



GIFCT

Global Internet Forum
to Counter Terrorism

Human Rights Training Module 3

A Human Rights Approach to Countering Terrorism and Violent Extremism Online

Delivered by BSR

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Commitment to Human Rights





Agenda

1

WHAT IS A HUMAN RIGHTS-BASED APPROACH TO CTVE?

2

WHAT DOES HUMAN RIGHTS DUE DILIGENCE OF CTVE ENTAIL?

3

HOW TO INTEGRATE HUMAN RIGHTS PRINCIPLES INTO CTVE POLICY DEVELOPMENT AND ENFORCEMENT?

4

HOW TO PROVIDE REMEDY FOR HARMS ASSOCIATED WITH TVE ONLINE?



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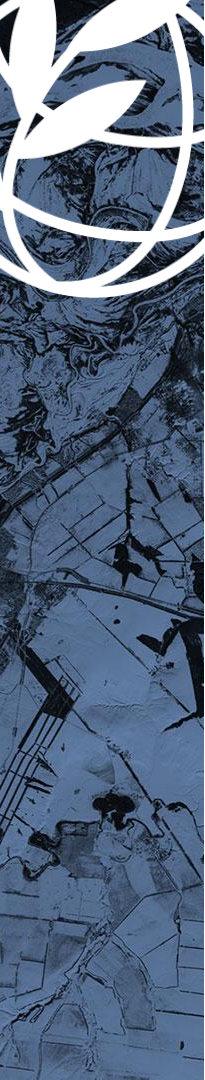
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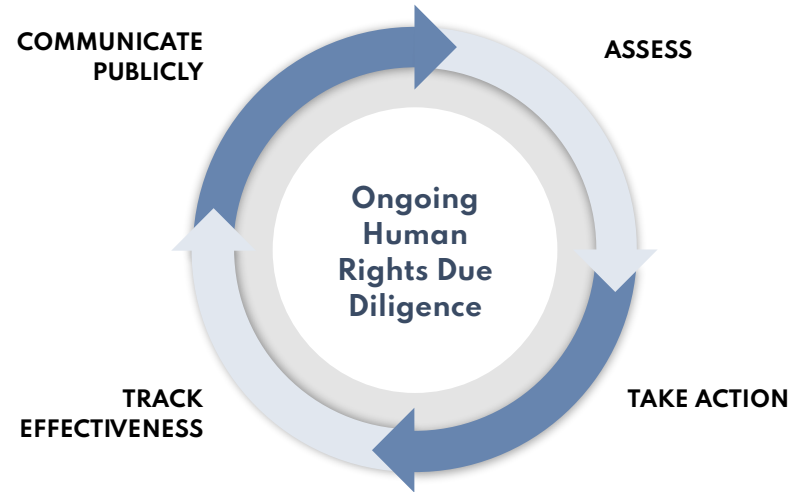


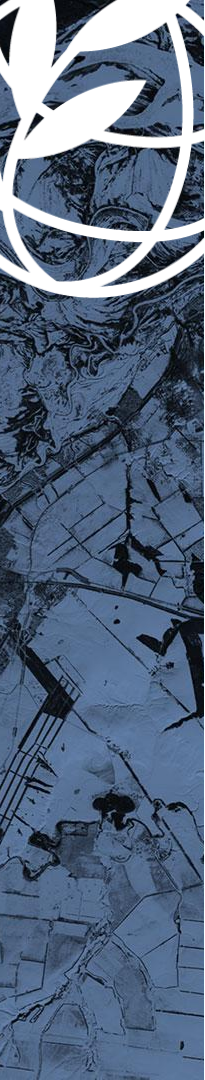
A human rights-based approach to CTVE means implementing the three key UNGPs responsibilities for companies when addressing TVE online.

1. A POLICY COMMITMENT TO RESPECT HUMAN RIGHTS

2. UNDERTAKE ONGOING HUMAN RIGHTS DUE DILIGENCE

3. PROVIDE ACCESS TO REMEDY





TVE activity and content is a source of human rights risk, so addressing it is important to addressing human rights risks.

However, efforts to address TVE can themselves come with risks (e.g. over enforcement that impacts certain communities), which are important to anticipate and address.



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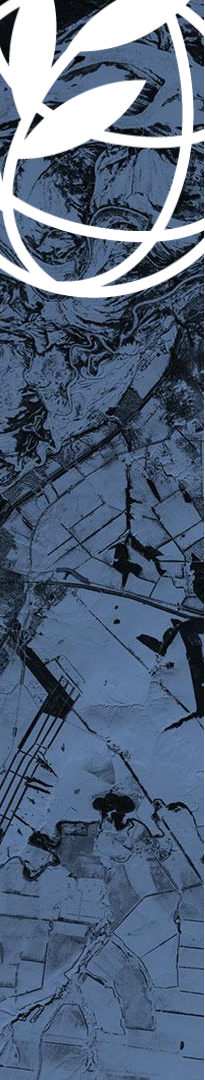
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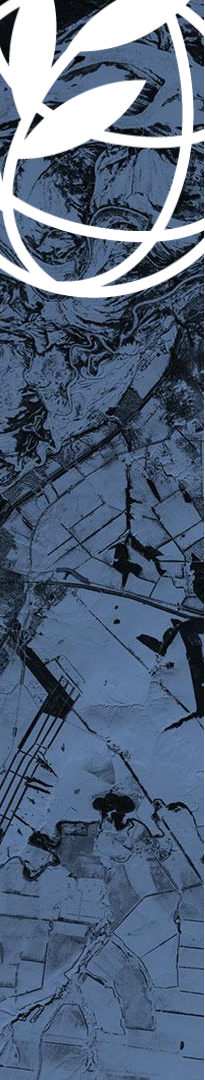
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HOW TO PROVIDE REMEDY FOR HARMS ASSOCIATED WITH TVE ONLINE?



Step 1: Identify and assess any actual or potential adverse human rights impacts.

- **Identify whether TVE activity is occurring on your platform**, and if so what types of content or behavior does it entail.
- Work with GIFCT to **understand what factors might make your platform more or less of a risk** for certain types of TVE activity.
- **Identify what human rights impacts could occur related to the TVE activity**, to both users and non-users. Remember to think across *all* human rights and to focus on vulnerable groups.
- **Identify any risks associated with any current TVE mitigation measures**, for example, over-enforcement of existing policies.



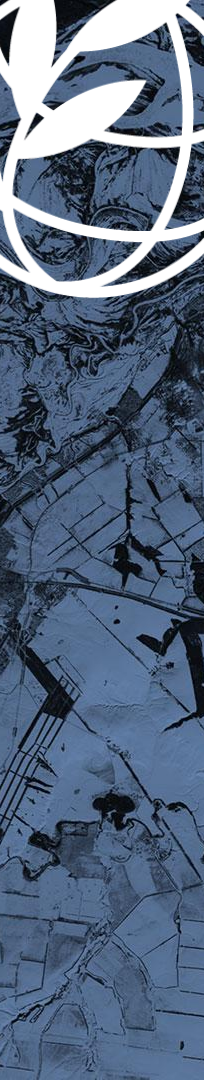
Step 2: Integrate findings across relevant internal functions and processes, **and take action to address impacts.**

Common measures for addressing risks associated with TVE activity:

- **Clear policies** related to TVE activity, including any exceptions, and a description of how that policy is enforced (e.g. what are the penalties)
- **Use of automated tools to scale enforcement** of a TVE policy (e.g. GIFCT hash-sharing database)
- **Reporting channels** for TVE activity
- **Incident response protocols** for significant events

Common measures for addressing risks associated with TVE mitigations:

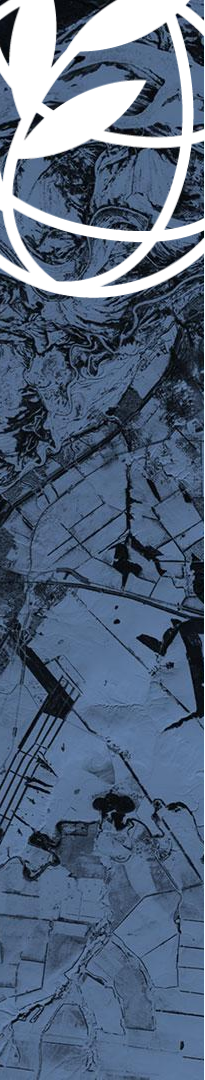
- **An appeals mechanism** to correct enforcement errors
- Setting **appropriate confidence thresholds** for automated enforcement vs. human review
- **Regular quality checks** on both human review and automated enforcement decisions



Step 3: Track and verify whether adverse human rights impacts are being addressed.

Frequency of tracking will depend on the nature of the mitigation measure, but might include:

- Periodic review of TVE policy and implementation guidance
- Regular review of performance metrics for automated tools
- Evaluating reporting and appeals channels to ensure they are accessible, predictable, equitable, transparent, and sufficiently timely
- Meaningful stakeholder engagement

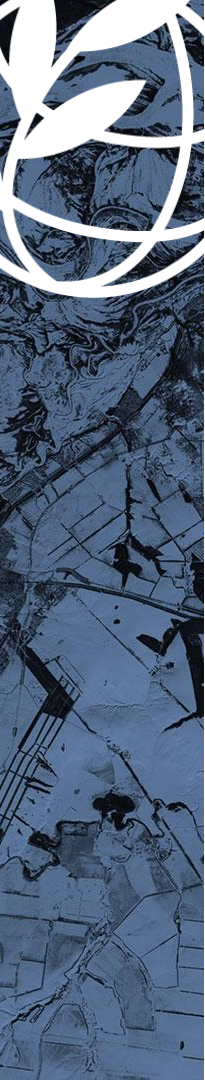


Step 4: Communicate publicly to enable stakeholder evaluation of response.

- Disclose the human rights risks related to TVE and to mitigation measures and how you are addressing them.
- This can be part of an existing disclosure, such as a transparency report, community guidelines enforcement report, human rights report, or similar.
- Blog posts can be used to provide more detail or answer frequently asked questions
- Disclosures should provide sufficient information such that external stakeholders can meaningfully evaluate your efforts.

Principles of Good Reporting

- Is clear, focused, concise, complete
- Is strategic and forward looking
- Includes appropriate context
- Provides both numbers and supporting narrative
- Clearly connects to other relevant disclosures
- Is accurate
- Is consistent and comparable over time
- Is informed by external stakeholders
- Is verifiable



Human rights due diligence must be an ongoing process to keep up with evolving risks.

TVE risks are constantly evolving with changing political and social context, major events like elections or armed conflict, and new tactics TVE actors use to evade detection.

Products and services also evolve over time, with new features and capabilities and new user bases and use patterns.



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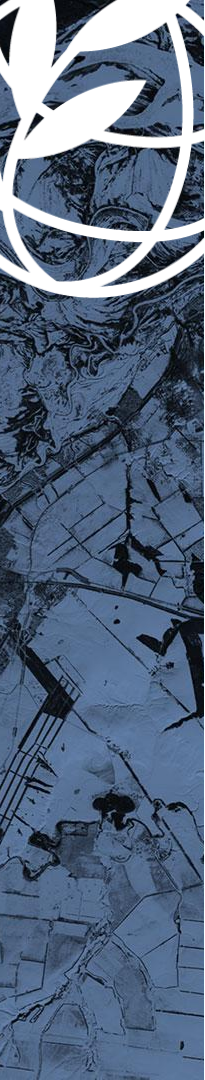
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There are 3 key areas for integrating human rights principles into policy development and enforcement

1. **Stakeholder engagement** in both policy development and enforcement, directly (e.g. direct consultation) or indirectly (e.g. GIFCT best practices, existing user feedback processes).
2. **Policies and enforcement approaches** that are legitimate, necessary, proportionate, non-discriminatory, and transparent.
3. **Handling government requests** for data or removal of accounts related to TVE with care, in line with the [Global Network Initiative principles and implementation guidelines](#).





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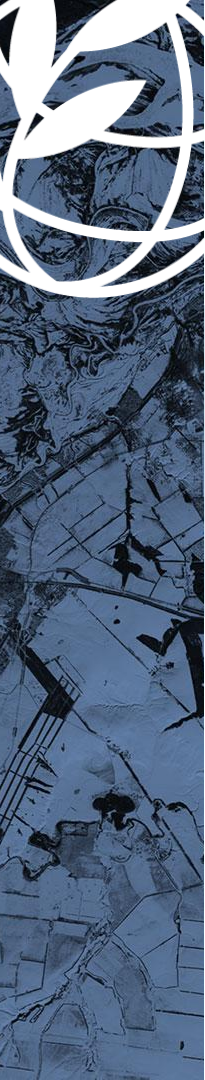
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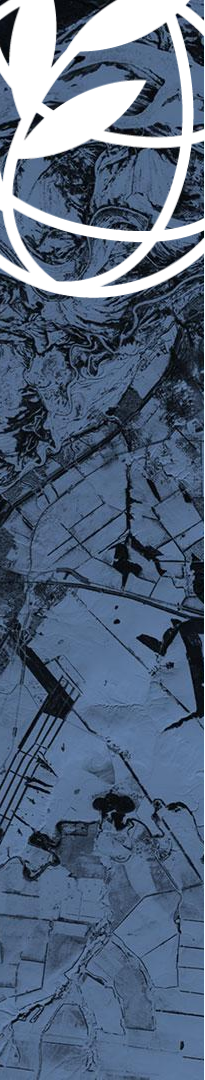
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There are 5 pathways for providing remedy, and user reporting and appeals process play an important role

1. **Satisfaction:** Apology to users, a public disclosure of responsibility for failure or errors
2. **Restitution:** Restoring content or accounts, removing strikes
3. **Guarantees of non-repetition:** Changing a policy, enforcing a policy, suspending repeat offenders
4. **Rehabilitation:** Providing or contributing to psychological services for target groups / victims, contributing to victims funds
5. **Compensation:** Money or other benefits for harm that is financially assessed.

*Note: Rehabilitation and compensation are especially complicated and should be reserved for specific cases.



Resources to assist you.

- List of internationally recognized human rights
- Illustrative list of potentially vulnerable or marginalized groups and a framework for identifying them
- Simple human rights due diligence tool
- Reporting best practices
- The human rights lifecycle of a terrorist incident



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