



EU Terrorist Content Online Transparency Report

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Reporting Period

January 1, 2024 - December 31, 2024

Introduction

[Spotify](#) is a digital music, podcast, and audiobook service that gives users access to millions of songs and other content from creators worldwide.

Spotify is committed 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 take action on any illegal and harmful content, including terrorist content, that appears on Spotify seriously, 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 guidelines and policies 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 operations and actions to our users and the public to ensure a safe and enjoyable listening experience for everyone. To learn more, visit the [Spotify Safety & Privacy Center](#).

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 January 1, 2024 through December 31, 2024. In line with the TCO, it includes information about Spotify's services covered by the regulation:

- [Spotify](#)
- [Spotify for Creators](#)
- [Spotify for Artists](#)
- [Findaway Voices](#)

Spotify's measures in relation to terrorist content

Spotify is committed to combating violent extremism and terrorism on our platform, and our [Platform Rules](#) and moderation practices continually 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 Center](#) 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 threat of harmful content online during periods of heightened risk, such as violent conflict or mass-casualty events. Recognising this, Spotify may take additional steps during such events, like restricting the reach of certain types of content and/or highlighting timely and trusted resources. For more information, please see our [Safety & Privacy Center](#).

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](#), re-train whenever these Rules are updated, and are provided with regular policy refreshers. 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 models and heuristics.

- **Machine Learning (“ML”) models:** We use ML models to identify patterns to categorise content and determine potential violations of [Platform Rules](#) or other Spotify policies. To ensure that creators are distributing their content through the correct Spotify services, content classification models will proactively remove, or, in some instances, flag to our content moderation teams for additional review, content that has been miscategorised. Policy-based ML models help automate aspects of content moderation, enabling faster and more scalable content review, while reducing reliance on manual efforts by analysing text, images, audio, and videos to detect harmful or possibly infringing content.
- **Heuristics:** We create rule-based heuristics for identifying and actioning content that may violate our [Platform Rules](#) or other Spotify policies. Our heuristics include keyword and hash-based detection for content moderation. 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.

Our tools and technologies supplement and assist our human reviewers, allowing teams to focus on providing expert insight when needed. Our detection and automated review tools also

allow us to limit the need for humans to report content and limit users' exposure to content that may violate our [Platform Rules](#).

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. These partnerships allow us to share expertise and identify emerging trends related to terrorism and violent extremism that may potentially harm users 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 44 removal orders under Article 3 of the TCO from the EU national competent authorities. In one instance, we informed the competent authority that the removal order could not be executed because it contained errors. The content reported in 35 of these orders was removed for violating our [Platform Rules](#) for promoting or supporting terrorism and violent extremism. For the remaining eight orders, the reported content had already been removed for violating our Platform Rules as a result of our proactive detection measures by the time the orders reached Spotify.

Enforcement and Appeals for Spotify

Total pieces of content removed for promoting or supporting terrorism or violent extremism as a result of Platform Rules reports and proactive enforcement	449
Total pieces of content removed as a result of removal orders from EU national competent authorities*	2
Total number of appeals from users in the EU in relation to content that had been found to be in violation of the Platform Rules for promoting or supporting terrorism and violent extremism	1
Total number of administrative or judicial review proceedings brought by Spotify	0
Total number of decisions that were reversed	0

*These pieces of content were reported in removal orders from EU national competent authorities and were removed for violating our Platform Rules for promoting or supporting terrorism and violent extremism.

Enforcement and Appeals for Spotify for Creators

Total pieces of content removed for promoting or supporting terrorism or violent extremism as a result of Platform Rules reports and proactive enforcement	175
Total pieces of content removed as a result of removal orders from EU national competent authorities*	25
Total number of appeals from users in the EU in relation to content that had been found to be in violation of the Platform Rules for promoting or supporting terrorism and violent extremism	6
Total number of administrative or judicial review proceedings brought by Spotify for Creators	0
Total number of decisions that were reversed	0

*These pieces of content were reported in removal orders from EU national competent authorities and were removed for violating our Platform Rules for promoting or supporting terrorism and violent extremism.

Enforcement and Appeals for Spotify for Artists

Total pieces of content removed for promoting or supporting terrorism or violent extremism as a result of Platform Rules reports and proactive enforcement	39
Total pieces of content removed as a result of removal orders from EU national competent authorities*	8
Total number of appeals from users in the EU 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

*These pieces of content were reported in removal orders from EU national competent authorities and were removed for violating our Platform Rules for promoting or supporting terrorism and violent extremism.

Enforcement and Appeals for Findaway Voices

Total pieces of content removed for promoting or supporting terrorism or violent extremism as a result of Platform Rules reports and proactive enforcement	0
Total pieces of content removed as a result of removal orders from EU national competent authorities*	0
Total number of appeals from users in the EU 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 Findaway Voices	0
Total number of decisions that were reversed	0

*These pieces of content were reported in removal orders from EU national competent authorities and were removed for violating our Platform Rules for promoting or supporting terrorism and violent extremism.

Conclusion

Spotify is committed to clearly explaining our operations and actions to our users and the public 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.
