

Enclosure to Letter no. 4(18)/2019-CLES (Part)

Questions requiring detailed explanation

1. It is alleged that these apps (TikTok and Helo) are collecting excessive data. What data are being collected?
2. You have informed that the data is stored in US and Singapore only and not in China. Could you confirm/assure the Indian Government that the data of Indian users will not be transferred to any other foreign government or any third party or private entity in future also? Is the data shared with any third party? If yes for what purposes? Is TikTok and Helo considering storing/processing this data in India?
3. As alleged in the news items, the Platforms (TikTok and Helo) having become a hub for anti-national activities. Please share your response.
4. As alleged in the news items 'Helo' App having paid a huge sum for putting 11000 morphed political ads on other social media platforms. Please share your response.
5. Refer your letter addressed to the Hon'ble Minister of Information and Technology (regarding TikTok): In the said letter you have referred to "Age Gate" which is an additional entry criteria for new users to login to your app. Please provide more details about this? Whether this Age Gate mechanism restricts users below the age of 18? Whether this Age Gate can be made applicable for users already registered with you? Any mechanism in place or to be brought out for millions of users already registered?
6. It has been stated by TikTok that they are an intermediary. Please convey your compliance of each of the IT (Intermediary Rules) 2011. Please also confirm your specific compliance to other Indian laws applicable to you apart from IT Law.
7. Does TikTok use the services of 'Influencers'? In such case, TikTok will not be an intermediary. Please share your response.
8. TikTok was fined USD 5.7 million by FTC on issues related to child privacy. Kindly elaborate the reasons for the same and the corrective actions taken by the platform since then. Are those changes applicable to the version being seen and available to Indian users?

when? Are minors prevented from viewing such risk warning tagged videos which is per se not advisable for minors to view? Which categories of users are permitted to view the same?

18. How many complaints of platform abuse have been received and resolved for the period 1st January 2017- 30th July 2019. What is the follow up action taken by you on such complaints and the action taken to remove any such content and prevent resurface of such content? Please provide complete statistics. Does TikTok publish any transparency report?
19. Can you please share the TikTok's Community Guidelines? How does TikTok ensure that they do not become tools in the hands of anti- social elements?
20. Can you share to what extent AI, ML and human intervention is used for content moderation? How much inappropriate content has been deleted so far using AI, ML and human intervention?
21. What are the kinds of information LEA have sought from TikTok? How many lawful requests have been received by TikTok till date? What is the process and average time taken to address a registered complaint by law enforcement agencies, for example what time is taken to remove an illegal content from the time of receipt of request?
22. In your letter it is mentioned that the users have option to filter the comments by keywords in Hindi and English. Since TikTok seems to have more users in other languages also (for example tamil, malayalam, kannada and telugu) could you offer such options in such languages also.
23. What measures have been taken to create awareness among children and parents to ensure safe use of the platform and to avoid any addictiveness of the application by children and young generation? Are there any studies across the world which highlight that such apps promote and not degrade culture or cause addiction among young people? What are the measures taken by TikTok to reach out to the parents to educate them about the safe use of TikTok?
24. Any other proactive measures being taken by TIK TOK to ensure a safe internet?
