



EU Terrorist Content Online Transparency Report

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Reporting period: 1 January 2025 - 31 December 2025

Introduction

[Spotify](#) is a digital music, podcast, and audiobook service that gives users access to millions of songs and content from creators worldwide. For clarity, throughout this report we will refer to the main consumer-facing Spotify app (on which users can listen to music, podcasts, and other audio) as “Spotify Main.”

Spotify is dedicated to delivering human creativity to audiences around the world. We believe achieving this mission is possible by welcoming different forms of artistic expression, ideas, perspectives, and voices.

However, we take our responsibility to address any illegal and harmful content, including terrorist content, that appears on Spotify’s services, and we have policies and procedures in place to do this.

Spotify’s terms for its services, which incorporate Spotify’s [Platform Rules](#), and provider agreements require users and creators to abide by various policies and guidelines regarding content on Spotify. These rules apply to all content on our services, including business-to-business licensed content and Spotify-produced content. There are a variety of [content actions](#) Spotify may take when something violates the Platform Rules and applicable laws.

We are committed to clearly explaining our processes and actions to ensure a safe and enjoyable listening experience for everyone. To learn more, visit the [Spotify Safety & Privacy Centre](#).

This transparency report is published in compliance with the EU Regulation 2021/784, addressing the dissemination of terrorist content online (“TCO”). This report includes data from 1 January 2025 through 31 December 2025. In line with the TCO, it includes information about Spotify’s services covered by the regulation:

- [Spotify Main](#)
- [Spotify for Creators](#)
- [Spotify for Artists](#)
- [Spotify for Authors*](#)

*Spotify’s 2024 TCO Transparency Report included data relating to Findaway Voices, which is a service that is being transitioned to Spotify for Authors. Spotify for Authors is a new platform geared towards authors and publishers who want to manage and grow their audiobooks on Spotify, expanding on the tools previously offered through Findaway Voices.

Spotify’s measures in relation to terrorist content

Spotify is committed to combating terrorism or violent extremism on our platform, and our [Platform Rules](#) and moderation practices evolve to address new behaviours and trends. Our approach to enforcing these policies includes using automated tools, human review, and a hybrid approach of both to assess content and take appropriate enforcement action against violating content.

Platform Rules

Our [Platform Rules](#) make clear that promoting or supporting terrorism or violent extremism is not allowed on Spotify.

This includes, but may not be limited to, content:

- glorifying or praising violent extremist groups or their members;
- coordinating, promoting, threatening, or praising an act of violence by or on behalf of violent extremist groups or their members;
- providing instructions or instructional materials to commit an act of violent extremism;

- soliciting an individual or group to finance, undertake an act of violent extremism, or become involved in the activities of a violent extremist group.

Reporting content

Anyone with an email address can report content they believe violates our [Platform Rules](#) through our secure [reporting form](#), even if they do not have a Spotify account.

Additionally, content that allegedly violates the law can be reported through the [illegal content reporting form](#). Unless the content is reported for intellectual property reasons, content reported through this form will also be reviewed for violations of our Platform Rules.

Law enforcement, government entities, and officials can also report content on Spotify that may violate Platform Rules and/or local relevant laws through designated secure reporting channels. Our [Safety & Privacy Centre](#) has more information on supporting EU authorities.

Content actions

Spotify may take various [content actions](#) when content violates the [Platform Rules](#) and applicable laws. For content that supports or promotes violent extremism or terrorism, the associated action is always removal. When reviewing content against our policies, our content moderation teams consider several factors, such as the context behind a particular topic and the severity and/or frequency of violations.

There may be a greater risk of harmful content circulating online during periods of heightened risk, such as violent conflict or mass-casualty events. In response, Spotify may take additional steps during such events by providing users with timely and relevant information and resources. For more information, please see our [Safety & Privacy Centre](#).

Content moderation teams

Our content moderation teams are globally distributed, providing continuous 24-hour coverage every day of the week. Context is often critical when assessing content and we've worked hard to build teams with diverse language expertise and backgrounds to understand local cultural context.

Our teams receive extensive training to ensure a deep understanding of Spotify's [Platform Rules](#) and re-train to stay ahead of evolving trends and behaviours. We regularly perform quality assessments on moderation decisions and have processes in place for reviewers to ask questions, request feedback, or flag new trends or issues.

We recognise that content moderation can be demanding and offer all content reviewers mental health and resilience resources. These resources can take many forms, including group and 1:1 sessions with a qualified expert. Additionally, all people managers are coached and encouraged to check in with their reports on their well-being and ensure they are aware of and have access to resiliency resources.

Proactive detection and automated measures

We leverage a variety of technical and human detection measures to identify and help prevent violating content from appearing and reappearing on the platform.

Our automated measures consist of machine learning, rule-based heuristics, and hash-matching systems.

- **Machine Learning (“ML”) models:** We use machine learning models to review text, images, audio, and video for possible rule violations. These systems can flag content for human review or, in some cases, take action directly. They also help identify issues such as incorrect labelling or categorisation. ML allows us to review content at scale and detect harmful or potentially infringing material more quickly.

- **Rule-Based Heuristics:** We use keyword and pattern-based rules to help identify and route content for review. These rules are regularly updated based on enforcement experience and emerging risks. They are mainly used to help triage content rather than to make final automated decisions. Keywords are based on several inputs, including previously identified violating content, trends observed by our third-party experts, and expertise from our content moderation teams across the globe.
- **Hash-Matching Systems:** Hash-matching identifies exact matches of previously removed content. By comparing the unique digital “fingerprint” (hash) of a newly uploaded file against a database of known violative material, the system can automatically prevent identical content from being uploaded again, without needing a new review of the content.

Our tools and technologies supplement and assist our human reviewers. Proactive measures help us identify and address issues more quickly, without only relying on user reports. Our goal is to reduce the time potentially violative content remains available, while taking thoughtful and proportionate action.

Specific to detecting content that promotes or supports terrorism or violent extremism, we may also:

- **Proactively monitor high-risk content:** Our content moderation teams and external third-party partners proactively monitor for content that may be at high risk of violating our [Platform Rules](#) due to additional contexts such as on-platform behaviours or emerging trends.
- **Investigate associated content:** When we become aware of content violating our [Platform Rules](#) for terrorism and violent extremism, we may investigate associated content on the platform, such as albums, creator profiles, or other related content.
- **Remove repeat offenders from the platform:** Repeated and/or egregious violations of the [Platform Rules](#) may result in an account being suspended and/or terminated.

Third-party expert collaboration

We believe collaboration is critical in tackling complex challenges like terrorism and violent extremism. We have long-established [partnerships](#) with third-party experts in this space, including the Institute for Strategic Dialogue (ISD) and Moonshot, among our [Safety Advisory Council](#) members. Through these partnerships, we are able to share expertise, better understand evolving tactics and threats, and identify emerging trends related to terrorism and violent extremism that may potentially pose harm on the Spotify platform.

Enforcement Report

Removal Orders from EU national competent authorities

In compliance with the EU Terrorist Content Online Regulation (“TCO”), Spotify has established a process to quickly and efficiently manage removal orders from EU national competent authorities, including a dedicated intake channel.

During this reporting period, we received a total of 36 removal orders from competent EU national authorities under Article 3 of the TCO. Upon receipt, 2 orders were determined to be not actionable, as they contained errors that prevented execution. In another case, the reported URL had already been removed prior to receipt of the order as part of our internal enforcement processes. For the remaining orders received, the content reported was removed for violating our Platform Rules against promoting or supporting terrorism or violent extremism or for violating local law.

Enforcement and Appeals for Spotify Main

This section includes information related to Spotify's moderation of content flagged for promoting or supporting terrorism or violent extremism, including data related to removal orders from EU national competent authorities.

Variations in enforcement volumes year-over-year may reflect improvements in detection capabilities, changes in user behaviour, or emerging risk trends.

Total pieces of content removed for promoting or supporting terrorism or violent extremism as a result of report submissions and proactive enforcement	1,645
Total pieces of content removed as a result of removal orders from EU national competent authorities	42
Total number of appeals in relation to content that had been found to be in violation of the Platform Rules for promoting or supporting terrorism and violent extremism	10
Total number of administrative or judicial review proceedings brought by Spotify	0
Total number of decisions that were reversed	5*

*This figure reflects reversals from user appeals of platform-initiated enforcement actions: automated measures or secure reporting. No appeals relating to removal orders issued by designated authorities were received during the reporting period.

Enforcement and Appeals for Spotify for Creators

Total pieces of content removed for promoting or supporting terrorism or violent extremism as a result of report submissions and proactive enforcement	61
Total pieces of content removed as a result of removal orders from EU national competent authorities	3
Total number of appeals in relation to content that had been found to be in violation of the Platform Rules for promoting or supporting terrorism and violent extremism	0
Total number of administrative or judicial review proceedings brought by Spotify for Creators	0
Total number of decisions that were reversed	0

Enforcement and Appeals for Spotify for Artists

Total pieces of content removed for promoting or supporting terrorism or violent extremism as a result of report submissions and proactive enforcement	14
Total pieces of content removed as a result of removal orders from EU national competent authorities	2
Total number of appeals in relation to content that had been found to be in violation of the Platform Rules for promoting or supporting terrorism and violent extremism	0
Total number of administrative or judicial review proceedings brought by Spotify for Artists	0
Total number of decisions that were reversed	0

Enforcement and Appeals for Spotify for Authors

Total pieces of content removed for promoting or supporting terrorism or violent extremism as a result of report submissions and proactive enforcement	75
Total pieces of content removed as a result of removal orders from EU national competent authorities	0
Total number of appeals in relation to content that had been found to be in violation of the Platform Rules for promoting or supporting terrorism and violent extremism	0
Total number of administrative or judicial review proceedings brought by Spotify for Authors	0
Total number of decisions that were reversed	0

Conclusion

Spotify is committed to clearly explaining our processes and actions to ensure a safe and enjoyable listening experience for everyone, and we take our responsibility to address terrorist or violent extremist content on our platform seriously. We have robust policies and procedures in place to identify and take action on such content, including through the use of automated tools, human review, and collaboration with third-party experts.
