

January 11, 2021



Dear Mr. Matze,

Last week's violent assault on the U.S. Capitol laid bare the very real and dangerous consequences of allowing disinformation, misinformation, and hate speech to spread unchecked on popular social media platforms like Parler. [Reports indicate](#) that the terrorists used Parler to organize the unprecedented attack on the Capitol. These developments follow [similar reports](#) of racism, extremism, and anti-semitism flourishing on your platform.

Access Now is a global civil society organization committed to defending and extending the human rights of users at risk. We particularly fight for the right of individuals to express themselves freely, a right enshrined in the U.S. Constitution and in international law. An integral part of defending the right to free expression is fighting disinformation, misinformation, hate speech, and other practices that impede our ability to have free and informed discourse. Dangerously, this type of speech has found a welcome and flourishing home on your platform and, alarmingly, your company has shown little to no willingness to crack down on it.

Parler's Community Guidelines and Terms of Service do not provide any information on ways the company combats these harmful practices. This type of transparency is critical to ensure the company is implementing policies and safeguards to ensure that users can freely express themselves unimpeded by disinformation, misinformation, and hate speech. Without a transparency report detailing how Parler enforces its own policies and responds to third-party requests for user information, or clear policies on content guidelines, Parler is not upholding its own [stated commitments](#) to a "transparent corporate policy." Our [Transparency Reporting Index](#), which compiles transparency reports from technology companies around the world, includes over 70 companies that report on the steps they take to protect their users' rights. Parler is missing from this list.

As individuals rely more on social media platforms like Parler to share and receive information, Parler emerges as a powerful vehicle for shaping American political discourse. In addition, the growing demand for your services makes Parler a target for third parties, from law enforcement to malicious hackers, seeking personal data and sensitive information. This is why disclosing only privacy policies is not enough — it is imperative that your company is transparent about how its policies affect our human rights, how the policies are enforced, and any action the company takes to minimize interference with its users' rights by third parties.

As such, we ask that Parler engage with us to improve its practices based on the requests below. We call on you to follow through on your stated commitments by disclosing the following:

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- **Policies on how Parler combats disinformation, misinformation, and hate speech;**
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- **Statistics on enforcement of your Community Guidelines and Terms of Service, including the number of accounts that have been restricted or removed due to violations of these policies;**
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- **Policies on notice to users before their content or accounts are restricted or removed due to violations of your Community Guidelines or Terms or Service;**
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- **Process, if any, through which users can appeal decisions or actions taken on their content or accounts;**
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- **The number of government requests for user data you receive by country, with compliance rates, and your procedures for responding to these requests;**
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- **Policies on notice to potentially affected users when their information has been requested or provided to government authorities, or exposed by breach, misuse, or abuse; and**
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- **Policies and practices affecting the processing of user data, security of data in transit and at rest, including on multi-factor authentication, encryption, and retention.**
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We would greatly appreciate your response by **Monday, January 25, 2021**.

Sincerely,

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U.S. Policy Manager, Access Now

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