facebook

Safety
@Facebook

Empowering People to be Safe on Facebook

Facebook's mission is to give people the power to build community and bring the world closer together.

It is vital to our mission to ensure that people feel safe when connecting with others on the platform.

We've taken a holistic approach to protecting over 2 billion people who use Facebook every month.

1. Policies

Our Community Standards and related policies aim to find the right balance between giving people a place to express themselves and promoting a welcoming and safe environment for everyone. They define what is and is not okay to share on Facebook. Here are some of our fundamental areas:

Helping keep people safe online and offline:

We remove content, disable accounts and work with local law enforcement when we believe there is a genuine risk of physical harm or direct threats to public safety.

Encouraging respectful behaviour:

People use Facebook to share their experiences and to raise awareness about issues that are important to them. This means that they may encounter opinions that are different from theirs, which we believe can lead to important conversations about difficult topics. To help balance the needs, safety and interests of a diverse community, however, we may remove certain kinds of sensitive content or limit the audience that sees it.

Keeping account and personal information secure:

We work hard to help keep people's accounts secure and protect their personal information. We investigate any suspected breach of security. Any attempt to compromise the security of a Profile, including fraud, may be referred to law enforcement.

Protecting intellectual property:

Facebook is a place for people to share the things that are important to them. People own all of the content and information they post on Facebook and they can control how it is shared through their privacy and application settings. We ask that people respect copyrights, trademarks and other legal rights.

We particularly focus on the experience and safety of teens who are under 18 years old on our platform.

2. Keeping Teens Safe

Facebook requires everyone to be at least 13 years old before they can create a Facebook account. Our privacy and visibility settings for teens under 18 years old are, where appropriate, more restrictive than settings for adults.

When it comes to teens, we take extra precautions through our default privacy settings. We've designed many of our features to remind teens whom they're sharing with and to help them limit interactions with people they don't know:

1. The audience setting for all posts by teens is "friends only" by default, and when they want to post publicly they receive educational messages and pop-ups explaining the consequences of posting publicly.

2. We protect certain types of information — including teens' contact information, school or birthday — from appearing in public searches.

3. We remind teens that they should only accept friend requests from people they know.

We've taken further steps to help ensure that teens are safe when using the platform. These include:

1. Easy-to-use reporting links throughout the site, with fast support from our community operations team.

2. When reviewed by our team, we hide certain graphic content from under 18s (there is also a graphic warning for adults).

3. Social Reporting tools: empowering people to self-resolution, empowering bystanders, suggesting to teens they also reach out to someone they trust. This tool provides dedicated support for vulnerable young people alongside our suicide and selfharm support tools.

4. Strict advertising policies, particularly around regulated goods (alcohol, health supplements, tobacco) and other topics (such as gambling, dating and subscription services). Every advert is reviewed before it is shown.

   facebook.com/policies/ads

5. Page admins are required to clarify the audience is suitable for their page and can restrict access to teens depending on content. We ask that page admins age-gate their pages when it promotes regulated goods.

Our tools empower teens to protect themselves against unwanted content, unwanted contact, bullying and harassment online. We work with external experts to gain insight and to inform the creation of these tools.

We also understand that being a parent, particularly in a digital world, can be a difficult job. We know parents can have a lot of questions about Facebook. Whether people have a personal account, or whether a teen has one, we've created our Parent's Portal where parents can find lots of safety information, resources, videos and safety conversation starters for their family.
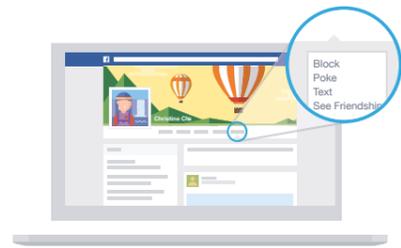
facebook.com/safety/parents
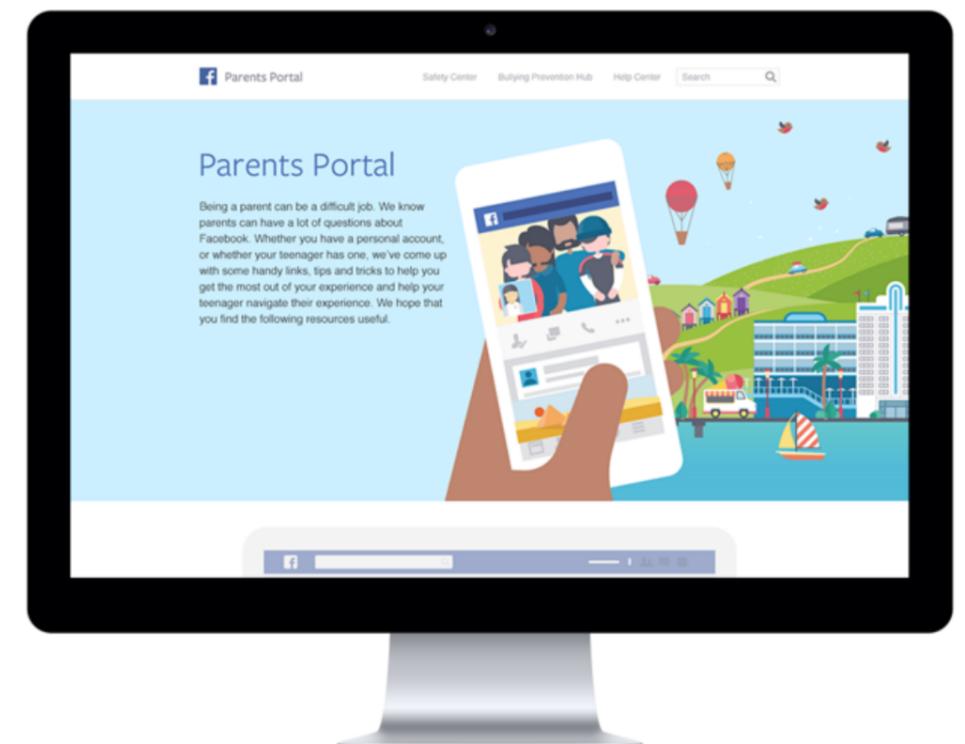
3. Safety and Privacy Tools

We have designed our platform with a view to giving people power and control over their own experiences. We give people control over what content they share, what content they see and experience, who can contact them, with whom they share, and more.

Reporting and blocking

At every point in the service, we offer access to the help and resources people might need to ensure their online, and sometimes offline, safety.

Our Community Operations teams work in offices around the world, 24 hours a day 7 days a week and in multiple languages. These teams are always ready to review the photos, posts, comments and other things people report to make sure Facebook remains safe.

Facebook includes a 'Report' link for harassment, bullying and other issues on nearly every piece of content. We don't include any information about the person who filed the report when we reach out to the reported.

We also enable anyone to block other people on the site. The blocked person will no longer be able to see things the other person posts on their profile and they'll no longer be able to tag, start a conversation or add them as a friend. Facebook does not notify the person that they have been blocked.

fb.me/blocking

In-line privacy controls

With our in-line audience selector, we give people the power to decide who can and cannot see the things they share at the very moment that they share them. When someone shares status updates, photos and other things on a post, they can select the audience. They can also create customised audiences and they can go back and change the audience at any time by tapping the arrow where it says 'to' and selecting the people they want to share with.

fb.me/audienceselector

Login notifications

When people turn on Login Notifications, Facebook sends an alert each time someone logs into their account from a new place or browser. If someone doesn't recognise the login activity, they can easily notify Facebook that this wasn't them and we'll help them to reset their password and secure their account.

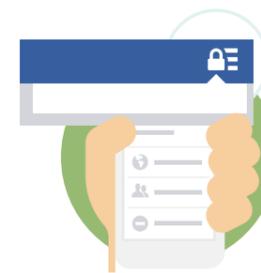**fb.me/loginnotifications**

Activity log

Activity Log allows people to review and edit all their Facebook activity, adjust the privacy of any post and change whether or not it is displayed on their timeline.

fb.me/activitylog

Privacy checkup

We created Privacy Checkup to help our community check their privacy settings easily. People can simply click on the small padlock icon on the top right of their Facebook profile or page.
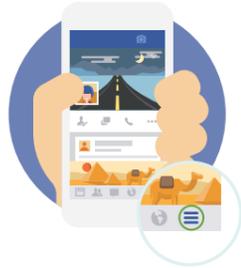
fb.me/privacyshortcuts

Secure browsing

When people have secure browsing turned on, we encrypt their activity on Facebook where possible, making it harder for anyone else to access their Facebook information without their permission.

fb.me/securebrowsing

Tips in News Feed

Tips in News Feed remind people of the various ways they can control and manage their privacy. These tips, which have been launched globally, are prompted by actions, such as someone posting on another person's timeline or someone liking their post.

We remind people:

• Who can see their posts

• Who can see their timeline or relationship status

• How tagging works

Support inbox

The Support Inbox is the place where people can check on the status of content they've reported, or inquiries or requests they've made.

fb.me/supportinbox

Ads preferences

Protecting people's privacy and showing them relevant ads are not at odds. People can control the ads they see and Facebook respects their choices across every device.

• Ad preferences explains why people are seeing specific ads and lets them control the information used to show ads to ensure they're seeing content that's most relevant.

• People can also opt out of advertising on Facebook based on the apps and sites they use. If they opt out once, then we'll opt them out across every device they use to access Facebook.

Social reporting

If people see something on Facebook that they don't like, but it doesn't violate the Facebook Terms, they can use the report links to send a message to the person who posted it or reach out to a parent, teacher or trusted friend for help.

fb.me/socialreporting

Download your information

Through the Download Your Information tool, people can download information available in their account and activity log.

4. Programmes and Partnerships

We also offer numerous programmes and guides to help our community use Facebook safely and responsibly.

Accessible resources

In 2016 we relaunched our new Facebook Safety Center, where people can find lots of information on our policies, tools and local resources.

facebook.com/safety

Responsible sharing

Think Before You Share is a guide by Facebook and MediaSmarts to help teens be thoughtful about what they share online.

In the UK, we work closely with Childnet International.
fb.me/thinkbeforeuk

In France, we work closely with Net Ecoute and Association e-Enfance.
fb.me/reflechissezavant

In Spain, we work closely with Grupo de Sociología de la Infancia y la Adolescencia (GSIA).
fb.me/piensaantes

In Belgium, we work closely with Child Focus.
fb.me/denkvoordat

In the Netherlands, we work closely with Veilig Internetten and Stichting Kennisnet.
fb.me/denknavoordat

In Slovakia, we work closely with digiQ.
fb.me/premyslitesizdielanie

Bullying prevention and conflict resolution

The Bullying Prevention Hub, launched in partnership with the Yale Center for Emotional Intelligence, is a resource for young people, parents and educators to seek support and help for issues relating to bullying and other conflicts, available in 55+ languages.

facebook.com/safety/bullying

Wellbeing support

In 2016 we relaunched our new Facebook Safety Center, where people can find lots of information on our policies, tools and local resources.

facebook.com/safety/wellbeing

Suicide prevention and support

We created Help a Friend in Need in partnership with The Jed Foundation and Clinton Foundation to raise suicide awareness and help support prevention.

In the UK, we work closely with Samaritans and Papyrus.
fb.me/helpafrienduk

In France, we work closely with S.O.S Amitié.
fb.me/aidezunami

In Germany, we work closely with Nummer gegen Kummer and Telefonseelsorge.
fb.me/piensaantes

In Spain, we work closely with Teléfono de la Esperanza.
fb.me/ayudaaunamigo

In Italy, we work closely with Telefono Azzurro.
fb.me/aiutaunamico

In Belgium, we work closely with Centre de prévention du Suicide, Centrum ter Preventie van Zelfdoding and Zelfmoordlijn 1813.
fb.me/premyslite

Bulgaria Resource
fb.me/helpafriendbulgaria

Partnerships

In 2009, we created our Safety Advisory Board, and every day since we have been building a Global Safety Network of partners from around the world who advise us on safety issues, work with us to bring online safety educational campaigns to our community, and help us create the best resources on safety issues.

Resources

Community Standards

Facebook's Community Standards define what is and is not okay to share on Facebook.

facebook.com/communitystandards

Privacy Basics

Privacy Basics is a tool set up by Facebook designed to give people complete control over what information they share on Facebook, with whom, and also who can share information with them, with 32 interactive guides available in 44 languages.

facebook.com/about/basics

Privacy Checkup

Privacy Checkup allows people to review and improve security and privacy settings by selecting 'more', 'settings', 'account settings' and then select 'security'.

facebook.com/Privacy Checkup

Security Checkup

Security Checkup is a quick way for people to review and add more security to their account. It helps them log out from unused browsers and apps, get login alerts and learn how to protect passwords.

fb.me/securitycheck

Facebook Safety Center

The Safety Center contains valuable information, tools, and resources for parents, teachers, teens and members of law enforcement.

facebook.com/safety

Facebook Parents Portal

Being a parent can be a difficult job. We know parents can have a lot of questions about Facebook, whether they have a personal account or whether their teen has one. We've come up with some handy links, tips and tricks to help parents get the most out of their experience and help their child navigate their experience.

facebook.com/safety/parents

Facebook Safety Page

On the Safety Page people will find updates and developments on online safety by Facebook and our partners around the world. .

facebook.com/fbsafety

Help Centre

Here people can find additional resources, including information on harassment or nonconsensual sharing of intimate images.

facebook.com/help

Bullying Prevention Hub

The Bullying Prevention Hub is a resource for young people, parents and educators to seek support and help for issues relating to bullying and other conflicts, available in 55+ languages.

facebook.com/safety/bullying

Well-being support

A dedicated well-being site for people who need support if they are struggling with issues surrounding their mental health, or the well-being of a loved one or friend.

facebook.com/safety/wellbeing