Talk2Facebook Topical Summary Questions

Topic 1: Content Moderation

1. How can we align current laws to go after the culprits who misuse platforms like these?
2. Do we need to moderate people's conversation online yet we don't do so offline?
3. How do we maintain a balance between moderation and freedom of speech?
4. How has Facebook handled electioneering period in African countries like Ethiopia?
5. What strategy in regard to content moderation does Facebook have for the coming 2022 electioneering period in Kenya?
6. Are countries handled differently by Facebook when it comes to Content Moderation? Why non-interference in the US elections but engagement with African Governments?
7. What strategies does Facebook have on eliminating Fake Accounts?
8. Can Facebook consider National Identification verification from the National Government Database during Account Creation?
9. What strategies does Facebook have in regard to fighting misinformation and hate speech?
10. Does Facebook have any capacity building programs to enlighten the masses about Fake News?
11. Selective moderation (depending on location and audience). Does your post get moderated based purely on content, or partly also on who did the post?
12. Where or how do you draw the content boundary and are the community standards global or are they local to the owner of the Facebook account? In Kenya and elsewhere in Africa the women's attire involves being bare-chested (showing their breasts). Should I post something that celebrates or mentions this culture and accompany it with the image of such a lady, will you tell me the image is against the community standards?
13. Is it possible to 'hide' a post from users in jurisdictions where the post goes against their community standards, as they are shown to those in the allowed community?

Topic 2: Data Protection

1. Why does FB require me to change my password EVERY TIME my VPN Browser TOR switches me to a different server in the world, even after verification of identity using two factor authentication?

2. I need to understand the role and extend of government surveillance on FB user data and how transparent FB is about this. Casing point "recently Irish Data Protection Commissioner ruled that EU Citizen would no longer be send to US servers...since the US Gov can have access to it."

3. Does Facebook see itself as a data controller, data processor or both? For each, can provide details in which instances these relate to?

4. How do you protect user data in cases where they lose the lines (Mobile Number) they used to open the account?

Topic 3: Human Rights & Transparency

1. What guides Facebook in refining its algorithms? Other than making money, are there other principles?

2. Any tweaks and changes to Facebook's algorithms call for utmost transparency and a proper feedback system because after all they affect real people? Have you thought out about this? How?

3. To what extent can users influence the design of Facebook algorithms so that they also work in their favor and not just the advertiser's favor?

4. Does Facebook share user data with state actors? If yes, what are the guiding principles?

5. Many users don't know how to get certain important reports from Facebook like the transparency reports, how can the users be enlighted about these reports and how to acquire them?

6. There was a recent accusation of Facebook watching Instagram users through their cameras that was reported by Bloomberg:
   https://www.bloomberg.com/news/articles/2020-09-18/facebook-accused-of-watching-instagram-users-through-cameras

   How true is this?

7. I would like to know the FB procedure for reporting terrorism activities and understanding the internal decision making process of if or when they decide to shut down the activity.

Topic 4: Connectivity

1. Does Facebook support Net Neutrality? How so?
2. Is FB Altitute connectivity Infrastructure active in Kenya? If yes Where, If not When?
3. On Freebasics, the question has always been whether giving free access to one content provider disadvantages the others in the same space, sort of a positive discrimination effect. In other words is FB getting undue advantage through this product?
4. What has been the impact of your connectivity projects in Kenya to the local community?
5. How was the uptake of the products and services (e.g Express Wifi)?