



Twitch's Terms of Service Report New York Stop Hiding Hate Act

Introduction

Twitch is an interactive live streaming service built around real-time communities, where creators engage in a wide range of activities, including video games, art, cooking, and other creative content. Content on Twitch is primarily experienced through live broadcasts, with real-time interaction between creators and viewers through chat and other community features. These interactions take place in public, moderated environments.

This report is submitted in accordance with the Stop Hiding Hate Act (the "Act"), codified as Sections 1100-1104 of the New York General Business Law. While Twitch does not operate a social media platform as that term is defined in the Act, Twitch provides this report voluntarily—as part of its ongoing commitment to transparency regarding its policies, moderation practices, and enforcement—reserving all rights and legal arguments related thereto.

Twitch publishes regular transparency reporting through its Transparency Center, which provides information about enforcement practices and trends across the service. This report reflects data from the period of July 1, 2025 through December 31, 2025, consistent with Twitch's global transparency reporting.

Terms of Service and Localization

Twitch maintains Terms of Service that govern use of the service, which incorporate its Community Guidelines and related policies addressing user conduct and content standards. Current versions of our [Terms of Service](#) and [Community Guidelines](#) are linked here.

This is Twitch's first report submitted pursuant to Section 1102 of the New York General Business Law. As such, there are no prior reports against which to describe changes to the Terms of Service.

Twitch makes its Terms of Service and Community Guidelines available in all the languages in which it offers product features across its web and mobile services. There are no languages in which Twitch offers product features but does not make its Terms of Service and Community Guidelines available.

Content Categories

Twitch's Community Guidelines define the specific categories of content listed in the Act as follows:

(i) The category of hate speech or racism, as referenced in the Act, is addressed in Twitch's Community Guidelines through its [Hateful Conduct policy](#). On Twitch, misinformation does not appear in the same way it does on other services, as the mechanics of Twitch are not conducive to large-scale distribution. It is difficult for new streamers to quickly reach large audiences, and most content is experienced in real time rather than being persistently available or widely shared. These characteristics are reflected in the volume of related reports and enforcement actions.

Twitch aims to be a place where everyone can come together in shared, community experiences. This vision is threatened when people experience harmful rhetoric and abuse on Twitch. Twitch does not permit behavior that is motivated by hatred, prejudice or intolerance, including behavior that promotes or encourages discrimination, denigration, harassment, or violence based on the following protected characteristics: race, ethnicity, color, caste, national origin, immigration status, religion, sex, gender, gender identity, sexual orientation, disability, serious medical condition, and veteran status. We also provide certain protections for age, which are expressly noted in the examples.

We define 'protected groups' as a subset of the population with a shared protected characteristic. Every Twitch user falls into multiple of these protected groups. Twitch affords every user globally equal protections under this policy.

(ii) The category of extremism or radicalization, as referenced in the Act, is addressed in Twitch's Community Guidelines through its policy on [Terrorism and Violent Extremism](#).

Terrorism and violent extremism promote unlawful violence and spread messages of intolerance. Twitch does not allow content that depicts, glorifies, encourages, or supports terrorism, or violent extremist actors or acts. This includes threatening to or encouraging others to commit acts that would result in serious physical harm or significant property destruction.

(iii) The category of disinformation or misinformation, as referenced in the Act, is addressed in Twitch's policies through its [Harmful Misinformation Actors policy](#).

In order to reduce harm to our community and the public without undermining our streamers' open dialogue with their communities, we prohibit harmful misinformation superspreaders who persistently share misinformation on or off of Twitch. We remove users whose online presence is dedicated to (1) persistently sharing (2) widely disproven and broadly shared (3) harmful misinformation topics.

This policy is focused on Twitch users who persistently share harmful misinformation. It will not be applied to users based upon individual statements or discussions that occur on the channel. We will evaluate whether a user violates the policy by assessing both their on-platform behavior as well as their off-platform behavior. You can report these actors by sending an email to our [internal investigations team](#) with the account name and any available supporting evidence.

(iv) The category of harassment, as referenced in the Act, is addressed in Twitch's Community Guidelines through its [Harassment policy](#).

Harassment deters the growth of vibrant and diverse communities, prevents people from feeling safe on Twitch, and creates a gateway for more severe forms of harm and abuse. People experience harassment in different ways, including personal attacks, promotion of physical harm, and malicious brigading. Engaging in harassment will result in enforcement action taken against the relevant accounts.

We expect streamers to take the necessary steps to mitigate harassing content that appears on their stream or in their chat. We will not suspend broadcasters that we find to be acting in good-faith (including by using tools such as AutoMod, timeouts, and channel bans) to remove abuse appearing from third parties and external sources.

(v) The category of foreign political interference, as referenced in the Act, is not defined as a standalone category in Twitch's policies. Related conduct may be addressed under policies governing deceptive or harmful behavior, including our [Impersonation policy](#) and [Spam, Scams and Other Malicious Conduct policy](#).

Content Moderation Practices

Twitch enforces its Terms of Service and Community Guidelines through a combination of automated detection, human review, and user reporting. These systems are designed to identify, assess, and respond to potentially violative content and behavior across livestreams, chat, user accounts, and other Twitch surfaces.

Twitch's Community Guidelines establish rules governing user conduct and content on the service, including policies addressing hateful conduct, harassment, violent extremism, and harmful misinformation. These policies apply across all areas of the service and are enforced consistently.

Automation and Human Review

Twitch uses automated systems to help identify potentially violative content and behavior. These systems are used both to block certain content and accounts before they are created and to flag content on the service for further review.

When these automated detection systems identify potentially violative content, it is prioritized for review by Twitch’s Trust and Safety Operations teams. These trained specialists assess content and accounts to determine whether a violation has occurred and what action is appropriate. Given the real-time nature of livestreaming, Twitch’s detection systems rely on a range of signals across the service, including chat activity, account behavior, and other service-level indicators, to help identify potentially violative content and prioritize it for human review.

User Reports

User reporting is a core component of Twitch’s content moderation practices. Twitch provides reporting tools across the service, enabling users to report livestreams, video-on-demand content, clips, chat messages, and direct messages.

Reports are reviewed by Twitch’s Safety Operations teams, which operate globally on a 24/7 basis. Reports are prioritized based on severity and other factors, and Twitch takes appropriate action where violations are identified. For more information on how to report content, see Twitch’s [reporting guide](#). In addition, Twitch works with law enforcement and governmental agencies to address serious safety risks and respond to valid legal requests for information, including in emergency situations involving imminent harm. Additional information is available in Twitch’s [Law Enforcement Response page](#).

Enforcement

When Twitch determines that a violation of its Terms of Service or Community Guidelines has occurred, it may take a range of enforcement actions depending on the nature and severity of the violation. These actions may include removal of content, warnings, temporary suspensions, or indefinite suspension of user accounts. Additional information is available in Twitch’s [Enforcement Help page](#).

Users may appeal enforcement actions through Twitch’s [appeals process](#).

Content Moderation Data

As noted above, Twitch publishes regular transparency reporting through its Transparency Center, which provides insights and metrics on enforcement actions taken across the service.

The data below reflects global data for the period of July 1, 2025 through December 31, 2025 and includes enforcement actions taken in response to violations of Twitch’s Terms of Service and Community Guidelines, including conduct within the content categories described above. For purposes of this report, “enforcement actions” refer to actions taken in response to violations of Twitch’s policies, including warnings and account suspensions. Violations may occur across different areas of the service, including, for example, livestreams, chat messages, whispers (direct messages), usernames, and graphic overlays, as well as off-service conduct.

Enforcement Actions by Community Guidelines Violation (July - December 2025)

Violation Type	Reports (User & Automated)	Enforcement Actions
Harmful Misinformation Actors	1,503	0
Harassment	728,570	59,125
Hateful Conduct	1,101,639	104,352
Terrorism and Violent Extremism	176,200	207

Twitch provides users with the ability to appeal enforcement actions if they believe an enforcement was applied in error. Appeals are reviewed by Twitch's Safety Operations teams and may result in the original decision being upheld, reversed, or modified based on additional information. The data below reflects appeals submitted and accepted appeals during the reporting period.

Appeals by Community Guidelines Violation (July - December 2025)

Violation Type	Incoming Appeals*	Appeals Accepted
Harmful Misinformation Actors	1	0
Harassment	9,947	2,430
Hateful Conduct	27,433	5,084
Terrorism and Violent Extremism	75	12

*Incoming appeals may address enforcements issued in the prior reporting period.