



November 9, 2020

Dear Mr. Dorsey,

When you testified to the United States Senate's Committee on Commerce, Science, and Transportation on October 28, 2020, you stated that Holocaust denial was "misleading information" but that you "don't have a policy against that type of misleading information" at Twitter. At the American Jewish Congress, we were shocked to hear your response, particularly given that it came less than two weeks after [media reports](#) that Twitter had followed YouTube and Facebook in finally banning Holocaust denial.

After looking further into the matter, it appears that the hypocrisy is worse than we had thought. Even though Twitter flags fake news, it allows misleading information on the Holocaust to propagate on its platform. What the media had erroneously interpreted as a ban on Holocaust denial was never accurate. For example, [Bloomberg](#) reported on October 15, 2020 that a spokeswoman for Twitter had "confirmed" that Twitter's interpretation of the glorification of violence policy would cover "attempts to deny or diminish" violent events, including the Holocaust. Your comments clarified what the actual policy is: denial and distortion are not covered.

Instead, Twitter has three policies that touch upon Holocaust-related content, yet none of them explicitly deals with Holocaust denial.

- Twitter's [hateful conduct policy](#) only prohibits the targeting of individuals by sending them media depicting victims of the Holocaust.
- Twitter's [glorification of violence policy](#) prohibits glorifying, celebrating, praising or condoning violent events targeting protected groups; the Holocaust is only listed as an example.
- Twitter's [hateful imagery policy](#) recognizes that "...manipulating images of individuals to include yellow Star of David badges, in reference to the Holocaust" is a problem and requires that these posts be marked as "sensitive media," but not that they be removed.

We therefore call upon you to adopt the clear, unequivocal International Holocaust Remembrance Alliance (IHRA) [working definition of Holocaust denial and distortion](#) for Twitter and to ban Holocaust denial from your platform. ([Appendix A](#))

In one well-known Holocaust denial case - that of Iranian leader Ayatollah Ali Khamenei, who has used Twitter to deny that the Holocaust took place - you dismissed concerns over these tweets as [permitted saber rattling by a political leader](#). While we disagree that such content should be allowed, our own research shows that the real Holocaust denial problem on Twitter is far larger. It is not confined to political leaders who get an immunity pass from Twitter for their behavior.



In these instances, we found and reported to Twitter about a range of Holocaust denial content on its site, yet the matter was only handled with “sensitive content” warnings being placed on the tweet.

The material we reported to Twitter included:

- A picture of the train tracks leading into Auschwitz with text saying “When history comes to you enforced by law, only one thing is certain – [it is a lie.](#)” (**Appendix B**)
- A picture of a man with a blue Star of David on his suit holding another man upside down and shaking him as money pours out, all below a caption that reads “[Holocaust reparation collector](#)” (**Appendix C**); and
- A picture of a media panel with [yellow Star of David badges](#) stuck on each guest (**Appendix D**).

Other content we reported to Twitter included a large number of Holocaust-denial propaganda videos that were not removed; instead, these accounts were permitted to limit visibility to their followers. This soft touch response by Twitter allows hardcore Holocaust denial to continue to spread among neo-Nazis and other Holocaust deniers through the use of the Twitter platform. Are these really the people you want to support with your technology?

The message of the deniers is, "the Holocaust didn't happen, but the Jewish people deserved it, and we need to finish the job Hitler started." Holocaust denial is more than just misleading information; it's more than just hate speech; it is a gateway to radicalization and violence. It is as much about the future as it is about the past. The Twitter spokeswoman was right when she said “attempts to deny or diminish” the Holocaust should be treated the same as glorification. But this isn't what your policy says - and as your testimony highlighted - it isn't how your policy is being implemented. Rejecting Holocaust denial is too important to be left to unclear and arbitrary interpretation.

Please put an end to Twitter's support for the spread of content that puts the Jewish community at risk of violence and helps white supremacy, QAnon, and other antisemitic activities to grow. This hate and the extremism it breeds doesn't need the added power of Twitter's technology to fuel its spread.

Sincerely,

Jack Rosen
President
American Jewish Congress



Appendix A

International Holocaust Remembrance Alliance (IHRA) Working definition of Holocaust denial and distortion

Holocaust denial is discourse and propaganda that deny the historical reality and the extent of the extermination of the Jews by the Nazis and their accomplices during World War II, known as the Holocaust or the Shoah. Holocaust denial refers specifically to any attempt to claim that the Holocaust/Shoah did not take place.

Holocaust denial may include publicly denying or calling into doubt the use of principal mechanisms of destruction (such as gas chambers, mass shooting, starvation and torture) or the intentionality of the genocide of the Jewish people.

Holocaust denial in its various forms is an expression of antisemitism. The attempt to deny the genocide of the Jews is an effort to exonerate National Socialism and antisemitism from guilt or responsibility in the genocide of the Jewish people. Forms of Holocaust denial also include blaming the Jews for either exaggerating or creating the Shoah for political or financial gain as if the Shoah itself was the result of a conspiracy plotted by the Jews. In this, the goal is to make the Jews culpable and antisemitism once again legitimate.

The goals of Holocaust denial often are the rehabilitation of an explicit antisemitism and the promotion of political ideologies and conditions suitable for the advent of the very type of event it denies.

Distortion of the Holocaust refers, inter alia, to:

1. Intentional efforts to excuse or minimize the impact of the Holocaust or its principal elements, including collaborators and allies of Nazi Germany;
2. Gross minimization of the number of the victims of the Holocaust in contradiction to reliable sources;
3. Attempts to blame the Jews for causing their own genocide;
4. Statements that cast the Holocaust as a positive historical event. Those statements are not Holocaust denial but are closely connected to it as a radical form of antisemitism. They may suggest that the Holocaust did not go far enough in accomplishing its goal of “the Final Solution of the Jewish Question”;
5. Attempts to blur the responsibility for the establishment of concentration and death camps devised and operated by Nazi Germany by putting blame on other nations or ethnic groups.

Source: <https://www.holocaustremembrance.com/resources/working-definitions-charters/working-definition-holocaust-denial-and-distortion>

Appendix B



Source: https://twitter.com/FOJM_7/status/1316598213781131269

Appendix C



Source: https://twitter.com/FOJM_7/status/1321589080724000769

Appendix D



Source: https://twitter.com/FOJM_7/status/1319780537414918144

JEWISH CONGRESS