

# COMPONENTS OF COMPLAINTS/REPORTS/NOTICES FROM PUBLIC AUTHORITIES AND PRIVATE NOTIFIERS



REF: 20-106 | June 29, 2020

A variety of notifiers, representing different stakeholder groups, identify potentially problematic content and notify platforms. This document intends to identify the minimum basic components that are needed for such notices.

	Brief Explanation	Mandatory/ Recommended for Individual Flaggers	Mandatory/ Recommended for Identified Flaggers	Mandatory/ Recommended for Public Authorities
<b>REFERENCING</b>				
<b>Request Number</b>	Request ID number generated by the notifier that identifies the specific demand; used for reference tracking and potential audits.	R	M	M
<b>Time and date</b>	Time and date when the notice was issued or generated.	M	M	M
<b>Country</b>	Indicates the country of origin of the request/demand.	R	R	M
<b>Case Number</b>	Identifies the corresponding legal case in the requesting country, if applicable.	M	M	M
<b>Type of Notifier</b>	Reference to Typology of Notifiers	R	M	M
<b>TARGET</b>				
<b>Account information</b>	Identifies the specific target of the request: user identifiers or accounts (criteria of specificity).	M	M	M

**COMPONENTS OF COMPLAINTS/REPORTS/NOTICES FROM PUBLIC AUTHORITIES AND PRIVATE NOTIFIERS**

<b>File Type</b>	The type of allegedly infringing content (text, picture, video) <sup>1</sup> .	R	R	R
<b>Content Language<sup>1</sup></b>	The language of expression of the content.	R	R	R
<b>URL</b>	URL to the piece of content (a timestamp of the alleged infringement in the case of multimedia content is recommended).	M	M	M
<b>TIMING</b>				
<b>Deadline</b>	Identifies specific deadlines attached to the demand, if any.	N/A	N/A	M
<b>Emergency</b>	Identifies whether the circumstances correspond to a demonstrable situation of emergency.	Yes/No	Yes/No	Yes/No
<b>Rationale for Emergency</b>	Justification and demonstration of the emergency (e.g. its nature, link of the request to the emergency, how the action can avert the emergency).	M* if emergency is indicated.	M* if emergency is indicated.	M* if emergency is indicated.

<sup>1</sup> This type of information might be useful for platforms to select the appropriate AI tools or moderators to optimize time for human review.

**COMPONENTS OF COMPLAINTS/REPORTS/NOTICES FROM PUBLIC AUTHORITIES AND PRIVATE NOTIFIERS**

<b>CONFIDENTIALITY</b>				
<b>Confidentiality</b>	Specifies whether specific circumstances justify that some parts or all of the demand not be communicated to the concerned user.	Yes/No	Yes/No	Yes/No
<b>Rationale for Confidentiality</b>	Justification of non-notification.	M* if confidentiality is indicated.	M* if confidentiality is indicated.	M* if confidentiality is indicated.
<b>Confidentiality timeline</b>	Duration of the confidentiality exception.	R	M* if confidentiality is indicated.	M* if confidentiality is indicated.
<b>ANONYMITY</b>				
<b>Anonymity</b>	Allows the notifier to request that their anonymity be preserved from third-parties.	Yes/No	N/A	N/A
<b>CASE</b>				
<b>Category of violation</b>	What is the category of alleged abuse <sup>2</sup>	M	M	M
<b>Problem reported</b>	Description of the issue and an explanation of the motivation to report.	R	M	M
<b>Supporting Elements</b>	Elaboration on the context, facts and potential harm.	R	R	M
<b>Normative Basis</b>	Reference to national legal framework or terms of service clause upon which this demand is based, ideally with an explicit link to an online version in English of the corresponding law/jurisprudence if available.	R	R	M

<sup>2</sup> Refer to Operational Criteria A - Content Typology in the [Operational Approaches document](#) for examples.

**COMPONENTS OF COMPLAINTS/REPORTS/NOTICES FROM PUBLIC AUTHORITIES AND PRIVATE NOTIFIERS**

<b>Evaluation by notifier</b>	An explanation of the prior evaluation conducted by the notifier	R	M	M
<b>REQUESTED ACTION</b>				
<b>Action sought</b>	Indication of the specific action requested.	N/A	N/A	M* if based on legality
<b>ISSUING AUTHORITY</b>				
<b>Issuing Authority</b>	The authority and/or POC that has issued the demand and its details.	N/A	N/A	M
<b>CONTACTS</b>				
<b>Response Notification</b>	Contact details to which response notifications should be directed to.	R	M	M
<b>SELF-CERTIFICATION/DECLARATION/ATTESTATION</b>				
<b>Self-Certification</b>	Self-certification by the notifier (e.g.: I declare the information to be true and that there is no improper motivation or illegitimate purpose for this request. )	R	M	M
<b>SIGNATURE</b>				
<b>Signature</b>	Identifies the signature and/or stamp of the notifier.	N/A	M	M