



Ministry
of Defence

Our Ref: FOI2018/07357

Ministry of Defence
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26 June 2018

Dear [REDACTED]

Thank you for your e-mail of 04 June 2018 requesting the following information:

"I am looking for any information relating to the use of third-party content moderation software on your office's social media channels. This could include emails to or from companies requesting that they take on or assist with the role of moderating comments, posts, and other forms of user engagement on your social media channels (e.g. Twitter, Facebook, Google Plus, etc.). The list of companies I am interested in learning if your office is working with includes (but is not limited to):

*Besedo
Community Sift
Smart Moderation
Crisp Thinking
ModSquad
WarwickAnalytics
Microsoft Azure
OneSpace
CrowdSource
PicPurify
WebPurify
Clarifai
Jigsaw
xModerator
Valossa
Kuznech
Graymatics
Sightengine
AKISMET
Agora Pulse*

If there are other companies beyond these ones that are offering content moderation services for your office's social media channels that you are partnered with, I would like information relating to those conversations as well.

Please provide the information in the form of a .zip file containing any communications between your office and such companies.”

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

I can confirm that the Ministry of Defence does hold information within the scope of your request and can be found below.

The Directorate of Defence Communications (DDC) manages the main social media accounts for Defence including Twitter, Facebook, LinkedIn, YouTube, Snapchat and Instagram accounts. To assist our moderation of Facebook, YouTube, Instagram and LinkedIn we use a software application from Proofpoint called Nexgate Patrol. This allows us to ensure public comments received are checked against our moderation policy listed on Gov.uk. We use the software to remove overtly offensive comments or those containing links that could potentially harm users e.g. links to obscene, offensive or indecent web content. The MOD has an indirect relationship with ProofPoint in that our software access is via a Social Media partner called Hootsuite. The only communications that we are likely to hold are a small number of support tickets for low level technical issues which only contain account details. These are likely to be exempt from release under security exemptions.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.gov.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website www.ico.org.uk

Yours sincerely,

DDC Secretariat Parliamentary