

PRIVATE AND CONFIDENTIAL



**11 February
2025**

Rt Hon Yvette Cooper MP
Home Secretary
Rt Hon Peter Kyle MP
Secretary of State for Science, Innovation and Technology

Dear Home Secretary and Secretary of State,

Many thanks for your correspondence dated 24 January 2025.

We appreciate your engagement on this important matter and the engagement of teams across the Department for Science, Innovation and Technology and the Home Office.

As set out in [our Transparency Report](#),¹ X is founded on a commitment to transparency and as part of that commitment we always strive to foster a healthier, more open, and civil public conversation. Whilst we welcome everyone to express themselves in our service, we have very clear rules in place to protect the safety of the service and also the people using it. Our Rules, found [here](#)², are in place to ensure that everyone feels safe expressing their beliefs and we strive to always enforce them with uniform consistency.

We are committed to being fair, informative, responsive, and accountable ensuring that our measures are "targeted and proportionate". In line with this commitment, we also take our responsibility to combat terrorism and violent extremism very seriously. We work alongside governments, industry and civil society. We also are committed to investing in technology that improves our capability to detect and appropriately enforce illegal content or accounts.

X is proud to partner with a range of organisations globally including the Global Internet Forum to Counter Terrorism, Tech Against Terrorism, Christchurch Call to Action, and EU Internet Forum, all to assist us in identifying emerging trends in how terrorists and violent extremists are using online platforms to promote their content. For a detailed description of X's content moderation activities, including those applied to terrorist content, you may wish to view the

¹<https://transparency.x.com/content/dam/transparency-twitter/country-reports/eu-tco/TERREG-Report-2023.pdf>

² <https://help.x.com/en/rules-and-policies>

Description of our Content Moderation Practices in X's EU Digital Services Act Transparency report, found [here](#).³

As outlined in the [X Violent and Hateful Entities Policy](#),⁴ X users may not threaten terrorism and/or violent extremism, nor promote violent and hateful entities. There is no place on X for violent and hateful entities, including (but not limited to) terrorist organisations, violent extremist groups, [perpetrators of violent attacks](#),⁵ or individuals who affiliate with and promote their illicit activities. The violence and hate these entities engage in and/or promote jeopardises the physical safety of those targeted.

We define violent entities as those that deliberately target humans or essential infrastructure with physical violence and/or violent rhetoric as a means to further their cause. These include, but are not limited to, terrorist organisations, violent extremist groups, and perpetrators of violent attacks. Hateful entities are those that have systematically and intentionally promoted, supported and/or advocated for [hateful conduct](#),⁶ which includes promoting violence or engaging in targeted harassment towards a protected category.

X welcomes opportunities for engagement with law enforcement authorities. We have a [dedicated portal for law enforcement](#)⁷ which includes both standard information requests from law enforcement as well as emergency requests which are handled with urgency, in accordance with legal requirements. Both of these avenues are open for any requests from law enforcement agencies and guidelines for law enforcement authorities are readily available on [our Help Centre](#).⁸

In relation to the content flagged within your correspondence dated 24 January:

1. *"Military Studies in the Jihad against the Tyrants: The Al-Qaeda Training Manual"*:

If this content was found on X, it would likely be enforceable under [X's violent and hateful entities policy](#),⁹ where users cannot affiliate with or promote the activities of violent and hateful entities. Examples of the types of content that violate this policy include, but are not limited to, doing the following on behalf of, indirectly, or directly for a violent or hateful entity:

- Engaging in or promoting violent acts:
- Recruiting, or providing or distributing services (such as media/propaganda) to further stated goals

³ <https://transparency.x.com/dsa-transparency-report.html>

⁴ <https://help.x.com/en/rules-and-policies/violent-entities>

⁵ <https://help.twitter.com/rules-and-policies/perpetrators-of-violent-attacks>

⁶ <https://help.twitter.com/rules-and-policies/hateful-conduct-policy>

⁷ https://legalrequests.twitter.com/forms/landing_disclaimer

⁸ <https://help.x.com/en/rules-and-policies/x-law-enforcement-support>

⁹ <https://help.x.com/en/rules-and-policies/violent-entities>

Additionally, we may also remove posts that disseminate manifestos or other content produced by perpetrators of terrorist or violent extremist attacks.¹⁰

2. *“Footage of the terrorist knife attack on Bishop Mari Emmanuel”*

As outlined, X has a dedicated portal for law enforcement removal requests. X has responded to UK law enforcement requests regarding this content, confirming that content reported has not been found to be in violation of the X Terms of Service. The media has however been marked with a sensitive content warning in response to UK law enforcement requests.

For further context regarding this video, in October, X publicly welcomed¹¹ the decision of the Australian eSafety Commissioner to concede that it should not have ordered X to block the video footage of the tragic attack on Bishop Mar Mari Emmanuel.

In other words, the Australian government has conceded that the video is not Class 1 material, meaning that it was not material warranting removal under applicable Australian legislation, and withdrew its removal notice after X filed a legal challenge in court.

X has clear policies on content and behavior that violate X Rules and we take appropriate action against content and accounts that violate our Rules. We also recognise that sometimes it may be in the public interest to allow people to view posts where this directly contributes to understanding or discussion of a matter of public concern.

We uphold it is in the public’s interest to view this footage should they wish to do so. Additionally, the Bishop himself has expressed that the public should be allowed to see the footage.

It is also important to note that X provides users with control over what media they share and see. Privacy and safety settings on X include options to see a warning over media that may contain sensitive content. By default, this is already set to provide the warning, but users can change this at any time. More information on how to control the media seen in posts is available here¹².

X remains fully committed to compliance with the duties set out in the Online Safety Act and we welcome our continued engagement with Ofcom. Our approach to safety, as set out in this submission, demonstrates X’s own initiative and independent commitment protecting users. A key priority for X is working towards Online Safety Act regulatory deliverables, in line with Ofcom’s roadmap. We are committed to transparency and accountability, regularly reviewing and reporting our progress to Ofcom and stakeholders. We aim to enhance user trust and ensure a positive experience for all of our users.

¹⁰ <https://help.x.com/en/rules-and-policies/perpetrators-of-violent-attacks>

¹¹ <https://x.com/GlobalAffairs/status/1844773969146028152>

¹² <https://help.x.com/en/rules-and-policies/media-settings>

Thank you again for your correspondence on this important matter and we thank the Home Office and Department for Science, Innovation and Technology for their continued engagement.

Kind regards,

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