and more, let's look at important digital rights and principles that are essential for ensuring the safety and participation of all digital citizens.

The following was obtained from the charter of human rights and principles for the internet developed by the Internet Rights and Principles Coalition.

Set A:

UNIVERSALITY: All humans are born free and equal in dignity and rights, which must be respected, protected, and fulfilled in the online environment.

ACCESSIBILITY: Everyone has an equal right to access and use a secure and open Internet.

NEUTRALITY: Everyone must have uniform access to the Internet's content, free from prioritisation, discrimination, censorship, filtering, or traffic control.

RIGHTS: The Internet is a space for the promotion, protection, and fulfilment of human rights. Everyone has the duty to respect the rights of all others in the online environment.

EXPRESSION: Everyone has the right to hold and express opinions and to seek, receive, and impart information on the Internet without arbitrary interference or surveillance. Everyone has the right to communicate anonymously online.

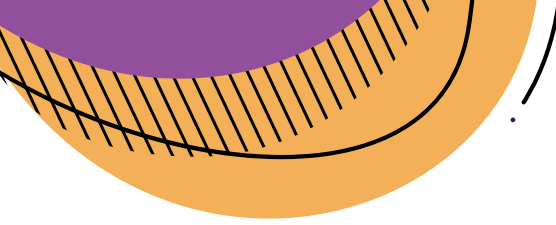
LIFE, LIBERTY, AND SECURITY: The rights to life, liberty, and security must be respected, protected, and fulfilled online. These rights must not be infringed upon or used to infringe other rights in the online environment.

PRIVACY: Everyone has the right to privacy online, free from surveillance, including the right to control how their personal data is collected, used, disclosed, retained, and disposed of.

DIVERSITY: Cultural and linguistic diversity on the Internet must be promoted, and technical and policy innovation should be encouraged to facilitate a diversity of expression.

STANDARDS AND REGULATION: The Internet's architecture shall be based on open standards that facilitate interoperability and inclusion of all for all.

GOVERNANCE: Rights must form the legal and normative foundations upon which the Internet operates and is governed. This shall happen in a transparent and multilateral manner, based on principles of openness, inclusive participation, and accountability as prescribed by law.



Set B: Another way to think about digital rights can be clarified through the descriptions below:

Access and nondiscrimination - Access to the Internet enables you to exercise your human rights. As a general principle, you should not be disconnected from the Internet against your will, except when it is decided by a court. Moreover, Internet access should be affordable and non-discriminatory.

Freedom of expression and information - You are free to express yourself online and to access information and opinions, including those that may offend, shock or disturb, whilst respecting others' reputations and privacy.

Freedom of assembly, association and participation - You have the freedom to use any website, application, or another service to associate with your peers. You also enjoy the right to protest peacefully online. However, you should be aware that you may face legal consequences if online protest leads to blockages, disruption of services or damage to the property of others.

Privacy and data protection - Your personal data should only be processed with your consent or if it is laid down by law. You should be informed if your personal data is processed or transferred to other parties and when by whom, and for what purpose.

Education and literacy - You should have online access to education and knowledge in order to exercise your rights and freedoms on the internet.

Decolonising Digital Rights

A QUICK NOTE ON DECOLONISING DIGITAL RIGHTS

The objective of this is to help digital community stewards understand that digital technologies have the potential not only to reproduce but also to amplify existing forms of oppression, such as racism, sexism, ableism, homophobia, and transphobia.

The growing use and deployment of digital technologies have the potential to affect almost every aspect of our lives, as they become involved in everything from hiring processes to the operation of the “welfare state” and the criminal justice system.

The digital rights field exists to promote and protect rights and freedoms in the digital sphere. In order to do

so, it is crucial that the field reflects the society it works to safeguard. Here, the field must do better and ensure there are no blind spots in our work so that the digital rights of marginalised groups are upheld.

By a decolonising process, we mean a process that acknowledges that these forms of oppression have their roots in a history of domination and colonisation and are maintained by structural forces. Our goal is to initiate a process that challenges the structural causes of oppression in order to work towards a digital rights field in which all groups in society have their voices heard and which works to protect the digital rights of all.

You can also watch [this video](#) to the participants to provide further context to the work that is being done globally to mainstream the decolonisation of digital rights.

SOURCES & RESOURCES FOR PARTICIPANTS

Note: The following sources were used in developing the content for this training. While this serves as a list of sources, we also encourage participants to look further into these resources for further learning.

RESOURCE NAME AND LINK	RESOURCE TYPE AND SOURCE	TOPIC
The power of virtual communities	Report, Governance Lab	General
Establishing membership and rules	Assorted Articles, Facebook Community	Membership and Engagement
New Facebook Group Insights:	Video Tutorial, YouTube	Membership and Engagement
How to Improve Your Facebook Group Engagement	Video Tutorial, YouTube	Membership and Engagement
Understanding Information Disorder	Guide, First Draft News	Information Disorder
An Online Course from First Draft	Online Course, First Draft News	Information Disorder
Online Course on Misinformation and Disinformation	Online Course, BBC Media Action	Information Disorder
Navigating Disinformation	Online Course, UN Women	Information Disorder
Online Course on Journalism: 'Fake News' & Misinformation	Online Course, UNESCO	Information Disorder
Remote Learning Course on Dealing with Disinformation Amidst the Infodemic	Online Course, Out of The Box Media Literacy Initiative	Information Disorder
A Citizen's Guide to Information Disorder	Guide, CSU Political Science Capstone	Information Disorder

Module on Hate Speech	Training Module, Media Defence	Hate Speech
Media Against Hate Speech Training Module	Training Module, European Federation of Journalists	Hate Speech
Guide on Positive and Nonviolent Communication	Guide, Positive Psychology	Non-Violent Communication
Managing Conflict	Assorted Articles, Facebook Community	Digital Peacebuilding Communication Skills
Digital Peacebuilding Communication Skills - Beyond Counter Speech	Report, Lisa Schirch Toda Peace Institute	Digital Peacebuilding Communication Skills
Introduction to Smart Politics	Powerpoint Presentation, Smart Politics	Digital Peacebuilding Communication Skills
Understanding Privacy Settings	Article, Facebook Community	Digital Safety
Building a Team and Managing Self-Care	Article, Facebook Community	Digital Leadership
Growing Your Group	Assorted Articles, Facebook Community	Digital Community Growth, Diversity and Inclusion
Diversity & Inclusion	Assorted Articles, Facebook Community	Digital Community Growth, Diversity and Inclusion
Design Justice	Organisational Website and Principles, Design Justice Network	Digital Community Growth, Diversity and Inclusion
The Charter of Human Rights and Principles for the Internet	Report, Internet Rights and Principles Coalition	Digital Rights

Introduction to Digital Rights	Report, Share Foundation	Digital Rights
Decolonizing Digital Rights	Project/Initiative, Freedom Fund	Digital
Training Manual on Digital Rights and Freedom of Expression Online	Training Manual, Media Legal Defense Initiative	Digital Rights
Module 04 – My Rights Online	Training Module, WebWise	Digital Rights
Facebook Community Standards	Facebook Policy, Transparency Center, Facebook	Digital Safety and Rights