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Privacy, safety, and the role of parents

Gaps in user understanding of risk and solutions and how we can support users to make better privacy decisions

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Slide 1 Notes

Team/Research/XFN presentations (2 options): TBD

L&L: 8/25

Overview

1. **Setting the stage** - A quick overview of what we know about teen safety
2. **Factors that prevent teens and parents from taking action**
 - a. They're in the dark when it comes to risks and solutions
 - b. They don't know about the tools we have or just don't want to use them
3. **Privacy - Attitudes and approaches**
 - a. Privacy is not top of mind and viewed as limiting
 - b. The role of parents/guardians
4. **Adapting privacy to users' needs** - A proposal for how privacy can evolve alongside age, needs, capabilities, and maturity.

TL;DR:

Key findings

- 1. Users don't use tools.** Many users don't know about the tools that we have (especially those in settings), they don't know how they work, they use them reactively, or they just don't want to use them.
- 2. Teens don't want to shut the door to anyone.** Many teens don't want to say "no", aren't accustomed to asking questions, fear missing out (on opportunities or connections), or don't want to seem rude. This drastically elevates their risk.
- 3. Teens and parents have limited knowledge of the risks online and don't know what to do when encountering bad actors.** Teens and parents start their Instagram journeys with little warning and preparation for what can happen to them online. Parents have varying levels of digital literacy and a general low level of social media experience. Many parents feel lost and confused on how they can protect their children.
- 4. Parents' desired and actual level of involvement varies greatly (from not involved to very involved) and evolves as the child matures.** Generally, teens are open to parents playing a larger role when they're younger (13-14 yrs) but expect to be more independent as they grow and show signs of maturity.
- 5. Users need help managing their safety and privacy online over time.** While most teens have limited knowledge of the tools that exist, most want more control over their Instagram experience in a way that supports their needs to connect and interact with others (including new people) in a safe way.

Opportunities

- they start Instagram, contextually (e.g., when having a bad experience) and periodically (by making education easily accessible). **Explore ways to communicate and demonstrate the impact** of using/turning on specific tools and controls (e.g., via tools, dashboards, and feedback mechanisms).
- 2. Empower teens.** Educate/show teens how to have a safer (and better experience) online (e.g., by keeping their circle smaller), provide them with strategies for assessing risk, and empower them to question others and to say "no". **Explore ways to devalue random follows and request** (e.g., highlighting low quality or negative interactions from these people).
 - 3. Educate and raise awareness of risks online and the tools we have.** Develop education for a range of user and supporter types to raise awareness of risks. See opportunity 1 on tool education.
 - 4. Provide parents/guardians and supporters with a range of low to high effort/involvement options to support teens.** Provide parents/guardians with different options and level of control based on theirs' and their child's desired involvement. Explore ways to facilitate decreased (or increased) control over time and events.
 - 5. Promote the use of privacy tools by making it easier to use them.** In addition to upsells and education, suggest settings that support users across different life-stages, maturity, and different use case (e.g., "Help me expand my network in a safer way", "I'm looking to connect with teens like me"). Make these easier to turn on and empower users with education on how they work as well as the ability to easily adjust settings to match their needs.

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Interviews with external child safety partner organizations

Setting the stage

A quick overview of what we know about teen safety.

What we know

What do we know so far about inappropriate content and interactions with children on IG?

It's common and expected

According to [market SMEs](#), [external partners](#), [teens and parents](#), seeing inappropriate images of children and having inappropriate interactions are common and even expected, **especially among young girls**.

And it takes many forms: Beyond CEI, IIC, & MS, these include (but not limited to):

- Sharing CEI
- CEI solicitation
- NCII
- Sextortion
- And more!

And it's not always obvious!

Consequences are severe

Victimization can lead to [physical health, mental health, and social consequences](#) on and offline...and can cause users to feel unsafe to share & express themselves (see research [here](#) and [here](#)).

Larger graphs and (possibly) uncertainty in who can see and interact with you [can lead to low production of content](#).

Lastly, in [data analysis on bullying](#), we saw how having negative experiences make users more likely to delete or deactivate their account. We should seek to understand if this finding is also true for teen safety threats.

Actors range in type and tactics

There are a wide range of types.

While, according to experts they are mostly men, they can be: women, other teens, fake or real accounts, domestic or foreign actors etc.

Actors are comfortable on Instagram and use a [range of surfaces and tools on IG](#) to view inappropriate content, network, share and sell content with seemingly no consequences.

Actors are extraordinary savvy and know just how to disarm & develop relationships with kids.

Targets range in type and risk

Common targets (which vary by country) are:

- Women
- People of color
- LGBTQ+
- Other marginalized groups
- Creators/large public accounts
- Users who are struggling financially or in other ways

Additionally, high risk moments (e.g., COVID) can cause elevated risk due to more time spent online, loneliness, and stress.

Moving forward, we should seek to be more **proactive** identifying and intervening on these moments

Factors that prevent teens and parents from taking action

- They're in the dark when it comes to risks and solutions
- They don't know about the tools we have or just don't want to use them

Users don't have a full understanding of risks...



Users have limited understanding about what happens online and what to do when it happens.

Teens start Instagram with little knowledge of the dangers that exist. Some issues and observations.

- The new user experience (NUX) lacks deep education on risks and safety on Instagram
- Many don't know what to expect (especially with a public profile)*
- Most learn about the dangers online in real time and on their own
- Most don't know about the tools that we have**
- Most use tools reactively

"I started off with a private account because my mom wanted me to. After 6 months I changed to a public account. I was nervous when I first did this because I'd heard stories of the creepy people on the internet."

- Woman, 14 years old

*For related research on privacy and expectations, see [this study](#).

**For related research on awareness of tools, see [this survey](#).

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- **And while self reliance and seeking support for peers and parents are common, most of these people have very limited knowledge.**
 - **Parents have limited knowledge on what's going on and don't know where to start.** Many parents lack an understanding of the real risks that exist online. In combination with varying level of digital literacy and a general low level of social media experience, many parents feel lost and confused on how they can protect their children.

...and neither do parents/guardians



Parents/guardians have limited understanding about what happens online and what to do when it happens.

According to experts, parents/guardians have limited knowledge on what's going on and don't know where to start. Many parents/guardians lack an understanding of the real risks that exist online. In combination with varying level of digital literacy and a general low level of social media experience, many parents/guardians feel **lost, overwhelmed, and hopeless.**

"Parents have to learn how to keep their kids safe on Instagram, then there's Youtube, and Twitter. It's just so stressful that parents will just throw their hands up give up."

- External partner

"The education that you have today isn't 'real' enough. You have to tell people about the dangers and what exactly their kids can experience online. People need to know."

- External partner

**For related research on privacy and expectations, see [this study](#).*

***For related research on awareness of tools, see [this survey](#).*

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- **And while self reliance and seeking support for peers and parents are common, most of these people have very limited knowledge.**
 - **Parents have limited knowledge on what's going on and don't know where to start.** Many parents lack an understanding of the real risks that exist online. In combination with varying level of digital literacy and a general low level of social media experience, many parents feel lost and confused on how they can protect their children.

Parents/Guardians need a lot of help



Experts and users emphasized how lost and in the dark parents are regarding the dangers and risks online.

They might not know what “suspicious” looks like...

“A man messaged me and asked me to be a brand ambassador for his lingerie company. He asked for photos of me in my underwear. I showed my mom and we were both skeptical but we decided to investigate to see if it was a real opportunity. We found out that the account was fake, so I stopped talking to him at that point.”
- Teen, woman

They might not realize the risks...

“My dad is actually the one who told me I should have a public account so more people could see my photography. He didn’t really know about public accounts [and the risks], but I had heard stories from friends so I was a bit nervous.”
- Teen, woman

Some promote their child not thinking of the consequences...

“These Instagram moms post pictures of their kids in bikinis and then are surprised when they get inappropriate comments from men.”
- External partner

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Beyond demographics and life events...

- **Who is at risk**

- **Children don't want to shut the door to any interactions putting them at high risk.** Some are driven by the need for followers while others seek attention. This makes them vulnerable to bad actors who understand these needs.
- **Women, LGBTQ+, and financially struggling users are common targets across the board.** However, risk groups differed by country. For example, those in financial need were most commonly mentioned by Persian, Portugese, Romanian, Sub-saharan Africa, and Thai market SMEs.
 - Young women are the most commonly victimized group. They are also most likely to produce/distribute/sell their own content for the purpose of earning money or due to mental or emotional health issues (e.g., low self-esteem). In ESLA, cultural norms that are permissive of older men dating younger women also facilitates these interactions.
 - Financial need elevates risk of victimization by 1) making it more likely for users to produce and sell their own content/bodies and 2) giving actors an easy way to draw in victims (i.e., by offering them money or opportunities). On this second point, groomers in particular can easily draw in unsuspecting and trusting victims with promises thereby gaining the trust of these users.
- American and Indian girls experience more solicitation and inappropriate interactions with adults: e.g. adults asking for personal information, nude photos, threatening with blackmail, etc.
- American boys' experiences were generally limited to uncomfortable interactions whereas Indian boys experienced interactions that were more intense, though they expressed more shame in discussing their experiences compared to American boys.
- Black American teens experienced the most intense interactions, among boys and girls.
- Opportunities:

Slide 9 Notes (Continued)

- - Implement surface-specific interventions and education based of common surfaces by country.
- - Partner with other relevant apps (e.g., Line in Japan) to stop actors from moving between apps.
- - Educate users on likely actors and strategies based on what we see in each specific country.
- - Provide additional support, outreach, and education to particularly high-risk users - i.e., women, children in poor or rural communities, LGBTQ youth etc.

Users don't take advantage of the tools we have



Users are unaware of many tools*...

In a [survey measuring users' awareness of tools](#), while most users (>50%) were aware of contextual tools like **block** and **delete**, a significantly smaller proportion of people were aware of tools in settings like comment filter and mention controls.

...don't know what tools do

In the above survey, while most users rated their own knowledge of tools to be at least fair, in reality, [a large proportion of users did not know \(or were unsure\) about how tools worked](#). While some misunderstanding are inconsequential, others have major consequences (e.g., leaving users exposed to harm).

*Findings are from [this survey on awareness of tools among Instagram users](#). See related research on awareness of tools on messenger [here](#) (POC: Meenakshi Mennon). And FB privacy research [here](#) (POC: Denise Sauerteig and Sarah Kling).

...use tools reactively

Based on [research with teens and adults in the US and India](#), users typically don't use proactively or explore tools until they (or someone they know) has a negative experience.

...or just don't want to use tools

In [past research with regular users and creators](#), people might not use tools due to concerns about limiting positive interactions or opportunities.

“Even if I get [inappropriate requests] I don’t block DMs. What if it’s an opportunity or someone that I met at a party? I’d rather just have the DMs there.”

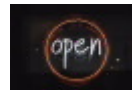
- Teen, woman

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- **What do users do? Maybe rely on themselves**

- Abuse is mitigated through self-reliance and varies by age. In both the U.S. and India, teens were largely self-reliant and had developed their own processes for assessing risk and mitigating abusive behavior online. However, self-reliance differed by age:
 - i. 13-14: Younger teens in both markets more often engaged interactions to avoid being rude to an adult, and often relied on their parents for guidance on what to do in uncomfortable situations.
 - ii. 15-17: Older teens in both markets had grown used to blocking unwanted interactions immediately and not disclosing to their parents unless their physical safety was being threatened.
 - iii. Teens in both countries of all ages also strongly relied on their friends and communities to mass report bad actors.

Teen hesitate to limit interactions and to say “no”



This puts teens at increased risk of unwanted and inappropriate interactions. Some specific behaviors and attitudes that endanger teens include:

- Desire for followers (e.g., growing creators)
- Desire for friends
- Desires for attention
- Not wanting to feel limited or closed off from the world
- Not being accustomed to questioning others' intent/Being very trusting
- Fear of missing out on opportunities and relationships
- Having a hard time saying “No” or rejecting others
- Not wanting to seem rude

Slide 11 Notes

Beyond demographics and life events...

- **Who is at risk**

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- - Implement surface-specific interventions and education based of common surfaces by country.
- - Partner with other relevant apps (e.g., Line in Japan) to stop actors from moving between apps.
- - Educate users on likely actors and strategies based on what we see in each specific country.
- - Provide additional support, outreach, and education to particularly high-risk users - i.e., women, children in poor or rural communities, LGBTQ youth etc.

Privacy - Attitudes and approaches

- Privacy is not top of mind and viewed as limiting
- The role of parents/guardians

Privacy is NOT top of mind



We've established in past research (e.g., [here](#), [here](#)) that **privacy and safety are not top of mind for users**.

[Experts](#) wanted us to find a way to bring these issue to the forefront in a way that accurately represents risks (without causing unnecessary alarm).

Also see the [above slide](#) on why users don't use the tools we have.

"I never really explored the settings until now. I really wish I had known about these. If I had know, I wouldn't have deleted my account when I was being harassed."

- Woman, teen

"Privacy and safety aren't things that teens will think about when they start Instagram. They just want to use Instagram and start posting. We have to find a way to communicate risks alongside the benefits of using Instagram."

- External partner

More private is seen as more limited



Private accounts and turning on controls are typically seen as limiting and not conducive to those who want to grow and connect with new people. We also heard this from [past research with users and creators](#).

Private = Safe, Public = Seen

In [research with teens and adults](#), we heard that a private account is associated with “**staying safe**” whereas a public account is associated with “**being seen**”.

Note that public accounts were **not** associated with being “unsafe”. Instead, public account users **accepted some level of risk and expected to have to implement strategies to stay safe online** (e.g., screening messages, being careful about what they posted, not sharing location).

“I used to switch back and forth from private to public a lot. My mom was over protective and wanted me to stay safe.”

“Ultimately, I wanted my presence out there, which is why I didn’t switch back to a private account.”

- Woman, 18 years old

[After going through setting for the first time] “This is better than I thought... if you’re public, you can have a lot more privacy than people realize...”

- Woman, 13 years old

How can we create a public experience that is also associated with being safe?

Parents/Guardians play a role in users' privacy which typically evolves as the child mature



Generally, younger teens lean heavily on support from parents whereas older teens are more independent. **Note that the below categories are suggestions established from [user](#)**

[interviews](#).

13-14: "Learning the ropes"

More often engage in interactions to avoid being rude to an adult, and often **relied on their parents for guidance** on what to do in hard situations. Parents might have rules in place to keep their child safe (e.g., starting with a private account, not talking to strangers, visibility into DMs).

15: "Gaining independence"

Start to **develop processes to deal** with uncomfortable situations and **Increased independence** from parents based on proven abilities.

16-17: "Becoming independent"

Largely self-reliant and had developed their own processes for assessing risk and mitigating abusive behavior online. Used to **blocking unwanted interactions immediately** and **not disclosing to their parents** unless their physical safety was being threatened.

**See DS work by Aashna Pandya (e.g., [here](#), [here](#)) for more on difference across life-stages. Reach out to Jessica Weber for upcoming work on this topic.*

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- **What do users do? Maybe rely on themselves**

- Abuse is mitigated through self-reliance and varies by age. In both the U.S. and India, teens were largely self-reliant and had developed their own processes for assessing risk and mitigating abusive behavior online. However, self-reliance differed by age:
 - i. 13-14: Younger teens in both markets more often engaged interactions to avoid being rude to an adult, and often relied on their parents for guidance on what to do in uncomfortable situations.
 - ii. 15-17: Older teens in both markets had grown used to blocking unwanted interactions immediately and not disclosing to their parents unless their physical safety was being threatened.
 - iii. Teens in both countries of all ages also strongly relied on their friends and communities to mass report bad actors.

...which is beyond just age*



In [research with teens](#) and [external partners](#), some signs of maturity include:

- Showing you can manage difficult situations
 - Blocking and reporting suspicious people
 - Not interacting with strangers
 - Not sharing personal information
- Posting mature and healthy content.
- Interacting with others in healthy ways.
- Viewing age appropriate content.

“There is no differences between a 12 and 13 year old. It’s more about their personal maturity.” - Man, 16 years old

“My parents trusted us from a very young age because they knew I was mature enough and that I would come to them if I needed help. - Woman, 14 years old

*See related findings on what maturity might look like [here](#) (POC: Laura Brown).

Parents/Guardians vary greatly in how involve they are



Parenting style, capabilities, needs, and other factors also determine parental involvement.

Parents' desired and actual level of involvement varies from **not involved to very involved**.*

How involved do parents want to be?

In [research with parents in the U.S. and India](#), we found that there is a **wide range** in parents' needs, practices, and preference for control when it comes to keeping their kids safe online. In a study we saw country-level differences:

- American parents **did not have a desire for more control**, but are open to more visibility
- Indian parents want both **more visibility and control**.

How involved do teens want their parents to be?

- Users have [different current and desired levels of parental involvement](#) based on their age and maturity.
- [Users expected parental involvement to decrease as they grew and matured](#).
- In both countries, teens hesitate to give their parents more control but are [generally open to giving them more visibility on discrete elements of their social media](#)** (e.g. Parents can see DMs from strangers but not from friends).
- Note that in past research ([here](#), [here](#)) teens also search for support outside of parents.

*See related [research on relationship within the household shape users' experience online](#) (POC: Kenzie Snyder), and [research on to role of bystanders](#) (POC: Millie Harrison).

**See related suggestions from research with experts on giving parents more [control](#) and [insights](#). See recent research on parental involvement on [Whatsapp](#) here (POC: Marta Ponte Fissgus).

- **Parental involvement varies greatly within and across countries.** They play varying roles and have different levels of knowledge.
 - they lean on others for support (and parents play a key role especially for younger users)
 - i. Parental support is an important part of teens' online safety. In both the U.S. and India, parents have different needs and practices when it comes to keeping their kids safe online.
 1. American parents do not have an active desire for more control, but are open to more visibility while parents in India want both more visibility and control.
 2. In both countries, teens hesitate to give their parents more control but are open to giving them more visibility on discrete elements of their social media (e.g. DMs from strangers are okay to share, but not DMs from friends/family members).
 - Participants had different current and desired levels of parental involvement based on their age and maturity. Note that these participants were generally close with parents and kept them (at least peripherally) involved with their social media use.

Adapting privacy to users' needs

A proposal for how privacy can evolve alongside age, needs, capabilities, and maturity.

We have public & private...what about something in between?

We heard from participants that a public account can be **too open**. Users wanted a middle ground (between private and public) that would allow them to expand their reach/network while keeping them safe and in control.

What could this look like?

Recommended settings packages based on different use cases (e.g., “Help me expand my network in a safer way”, “I’m looking to connect with teens like me”)*.

The example to the right, a “Semi-Public” account, is a **public account that allows users to narrow in on their network** (including or excluding certain groups).

Given users’ desire for control, this should be accompanied by explanation, education, and (possibly) the option to adjust settings. For more on how we can balance simplicity, complexity, transparency, and control, see [this study](#).

"Semi-Public"/Something in between	
Existing controls	
Interactions (Comments, DM, Tags, Mentions)	Option to limit interaction to only include certain groups (e.g., only teens, people in my area), or exclude certain groups (e.g., unconnected users, non-teens, suspicious accounts: fake accounts, bots, bad actors)
New controls	
Follow request requirement	Required for certain groups of people
Visibility (to others)	Followers and non-followers excluding certain groups of people
Discoverability (e.g., account or content suggested or promoted)	Excluding certain groups of people
Searchability	Excluding certain groups of people

*See related research on a number of recommended settings packages **based on user needs** [here](#).
Also see default settings recommendations from the Privacy team [here](#) (POC: Mary Titus).

The evolution of privacy + safety over time

For a more detailed version of the below table, see [this quip](#). Also see the [Privacy team's recommendations & plan](#) for defaulting ad hoc privacy settings to: 1) align setting with user expectations and 2) default private teens into safer visibility, comment, tag, mention, and DM controls (POCs: Mary Titus, Kathie Pham).

Age group	Account type (a)	Interactions (Comments, DM, Tags, Mentions)	Follow request requirement	Visibility to others	Discoverability (e.g., account or content suggested or promoted)	Searchability	Content they see (c, d)	Child's level of control	Parental involvement (e)	Education requirement (f)	Security requirement
-10-12 yo	Extra-private	Followers only	Required for all	Followers only	Tweens only	Tweens only	Restricted from adult content + filter	No (independent) control	Required	Required	2-fac required, linked to parent account
-13-15 yo	Start Private, "Semi-public" (b)	Private - Defaulted to followers only "Semi-public" - Followers + option to expand to teen non-followers	Private - Required for all "Semi-public" - Required for non-teens and suspicious accounts.	Private - Followers only "Semi-public" - Followers and teen non-followers	Teens only	Teens only	Restricted from adult content (with option for parental approval) + filter	Partial control	Suggested with opt out	Strongly suggested	2-fac required
-16-17 yo	Private, "Semi-public", Public	Dependent on account choice and settings					Less restricted / Unrestricted + filter	Complete control	Low	Suggested	2-fac required

(a) For privacy needs/expectations across lifestage, work by Aashna Pandya (e.g., [here](#), [here](#)).

(b) A semi-public account would allow users to expand their reach and network while keeping them safe and in control of who can and can not see and interact with them. For details on how a "Semi-public" account could work, refer to [this quip](#).

(c) Some wanted the ability to block out certain types of content or content from certain (types of) accounts.

(d) In a past study on age verification [here](#) teens said that being blocked from seeing certain content would be annoying but, for the most part, understandable.

(e) We saw in past research with teens in the US and India ([here](#) and [here](#)) that parental involvement and privacy expectations differed greatly by culture.

(f) [Past research with external experts](#) highlighted the importance of education aimed at preparing users for what they might face on Instagram.

Summary:

Key findings

- 1. Users don't use tools.** Many users don't know about the tools that we have (especially those in settings), they don't know how they work, they use them reactively, or they just don't want to use them.
- 2. Teens don't want to shut the door to anyone.** Many teens don't want to say "no", aren't accustomed to asking questions, fear missing out (on opportunities or connections), or don't want to seem rude. This drastically elevates their risk.
- 3. Teens and parents have limited knowledge of the risks online and don't know what to do when encountering bad actors.** Teens and parents start their Instagram journeys with little warning and preparation for what can happen to them online. Parents have varying level of digital literacy and a general low level of social media experience. Many parents feel lost and confused on how they can protect their children.
- 4. Parents' desired and actual level of involvement varies greatly (from not involved to very involved) and evolves as the child matures.** Generally, teens are open to parents playing a larger role when they're younger (13-14 yrs) but expect to be more independent as they grow and show signs of maturity.
- 5. Users need help managing their safety and privacy online over time.** While most teens have limited knowledge of the tools that exist, most want more control over their Instagram experience in a way that supports their needs to connect and interact with others (including new people) in a safe way.

Opportunities

- they start Instagram, contextually (e.g., when having a bad experience) and periodically (by making education easily accessible). **Explore ways to communicate and demonstrate the impact** of using/turning on specific tools and controls (e.g., via tools, dashboards, and feedback mechanisms).
- 2. Empower teens.** Educate/show teens how to have a safer (and better experience) online (e.g., by keeping their circle smaller), provide them with strategies for assessing risk, and empower them to question others and to say "no". **Explore ways to devalue random follows and request** (e.g., highlighting low quality or negative interactions from these people).
 - 3. Educate and raise awareness of risks online and the tools we have.** Develop education for a range of user and supporter types to raise awareness of risks. See opportunity 1 on tool education.
 - 4. Provide parents/guardians and supporters with a range of low to high effort/involvement options to support teens.** Provide parents/guardians with different options and level of control based on theirs' and their child's desired involvement. Explore ways to facilitate decreased (or increased) control over time and events.
 - 5. Promote the use of privacy tools by making it easier to use them.** In addition to upsells and education, suggest settings that support users across different life-stages, maturity, and different use case (e.g., "Help me expand my network in a safer way", "I'm looking to connect with teens like me"). Make these easier to turn on and empower users with education on how they work as well as the ability to easily adjust settings to match their needs.

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Interviews with external child safety partner organizations



	Completed and Ongoing work	Planned work*
Safe environment	• Detect potential violators • Continue to improve detection and removal of content and actors	• Tackling minor sexualization • Prevent CEI • Age verification • Understand/Prepare for E2EE
Stop bad actors	• Hashtag and search education • Making it more difficult for adults to find/follow teens (Update: here) • Restricting DMs between teens and adults • Stop recommending minor accounts in suggestions • Restrict discovery of minor content on Reels tab	• Breaking up networks • Making it harder for bad actors to find content
Support and empower targets	• Prompting teens to be more cautious about DMs	• Protecting minors • Understand at-risk groups and opportunities
Educate	• New parents guide	• Tween, teen, parent/guardian education
Privacy and Safety	• Encouraging teens to make their accounts private • Defaulting teens to private	• Safety defaults • Privacy settings/packages

*[Research roadmap](#); [Team roadmap](#)

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*Research plan: <https://fb.quip.com/CpjEA1easSP8#bAZACAToach>; Team roadmap: <https://fb.quip.com/F3yQApxf73Q7>