



# Information Technology (Guidelines for Intermediaries and Digital Media Ethics Code) Rules, 2021 Monthly Transparency Report

Google is committed to keeping platforms safe. We consistently publish data that sheds light on how and why users raise complaints, how we respond to those complaints, how we enforce community guidelines and content policies, and how we comply with local laws to keep users safe.

In accordance with the Information Technology (Guidelines for Intermediaries and Digital Media Ethics Code) Rules, 2021 ("IT Rules"), Google is publishing monthly transparency reports with details of complaints received from users in India and the actions taken thereon across Google's platforms that are classified as "Significant Social Media Intermediaries" ("SSMIs") under the Rules. This document is the first publication of the transparency report.

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## Overview

This report outlines the volume of complaints Google receives in India through its designated complaint channels each month, and any subsequent removal action taken on complaints during that month<sup>1</sup> relevant to SSMI products. To allow sufficient time for data processing and validation, there will be a two-month lag for reporting. In future reports, data on removals as a result of automated detection, as well as data relating to impersonation and graphic sexual content complaints received post May 25, 2021, will be included. We are committed to making improvements in the upcoming iterations of the report based on feedback from all stakeholders, including providing more granular data.

<sup>1</sup>The time range for complaints received / actions taken is based on United States Pacific Time.

## Complaints received

The figure to the right reflects the total number of complaints received from individual users located in India via designated mechanisms during the one-month reporting period. These complaints relate to third-party content that is believed to violate local laws or personal rights on Google's SSMI platforms. This data also includes individual user complaints accompanied by a court order<sup>2</sup>.

April 2021

Number of complaints received

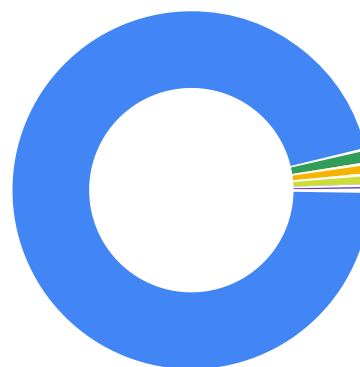
27,762

<sup>2</sup>This report does not include other government requests to remove content - you can access this data in our existing [Government requests to remove content transparency report](#).

## Complaint reasons

The complaints received, as outlined above, consist of various categories. Some requests may allege infringement of intellectual property rights, while others claim violation of local laws prohibiting types of content on grounds such as defamation. When we receive complaints regarding content on our platforms, we review them carefully.

April 2021



- Copyright: 26,707 (96.2%)
- Trademark: 357 (1.3%)
- Defamation: 275 (1.0%)
- Other Legal: 272 (1.0%)
- Counterfeit: 114 (0.4%)
- Circumvention: 37 (0.1%)

## Removal actions taken on complaints

As described above, we receive complaints for a variety of reasons. Each unique URL in a specific complaint is considered an individual "item". A single complaint may specify multiple items that potentially relate to the same or different pieces of content. While the previous section of this report shows information on the volume of complaints received, this section summarizes the volume of removal actions taken on items as a result of complaints received. When we receive complaints from individual users regarding allegedly unlawful or harmful content, we review the complaint to determine if the content violates our community guidelines or content policies, or meets local legal requirements for removal. The figure to the right shows the total number of removal actions taken during the one-month reporting period.

April 2021

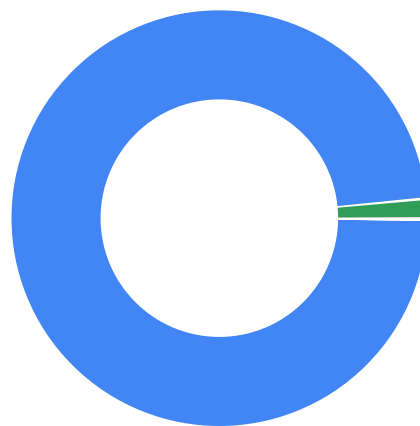
Number of removal actions

59,350

## Reasons we take removal action

We evaluate content reported to us under our community guidelines, content policies and / or legal policies. Based on this review, removal action may be taken on one of the request reasons shown in the chart on the right.

April 2021



- Copyright: 58,391 (98.4%)
- Trademark: 931 (1.6%)
- Circumvention: 13 (0.0%)
- Counterfeit: 7 (0.0%)
- Defamation: 7 (0.0%)
- Other Legal: 1 (0.0%)

# IT Rules, 2021 Monthly Transparency Report

Google provides information about removals contained in this report in accordance with the IT Rules, 2021

# Frequently asked questions

## What types of complaints are covered by this report?

This report provides information on complaints received from users in India and the actions taken on content on Google's platforms that are classified as "Significant Social Media Intermediaries" ("SSMIs").

## What is a "Significant Social Media Intermediary"?

As defined in the IT Rules, a "Significant Social Media Intermediary" means a social media intermediary having a number of registered users in India above a certain threshold as notified by the Central Government.

## What is a removal action?

The "removal actions" number represents the number of items where a piece of content was removed or restricted during the one-month reporting period as a result of a specific complaint.

## Have you actioned all of the content removal requests received?

When we receive complaints regarding content on our platforms, we review them carefully. There are many reasons we may not have removed content in response to a user complaint. For example, some requests may not be specific enough for us to know what the user wanted us to remove (for example, no URL is listed in the request), or the content has already been removed by the user when we process the complaint.

## What are the reasons for taking a removal action?

If the content violates our community guidelines, product policies, or local legal requirements, then we take action to remove the content.

# IT Rules, 2021 Monthly Transparency Report

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## Frequently asked questions

### Why do there appear to be significantly more removal actions taken versus complaints received?

A single complaint may specify multiple URLs, referred to in the report as "items", that potentially relate to the same or different pieces of content.

### Where can I submit a complaint?

Users can submit a complaint via Google's [Grievance Officer Landing Page for India](#).

### What are the different types of complaint reasons?

**Copyright:** Requests related to alleged copyright infringement, received under notice and takedown laws such as the US Digital Millennium Copyright Act.

**Trademark:** Requests related to claims of infringement and misuse of trademarks.

**Defamation:** Requests related to harm to reputation. This may include, but is not limited to claims of libel, slander, and corporate defamation.

**Counterfeit:** Requests related to sale or promotion for sale of counterfeit goods.

**Circumvention:** Requests related to content with tools to bypass copyright technological protection measures.

**Other legal:** Report content for a legal reason not already listed.

### Does this report include government removal requests?

As required by the IT Rules, this report includes complaints received from individual users (including those with an accompanying court order). Data on government requests to remove content can be accessed in our existing [Government requests to remove content transparency report](#).

## IT Rules, 2021 Monthly Transparency Report

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