

**Questions for the Record**  
**Committee on Energy and Commerce, Democratic Members**

Hearing on “Facebook: Transparency and Use of Consumer Data”

*To Mark Zuckerberg*  
*Chief Executive Officer*  
*Facebook*

1. At the House hearing, I asked some questions about Facebook’s practices regarding its own collection and use of people’s data. You seemed to misunderstand my questions, so I’m asking them again to get better answers from you.
  - a. Between February 17, 2018, and the hearing on April 11, 2018, Facebook made a number of announcement about changes it was making in response to the news of the Cambridge Analytica incident. Yes or no, did any of those changes include new limitations on the amount or type of data Facebook itself collects or uses?
  - b. At the hearing, I asked you whether Facebook was changing any user default settings to be more privacy protective. In response, you stated “we have changed a lot of the way that our platform works so that way developers can’t get access to as much information.” But I was asking about default settings related to the amount and type of data Facebook itself collects and uses, not what third parties have access to. So I will ask again. Yes or no, has Facebook changed any default privacy settings to be more privacy protective with regard to the amount and type of information Facebook itself collects and uses?
  - c. At the hearing, you would not commit to making all the user default settings to minimize to the greatest extent possible the collection and use of user’s data. I am giving you another chance to make that commitment. Yes or no, will you commit to changing all the user default settings to minimize to the greatest extent possible the collection and use of users’ data? If you cannot make that commitment, why not?
2. At both the Senate and House hearings, you noted multiple times that Facebook users have controls over their data and they can choose with whom they want to share their data. In response to a question from Congressman Rush about default privacy settings, you again noted that whenever a Facebook user posts something, they can choose who they share that posting with through a control right where they are posting the particular content.
  - a. When a user posts, say, a photo and chooses to share with “friends only,” how does Facebook use that information? Is it incorporated into a user’s interests for advertising purposes in any way?

- b. When a user “likes” another user’s post, what options does the user have to control who sees the like? How does Facebook use that information? Is it incorporated into a user’s interests for advertising purposes in any way?
    - c. When a user posts a comment on another user’s post, what options does the user have to control who sees the comment? How does Facebook use that information? Is it incorporated into a user’s interests for advertising purposes in any way?
    - d. When a user posts a comment or likes a post from a Page, what options does the user have to control who sees the comment or like? How does Facebook use that information? Is it incorporated into a user’s interests for advertising purposes in any way?
    - e. When a user posts a comment or likes a post from an advertiser, what options does the user have to control who sees the comment or like? How does Facebook use that information? Is it incorporated into a user’s interests for advertising purposes in any way?
3. There has been a lot reported in the press about the Cambridge Analytica scandal and there is confusion about who exactly has access to the data collected by Aleksandr Kogan. I do not think the American people know how much of their data Facebook carelessly made available to anyone with the wherewithal to get it. And I do not think you even know how much Facebook user information is out there.
  - a. Yes or no, you do not actually know who or even how many people or entities have the user data that Cambridge Analytica had obtained from Aleksandr Kogan?
  - b. Yes or no, you do not actually know how many other “Cambridge Analyticas” that are out there—that is, entities that may not have had a direct relationship with Facebook that got Facebook user data through some improper means?
  - c. How many app developers accessed friends’ data in the years that information was made available to them?
4. Following the FTC consent decree in 2011, while friends’ data was available to app developers, did Facebook transmit to app developers the friends’ privacy choices. For example, if a friend who was not the person who downloaded the app set her privacy settings for, say, her phone number to “friends only,” did Facebook communicate that choice to the app developers? Did Facebook automatically block that information from being shared with the app at all?
5. At the House hearing on April 11, 2018, you told Congressman Engel that you would follow up with new AI tools Facebook is deploying “that can proactively catch fake accounts that Russia or others might create to spread misinformation.”
  - a. Please describe in detail these new tools and how they work.

- b. You also mentioned at the hearing that Facebook was able to deploy those new tools in the French Presidential election, the German election, and in the Alabama special election for U.S. Senate to take down “tens of thousands” of fake accounts that may have been trying to influence those elections.
    - i. For each of those three elections, how many total fake accounts may have been trying to influence the election? What percentage of fake accounts were Facebook’s AI tools able to identify?
    - ii. For each of those three elections, how many accounts were identified as fake by those AI tools that were not actually fake?
    - iii. For each of those three elections, how many accounts were identified as fake that were not taken down before the election? When were they identified? By what method were they identified, e.g., through a report from a user or by the use of AI tools?
  - c. What steps other than AI is Facebook taking to proactively identify fake accounts?
6. After being asked by multiple members about the information contained in the document available through Facebook’s Download Your Information tool, you corrected the record to note that web logs are not included in Download Your Information but that those web logs are converted into a set of ad interests that are included in the document.
- a. Do those web logs include websites users visit when they are logged out of Facebook?
  - b. Please explain in detail the process by which web logs are converted to ad interests. Are algorithms used for that conversion? If so, please detail how those algorithms work. Use examples if necessary.
  - c. You said that Facebook stores web logs temporarily. Exactly how long are web logs stored on Facebook’s servers?
  - d. Yes or no, can a Facebook user opt out of having their web log collected at all?
  - e. Yes or no, can a Facebook user opt out of having their web log converted to ad interests?
  - f. Please list in detail all the categories of information that are collected by Facebook for any purpose but that are not included in the document produced by the Download Your Information tool.



- c. Please explain in detail how that data is used for security purposes.
  - d. Is any such data used for purposes other than security purposes? If so, please describe all other ways such data is used?
9. In response to questions from Congressman Lujan at the House hearing, you noted that Facebook collects information from people who have not signed up for Facebook for security purposes.
  - a. Congressman Lujan asked a couple of questions that you were not able to answer at the hearing, so I would like to get those answers from you on the record.
    - i. How many data points does Facebook have on the average Facebook user?
    - ii. How many data points does Facebook have on the average non-Facebook user?
  - b. Please detail all categories of information Facebook collects from and about non-Facebook users for any purpose.
  - c. Please explain in detail how data collected from and about non-Facebook users are used for security purposes.
  - d. Please detail how Facebook uses data collected from and about non-Facebook users for purposes other than security purposes. Are such data used in any way for advertising purposes? Please explain.
  - e. Please identify the website or pop-up or any place where those people who have never signed up for a Facebook account have consented to allow Facebook to collect information about them.
  - f. Please describe in detail how a person who does not have a Facebook account can opt out of Facebook's involuntary data collection or get the information Facebook has stored about them deleted from Facebook's servers.
10. At the House hearing, Congressman Welch asked if you believe that consumers should be able to correct or delete inaccurate personal data that companies have obtained about them. You did not answer that question completely.
  - a. Please state if you agree that consumers should be able to correct or delete information companies have collected about them. Explain your answer.
  - b. Please state if you agree that consumers should be able to correct or delete inferences companies have made about them based on information collected or otherwise obtained about them. Explain your answer.

11. In response to a question from Congressman Tonko, you acknowledged that Facebook collects information from a person “visiting other places, then [users] have a way of getting access to that and deleting it and making sure that we don’t store it anymore.” Please explain in detail the way that users can get access to information collected from that user visiting other places and have that information deleted from Facebook’s servers.
12. Congressman Tonko also asked whether Facebook bears liability when users’ data is mishandled. Yes or no, is Facebook liable when Facebook users’ data is mishandled? What recourse do Facebook users have?
13. Congresswoman Clarke asked for a timeline of when the announced changes in how Facebook will review and verify the identity and location of advertisers running political or issue ads. You testified that those changes will be in place for these elections. Campaigns for these elections are already underway. Please clarify what you meant when you said the changes will be in place for these elections. Are those changes in place now?
14. In response to a question from Congressman Schrader, you testified that Facebook does “spot checks to make sure that the apps are actually doing what they say they are doing.”
  - a. Please explain in detail the full process of a spot check.
  - b. How often do spot checks occur now?
  - c. When did Facebook begin doing these spot checks? How many spot checks have been done per month since Facebook first started doing spot checks of apps on its platform?
15. In response to a question from Congressman Kennedy, you testified that “the targeting options that are available for advertisers are generally things that are based on what people share.”
  - a. When you said the options are “based on” what people share, does that include inferences made by Facebook or other parties and shared with Facebook?
  - b. What did you mean by “generally”? Please list all targeting options that are available for advertisers that are not based on what people share?
  - c. Please explain how Facebook makes or obtains inferences about people’s interests. Are algorithms used to make those inferences? If so, please detail how those algorithms work. Use examples if necessary.
16. You also noted a number of times at the hearings that Facebook announced that it was stopping working with data brokers as part of the ad system.
  - a. Yes or no, does Facebook currently acquire any information from data brokers under any circumstances or for any purpose? Will Facebook do so in the future?

- b. If not for the ad system, for what purposes does or will Facebook acquire information from data brokers? Please detail all purposes for which Facebook uses data acquired from data brokers.
- c. Facebook's data policy states that Facebook does acquire information about people from third-party partners. Please describe in detail what entities are considered third-party partners. Are any data brokers currently considered third-party partners?
- d. Please describe in detail all categories of information Facebook obtains from third-party partners and all purposes for which the data are used.
- e. Please detail how users can opt out of allowing Facebook to collect or store information about them acquired from third-party partners.
- f. Facebook's data policy states that it shares Facebook users' information with certain third parties. Are any data brokers in the category of third parties with whom Facebook shares information?
- g. It has been stated very clearly that Facebook does not sell information. Please describe the transactions between Facebook and these third parties. Is any form of non-monetary consideration, in-kind services, or other compensation transferred in exchange for the data? If so, please describe what was exchanged.
- h. Please describe in detail all categories of information Facebook shares with third parties and all purposes for which the data are used.
- i. Please detail how users can opt out of allowing Facebook to share information about them with third parties.

17. Congresswoman Dingell asked some questions to which you did not have responses. Please provide responses to the following for the record.

- a. How many Facebook Like buttons are there on non-Facebook web pages?
- b. How many Facebook Share buttons are there on non-Facebook web pages?
- c. How many Facebook Pixels are there on non-Facebook web pages?

18. When a Facebook user uploads his or her contact list or address book so that Facebook can suggest people they may know and want to connect to on the platform, Facebook collects and stores the names and contact information of all of those people in the user's contact list, whether or not those people are Facebook users themselves.

- a. Please identify the website or pop-up or any place where Facebook users have consented to allow Facebook to collect and store their contact information uploaded by another user.
  - b. Please identify the website or pop-up or any place where those people who have never signed up for a Facebook account have consented to allow Facebook to collect and store their contact information uploaded by a Facebook user.
  - c. We know Facebook uses contact information to suggest people users can connect to. Please describe in detail all other ways and reasons Facebook uses contact information of people that never voluntarily shared their own contact information with Facebook.
19. Facebook's data policy states that Facebook tracks location through GPS, Bluetooth, and WiFi signals and that such information is used to "tailor our Services for you and others."
- a. Please explain in detail how location data is used to tailor services for users. Also explain in detail all the ways and purposes for which Facebook uses location information.
  - b. Please detail how users can opt out of allowing Facebook to collect or store location information.
  - c. Please detail how users can delete location information stored on Facebook's servers.
20. Facebook reportedly tracks whether a window open on a person's computer is in the foreground or background and the movements of a person's mouse.
- a. Please describe all the ways that such data is used by Facebook.
  - b. Please identify the website or pop-up or any place where Facebook users have consented to allow Facebook to collect and store such data.
  - c. Please detail how users can opt out of allowing Facebook to collect or store such data.
21. Facebook collects and stores information about users that has been shared by other users.
- a. Please explain how users can see what information Facebook has stored about them that was collected from other users and how it is identified as information collected from other users.
  - b. Please detail how users can opt out of allowing Facebook to collect or store information about them collected from other users.
  - c. Please detail how users can delete information about them collected from other users stored on Facebook's servers.



22. At the House hearing, Congressman Lujan mentioned that in 2013, Brandon Copley, the CEO of Giftnix, demonstrated that a search feature on Facebook could easily be used to scrape information at scale. He also stated that the issue of data scraping was raised again by a security researcher in 2015. Only this year did Facebook disable that search feature. Facebook knew since at least 2013 that this search could be exploited. Why did it take so long for Facebook to take action? What made Facebook decide in April 2018 to finally disable that feature?
23. At the House hearing, you were asked a number of times to clarify whether Facebook would be providing the same protections and rights to Americans that will be given to citizens of the European Union under the General Data Protection Regulation (GDPR). You stated multiple times that the same “controls” will be available to all Facebook users across the world. But I think your answer was very careful. Controls are not the same as rights and protections.
- a. Congressman Green asked you about the provision in the GDPR that gives users the right to object to the processing of their personal data for marketing purposes. You did not have an answer at the hearing, so please answer now. Will the same rights be available to Facebook users in the United States? When and how will that be implemented?
  - b. Congressman Green also asked about the data portability requirement under GDPR. Please explain in detail how and when that requirement will be implemented for Facebook users in the United States.
  - c. Following the hearing, news outlets reported that Facebook is intending to change its terms of service to put all non-European users under the jurisdiction of Facebook’s U.S. headquarters. This move reportedly would make it so that all non-European users would not be subject to the rights and protections afforded people under the GDPR and Facebook would not be subject to enforcement and fines under GDPR with respect to non-European users. If Facebook is granting the same protections to everyone, why is Facebook making this change?
  - d. Please explain in detail the differences between the rights, protections, and controls that Facebook is guaranteeing to European citizens under the GDPR and the rights, protections, and controls that Facebook will provide to non-European citizens in relation the GDPR.
24. In a post dated March 21, 2018, on your Facebook page, you announced that Facebook is investigating all apps that had access to large amounts of information before Facebook changed its platform in 2014. At the hearing on April 11, 2018, I asked you how long it was going to take Facebook to complete its investigations of all of the apps on Facebook. There have been many conflicting reports of how many apps are actually on Facebook and were on Facebook at the time of the Cambridge Analytica incident. I want to get a better grasp on the scope of the investigations.

- a. How many apps were using the Facebook platform when Aleksandr Kogan created the personality quiz app in 2013?
  - b. How many apps were using the Facebook platform when Facebook changed the platform to disallow friends-of-friends data from being accessed in 2014?
  - c. How many apps were using the Facebook platform when *The Guardian* first reported that Kogan shared data from his app with Cambridge Analytica in 2015?
  - d. We were told that when Facebook announced changes to the platform policy in 2014 that limited the data apps could access, Facebook gave app developers some time to come into compliance. Please provide the date that the policy changes were announced and the date by which apps were required to be in compliance.
  - e. After the date that all apps were to be in compliance with the new policy, were exceptions given to any apps to permit those apps access to data of friends of the app user? Please list all apps that were given such exemptions and list when such exemptions were terminated or expired.
  - f. How many apps are currently using the Facebook platform?
  - g. In your March 21 post, you said that Facebook is investigating “all apps that had access to large amounts of information” before the change in the platform in 2014. What do you mean by “large amounts of information”? How many apps are you actually investigating?
  - h. What do you expect to learn from the investigations? What will investigations entail other than audits? Please explain how audits will be conducted?
  - i. How will you be able to determine whether app developers shared or sold data obtained from Facebook with outside parties? Will you audit or otherwise investigate any outside parties that Facebook learns had access to Facebook users’ data?
  - j. How will you audit app developers that are no longer in business? Will you be able to audit all apps that have the data they collected stored in other countries? How will Facebook audit or otherwise investigate those apps for which you may not be able to get access to their servers?
  - k. Please share the timeline or benchmarks, if any, Facebook has established to complete this investigation.
25. You promised that Facebook will ban apps that misused data and notify affected users. What about the data itself? Facebook asked Cambridge Analytica to delete the

improperly acquired user data. But Cambridge Analytica reportedly also made a derivative psychographic data set using Facebook users' data.

- a. Has Facebook requested that Cambridge Analytica delete the derivative sets of data that were created using obtained Facebook users' data? Has Cambridge Analytica deleted such derivative data sets? Please describe in detail how Facebook has verified that Cambridge Analytica has deleted such derivative data sets.
  - b. How is Facebook investigating other firms that may have obtained Facebook users' data or derivative data sets from Cambridge Analytica? If Facebook discovers entities that have obtained from or otherwise rely on Facebook users' data or derivative data sets ever held by Cambridge Analytica, what actions will Facebook take with respect to those firms?
  - c. In your investigations of apps that had access to large amounts of information before Facebook changed its platform in 2014, are you also investigating whether apps or other companies used that information to make derivative data sets like the psychographic information created by Cambridge Analytica? Have you identified any other firms that have created derivative data sets to date?
  - d. Has Facebook requested or will Facebook request that any other firms delete derivative data sets? Have any firms done so? Please describe in detail how Facebook has verified that these other firms have deleted such derivative data sets.
26. At the hearing, I asked how many other firms Mr. Kogan sold data to and what the names of those firms are. You said you would have to get back to me.
- a. Please list the names of all firms to whom Mr. Kogan sold Facebook users' data, and if there are any that you have not yet identified, please provide the total number of firms to whom Mr. Kogan sold Facebook users' data.
  - b. Did Facebook know in 2015 that Mr. Kogan sold Facebook users' data to firms other than Cambridge Analytica? Please list those firms. Did Facebook request that those firms delete all Facebook users' data that they had acquired from Mr. Kogan at that time? Did Facebook request that those firms delete all derivative data sets that were created using obtained Facebook users' data at that time? How did Facebook confirm that these data sets were deleted at that time?
27. At the Senate hearing on April 10, 2018, you said, "You are not allowed to have a fake account on Facebook." Yet last November Facebook itself estimated up to 270 million accounts are fake or duplicate.
- a. How many accounts does Facebook currently estimate are fake or duplicate? How often will Facebook commit to reporting those estimates going forward?

- b. Your testimony only said that Facebook will be requiring people who manage large pages to be verified. What exactly do you mean by “large pages”?
  - c. We now know that fake accounts were part of Russia’s manipulation of the 2016 election. Would any of the pages used by Russian operatives not be classified as large pages”?
  - d. What actions is Facebook taking to track and delete activity by fake accounts beyond large pages?
  - e. It seems that every few weeks we see a tiny amount of progress being reported, but then the social media bots spring back to life unabated. What specifically is Facebook doing to shut down these bots?
28. I’d like to touch on an issue of great concern to the more than one thousand Rohingyas who have relocated to the Chicago area since 2010. You said Facebook will improve the mechanism to report content in Facebook Messenger and add Burmese-speaking reviewers. Here’s the challenge I see: you generally want users to be free to post content without censorship, but you also do not want Facebook to be a platform for encouraging genocide. Facebook is in the position of deciding what is legitimate speech and what may potentially incite violence.
- a. How much does Facebook’s approach to harmful content still rely on third parties to flag violence-inciting content?
  - b. How do you make those decisions? Does Facebook have the capacity to be a fair arbiter?
29. Earlier this year, Special Counsel Robert Mueller filed an indictment against the Internet Research Agency (IRA), a Russian organization, alleging its creation of fake social-media accounts to sow discord and interfere with elections.
- a. Recently, you talked about new tools that Facebook has been rolling out since the 2016 election to combat the IRA and other so-called troll farms. How do you know that these new tools are effective? What criteria are you using to measure effectiveness?
  - b. How confident are you that Facebook can detect and quickly identify all the fake and automated accounts?
  - c. Can you commit that the 2018 midterm elections in the U.S. won’t be subject to the IRA or other troll farms?
  - d. Can you commit that the ways the Russians or others used Facebook to influence the 2016 U.S. elections and the UK’s Brexit election will not happen again?

30. At the hearing, Congressman Butterfield asked you about minority representation at Facebook and in the tech industry generally. I'm concerned that the lack of people of color at Facebook may be leading to bias in your algorithms. Earlier this Congress our Committee held a hearing on the prevalence of bias on social media platforms and algorithms. Last year, *Pro Publica* did a story called "Facebook's Secret Censorship Rules Protect White Men from Hate Speech But Not Black Children." Systemic bias on social media platforms is a huge problem for communities of color. Obviously, Facebook cannot address all instances of bias. But Facebook can make sure that the platform itself does not operate in a biased way.

- a. Please describe in detail the steps is Facebook taking to address bias in its algorithms?
- b. Will you commit to bringing in outside, third-party experts to audit Facebook's processes and report back to us on how effective your strategy is for addressing bias caused by your platform specifically within six months?

31. Facebook recently announced that it is shutting down the Partner Categories program to "help improve people's privacy on Facebook." The program gave advertisers the benefit of data from seven third-party data broker partnered with Facebook to add to Facebook's own data about users to better target ads at those users.

- a. Through that program, Facebook purchased data from the third-party data brokers to help advertisers target ads. The third-party data brokers would receive a portion of the proceeds from the sale of the ad. Is that correct?
- b. So by shutting down this program, Facebook is actually keeping more money from the ad sale, right?
- c. Did anyone—the third-party data brokers, the advertiser, or anyone else—get access to any Facebook users' data through this program?
- d. If no one outside of Facebook was able to access Facebook users' data, how does shutting down this program "help improve people's privacy on Facebook"?

32. More than 98 percent of Facebook's revenue is generated from advertising. You have touted that companies advertise on Facebook because all of the data you collect on individuals allows for the delivery of highly targeted messages. In fact, just last year reporters were able to buy advertising targeting anti-Semitic groups and individuals. At the time, you said that these categories were created by algorithms, not individuals, and have since been removed.

- a. How does Facebook oversee the advertising categories created by algorithms? How many employees monitor those categories?

- b. How many advertising categories are there total?
  - c. How can you assure us that similar offensive categories for targeted advertising have been removed?
33. Facebook recently announced that it will increase advertising transparency by requiring all advertisers to have a Facebook page where all of their ads will be posted. I understand this is being piloted in Canada.
- a. When will this program be introduced in the US?
  - b. Will the advertisement indicate each user category it was intended to target?
  - c. The FTC polices deceptive advertisements where it's unclear whether a post is a paid promotion. Will Facebook make it a priority to help stop this type of deceptive advertising on its platform?
34. Despicable content spreading on the internet is not a new problem. The National Center for Missing and Exploited Children has been working to stop the spread of child pornography on the internet for years. With its partners, it developed a system called Photo DNA to block users from posting known child pornography pictures. I understand that Facebook has taken some similar steps to curb violent extremists, and I have questions about those efforts.
- a. Photo DNA works so well because its database of known pornography is shared across the internet with other platforms. Can you commit to working with other platforms to share data about known problematic content used by terrorist organizations?
  - b. When can we expect new meaningful action on this front?
35. An appalling number of teens report being bullied. Physical playground bullying is bad enough, but increasingly this cruelty is moving online, where one click of a button sends hateful words that can be seen by hundreds or thousands of people. Worse yet, these actions cannot be erased and may follow their victims forever.

According to studies published in the last year, Facebook and Instagram are the social media tools of choice for cyberbullying. Cyberbullying can take different forms, including hurtful words about a user's appearance in a photo, private information or photos published without permission, or belittling posts or private messages.

- a. How many reports of cyberbullying does Facebook receive each month? How about Instagram?
- b. Other than investigating these reports, what actions are taken in response to these reports?

- c. What measures do Facebook and Instagram take to prevent cyberbullying from occurring?
36. At the House hearing, Congressman Rush asked about steps Facebook is taking to ensure that the targeted advertising on Facebook complies with federal laws, such as the Civil Rights Act of 1968. You responded that Facebook removed the option for advertisers to exclude ethnic groups from advertising.
  - a. Please expand on that. What other steps are you taking to ensure advertising on Facebook is compliant with federal anti-discrimination laws?
  - b. What actions is Facebook taking to ensure compliance with the Fair Housing Act?
  - c. Many concerns have also been raised about Facebook's targeted advertising allowing employers advertising jobs to show those ads only to younger workers and therefore allowing age discrimination. What actions is Facebook taking to ensure that its targeted advertising does not facilitate age discrimination in violation of the Age Discrimination in Employment Act?
37. What actions is Facebook taking to prevent discrimination against other protected classes, such as religion, sex, and familial status?
38. The below are question from my constituents for Mr. Zuckerberg.
  - a. What are the future plans for making sure that all democratic elections in the world are not altered, or destroyed, by Facebook bad players, i.e., criminals masquerading as academics? How can they help stop the hateful, verbal, bullying going on? Criminal threats should not be allowed, and should be prosecuted; could they help? Please also thank him for allowing us all to connect worldwide, and share our views, opinions, inspirations, help, assistance, fun and funny items too!
  - b. How would Mr. Zuckerberg encourage people using Facebook to take some personal responsibility in checking for sources of postings?
  - c. In Europe, Facebook had to hire "hundreds" of additional staff and implement new procedures to ensure that hate speech and "fake news" were removed from the site in a timely manner. Why, after admitting that both of these are currently issues on Facebook in the US, is Facebook not devoting the same resources, proportionately, to tackling the problem here? I'm wondering if they will only do this in countries where they are legally required to, and continue to take zero responsibility in countries where they're not.
  - d. Does Mr. Zuckerberg support a publicly-funded alternative to Facebook as vital American infrastructure to be regulated and maintained similar to our highway, water, sanitation, and communication systems?

- e. Ask him why, given its technical sophistication, does it take FB so long to take down fake news and hateful postings. I've reported virulent anti-gay propaganda and saw the posts circulating on FB days later.
- f. When did you first discover the improper use of user data by Cambridge or any other similarly situated company, and what steps did you take to actually enforce your agreement? What changes have you implemented concerning the manner in which Facebook supervises or otherwise audits third party use of data given this transgression?
- g. One thing that I'm not clear on is whether Facebook had a Facebook Employee inside Cambridge Analytica to help them with their "work." I've seen this reported both ways. If this is true, my question to Zuckerberg would be why did they feel compelled to help this company so much?

CA has admitted to bribing and blackmailing to get what they need. Was he \*blackmailed\* or \*bribed\* or both into supporting this work? Did he know that CA was working solely for the Trump Campaign? What compelled him to risk everything to work for one sole campaign?

- h. Why they issued a newspaper statement instead of a clear and obvious announcement via their own social media platform.
- i. Why is it so difficult to manage my privacy settings, who can and cannot see my personal information?
- j. Isn't advertising income enough? Compiling data on people and selling it is too much. Just because you're in the unique position to do it doesn't make it right. Facebook is practically a monopoly in the social media world. You're abusing your rights.
- k. What are the regulations on Social Media? They have a dangerous amount of personal data on us all and zero accountability. There are no alternatives to Facebook, and so people are mad but not willing to actually delete their accounts. So, I implore or elected officials to protect us when we can't seem to have the intelligence or courage to protect ourselves. It's worth mentioning that they already have the data, and leaving now doesn't undo the breach of trust.

I would also ask that we consider social media as a news source. Because it is. And yet there is no responsibility. No fiduciary role required in the best interests of the American people. Or anyone else. And we know from this experience that just because a company should do something they won't unless it A: makes them more money or B: is required by law.



- l. Facebook is invasive and people early on had no idea what they were getting into. Why not force data to be erased after a period of time? For instance a 5 year sundowner policy on American citizens data with MASSIVE penalties for violation?
  - m. I would like to know about any deals made between Facebook and the Obama Administration data mining Facebook users information and using it to determine which US Citizens are deemed friendly or foe and how they might vote in the 16 Election?
  - n. Facebooks forces the user to 'trust' them with their data when they sign up, or they cannot create an account. The same applies to most platforms as well as in other areas, like credit reporting. Why shouldn't there be criminal penalties for misusing, or losing, our data?
  - o. Why do they allow dark ads that are only seen by the recipient? Will they notify directly the FB users who saw the Russian FB ads?
39. Your testimony to our Committee referenced “networks of fake accounts” established by Russian entities to target American citizens and interfere in the 2016 U.S. presidential election. Will you please describe the tools and tactics used by Russian entities to execute information operations against American citizens, and detail the narratives they pursued?
40. You testified that Facebook “should have spotted Russian interference earlier,” and that Facebook is “working hard to make sure it doesn’t happen again.” You then cited new technologies that Facebook has built and subsequently deployed to protect French and German democracies in 2017, and that were also deployed in the U.S. Senate special election in Alabama. Will Facebook extend those same protections to the entire United States? To all democracies across the globe? What is your timeline?
41. Various media outlets have reported that the Russian government requires companies like Facebook to store their data in Russia. What personal data does Facebook make available to the Russian state media monitoring agency Roskomnadzor or other Russian agencies? Does this apply only to accounts located in or operated from Russia, or does this also include Facebook’s global data? Will you agree to share this data with the United States government?
42. Did Facebook preserve all of the data and content connected to Russian information operations conducted against American citizens? If so, will Facebook make that data and content available to researchers or intelligence agencies for evaluation?
43. What assistance do Facebook employees embedded with advertising clients provide? Did any Facebook employees provide support to the Internet Research Agency or any other business or agency in Russia targeting content to American citizens?
44. As part of Facebook’s “custom audiences” feature, entities can upload datasets to target Facebook users. Does Facebook have copies of data uploaded to “custom audiences” by any

Russian entity? If so, will Facebook make that data and content available to researchers or intelligence agencies for evaluation?

45. You referred to Chinese internet companies as a “strategic and technological threat.” Will you please elaborate? Explain which Chinese companies you’re referencing, what they are doing, and how this is similar to or different from activities of the Russians?
46. Has Facebook performed any internal research or evaluation of these tools and tactics used by Russian entities to execute information operations against American citizens? Or about how the psychological impacts of these operations can be mitigated? Would you consider trying to mitigate the damage of disinformation campaigns on Facebook by prominently notifying individual users every time they have viewed (not just shared, but viewed) fake, malicious, or disinformation campaign content?
47. One of the things that I raised during our hearing was the role of social platforms in the ethnic cleansing in Burma, which resulted in the second largest refugee crisis in the world. I understand that Facebook has taken steps in six countries to work with independent third parties to intensify fact checking efforts, and that fact-checkers report that it typically takes three days to correct a false article in these countries. Do you intend to help expand fact checking capacity to service the full range of languages and countries that Facebook operates in, and do you aim to improve the time it takes to issue corrections? On what timeline?
48. I’m interested in learning about Facebook’s efforts to track disinformation campaigns, including efforts to track patterns of fake account and bot activity. What can you tell me about the scope and scale of these campaigns on Facebook right now? Going forward, will you commit to regular full disclosure of the extent of fake users, fake activity, and disinformation campaigns on your platform?
49. Diversity:
  - a. How many Hispanic employees work at Facebook?
    - i. What percentage is that of all Facebook employees?
    - ii. How many work in technical positions?
    - iii. How many work in managerial positions?
    - iv. How many work in executive positions?
  - b. How many Hispanic employees work at Facebook in the United States?
    - i. What percentage is that of all U.S. Facebook employees?
    - ii. How many work in technical positions?

- iii. How many work in managerial positions?
- iv. How many work in executive positions?
- c. How many Hispanic employees work at Facebook headquarters in Menlo Park?
  - i. What percentage is that of all Facebook HQ employees?
  - ii. How many work in technical positions?
  - iii. How many work in managerial positions?
  - iv. How many work in executive positions?
- d. Do you believe that a company whose staff does not reflect the diversity of the United States is able to design Artificial Intelligence systems that are free of ethnic bias?

50. U.S. Immigration and Customs Enforcement (ICE): In response to a recent article about Immigration and Customs Enforcement (ICE)'s use of your platform, Facebook said, "Facebook does not provide ICE or any other law enforcement agency with any special data access to assist with the enforcement of immigration law. We have strict processes in place to handle these government requests. Every request we receive is checked for legal sufficiency. We require officials to provide a detailed description of the legal and factual basis for their request, and we push back when we find legal deficiencies or overly broad or vague demands for information."

- a. Can you expand on Facebook's process for responding to this type of requests? How does Facebook determine what is a legally sufficient request?
- b. How many requests has ICE made of Facebook in the past year? How many were determined to be legitimate?
- c. Do you require a court order before you provide information to ICE?
- d. What information does Facebook provide in cases where requests are determined to be legally sufficient?
- e. Does Facebook notify users of the possibility that their information may be shared with ICE? If so, when?
- f. How is the procedure for sharing data different if ICE produces a warrant?
- g. How is the above-described procedure similar or different if ICE requests information from WhatsApp?

- h. How is the above-described procedure similar or different if ICE requests information from Instagram?

51. Platform Responsibility: As you said multiple times during the hearing, in your view Facebook has a broader responsibility to make sure its tools are used for good.

- a. Do you believe copyright infringement constitutes a good use of the Facebook platform?
- b. Do you believe it is Facebook's responsibility to prevent copyright infringement on the platform?

52. The Guardian:

- a. Why did Facebook threaten to sue the newspaper *The Guardian* to stop *The Guardian* from publishing a story about Cambridge Analytica?
- b. Why did Facebook wait until after *The Guardian* published the story to apologize for both its role in the Cambridge Analytica scandal and the confusion about user privacy, despite the fact that Facebook was aware that Cambridge Analytica exploited user data before the story was published?
- c. Why did it take *The Guardian*'s reporting for Facebook to identify the problem with Alexandr Kogan and Cambridge Analytica?
- d. How many of the changes that Facebook implemented this year should be credited to *The Guardian* and others' reporting?
- e. Has Facebook previously threatened to sue a publication in regards to a news story?
- f. Would Facebook support a Federal anti-SLAPP (strategic lawsuit against public participation) law in order to protect reporters and publications from censorship and intimidation?

53. Privacy:

- a. Does Facebook notify users of how an individual or entity who develops a Platform application plans to use user data?
- b. If an individual or entity that creates an app for Facebook designates that they intend to use the user information acquired from that app for research, does Facebook notify the user of this planned use?
- c. In cases in which Facebook relies on the app developer to notify users of how their data will be used, does Facebook verify that the developer is accurately representing

how they will utilize user data? If so, how? If not, why not?

- d. Facebook announced that it is streamlining its privacy controls so that consumers can better understand how Facebook is using a person's data.
  - i. Please describe what you are doing to your settings to be more transparent about your massive data collection and monetization operations.
  - ii. Will you provide new default privacy settings for consumers?

54. Additional user data: Mr. Zuckerberg, data that users voluntarily provide about themselves is not the only kind of user data that Facebook collects or uses to target ads.

- a. What kind of inferences does Facebook make from data that users voluntarily upload?
- b. How does Facebook determine a user's political inclination when a user has not overtly selected political preference?
- c. What data points does Facebook collect from non-Facebook sites?
- d. What are these data points used for?
- e. Why do these inferences and data points not appear when a user downloads their information from Facebook?
- f. Please clarify your response to Congressman McNerney's question: "Is there currently a place that I can download all of the Facebook information about me, including the websites that I have visited?", given that you responded affirmatively but then denied that the download includes information about websites the user has visited?
- g. In your answer to Congressman McNerney's subsequent question, you said that Facebook does not have user browsing history. What does Facebook do with the browsing history Facebook collects?
  - i. Why did you mislead the Committee by implying that Facebook does not have browsing history when it does collect browsing information? Please clarify.
- h. Facebook compiles a wide range of data about individuals that have never signed up for a Facebook account, including such things as their hobbies and interests and what books they have read. How can an individual protect their privacy if they are not a Facebook user and Facebook is compiling shadow profiles of them?
- i. How can you guarantee that you are not collecting data about children who are not on Facebook and who are not able to guarantee that they are the minimum age of 13?

55. During your testimony at the House Energy and Commerce Committee, on April 11, 2018, I asked if you would be willing to change your business model to protect individual privacy, and you said you weren't "sure what that means."
- a. As I understand your current business model, it relies at least in part on harvesting the personal data of its users and on targeted advertising. Is Facebook willing to fundamentally alter the volume and type of information it gathers and stores about its users and how it distributes it, in order to carry out *your stated commitment* to preserve privacy and democracy?
  - b. Explain in concise, plain language exactly what data of Facebook users is still being gathered and retained by Facebook, so that a user signing up for the first time would fully understand it?
56. Is Facebook willing to work with Congress and stakeholders to provide a blanket opt-in that is in transparent, clear, brief, pedestrian language that conveys to the user the full extent of where Facebook gets its data about us and who it shares that data with? (This should include not only what the user deliberately types into their profile, such as their hobbies or favorite books, but also data aggregated through posting and clicking articles, Liking friends' posts, etc.)
57. Does Facebook now provide its users real-time access to the complete set of information it has on its users, including the sites from which they may have clicked through to Facebook? Are so consumers told when and where that data ends up with third parties? Does Facebook provide notification to the user as to how much of their data is being transmitted each time they click "agree"? If not, why not? Would Facebook object to providing more specific information to users?
58. Without an individual having signed up on Facebook, it appears Facebook is able to track them and create a ghost profile for the purposes of 'connecting people' (i.e. monetizing connections).
- a. How does Facebook track and collect data on people who do not have Facebook accounts?
  - b. How much information do you already have on the typical user at the time they sign up for an account?
  - c. How do you treat the data of a person who has not yet to agreed Facebook's terms of service or privacy policy?
59. During your testimony I asked whether you were aware of other third party information mishandlings that have not been disclosed. You responded that you were "currently going through the process of investigating every single app that had access to a large amount of data" and that you imagine that "because there were tens of thousands of apps [you] will find some suspicious activity."

- a. As of this date, have you determined whether misuse or misdistribution of data that violated the Facebook policies that third party apps had agreed to ever occurred with other apps?
  - b. How long do you estimate it will take to fully vet each app to determine whether a misuse has taken place?
  - c. Will you commit to notifying users as soon as Facebook determines that there has been a misuse or wrongful distribution of their data by third party apps?
  - d. In response to my question regarding Cambridge Analytica, you stated that you learned about the Cambridge Analytica breach in 2015. Why did it take until 2018 for the public to learn the full extent of the crisis?
60. Has Cambridge Analytica now fully complied with Facebook's "demands" to delete data obtained via Facebook and Mr. Kogan's app? If so, how can this be verified?
61. During my questioning I asked twice whether you spoke with Cambridge Analytica's CEO immediately following your knowledge of the misuse. You replied that you "got in touch" with "them" and the Chief Data Officer.
- a. Did you in fact contact and speak with the principle executive of Cambridge Analytica immediately after you learned of the breach, and if not, why not? Have you done so since?
62. It is documented that the Trump Campaign paid Facebook millions of dollars for advertising in 2016 in advance of the presidential election. It also has been acknowledged that Facebook had a team embedded at the Trump Campaign's digital operations center. Did Facebook know during this period that Cambridge Analytica was a data vendor for the Trump Campaign? If so, why did Facebook not object to working with the Trump Campaign in this way, considering the data company it was working with - Cambridge Analytica - had been known by Facebook by this time to have violated its own agreement with Facebook?
63. The week prior to your appearance before the House Energy and Commerce Committee, I survey my constituents and asked them to submit one question they would ask you if given the opportunity. I received the following responses and I'm including them here and I ask you to respond to each of them:

**Policies that Facebook will adopt in response to Cambridge Analytica controversy  
(97 Questions)**

1. What reparations will Facebook give the American people for allowing this breach of our democracy on your platform, and what is the timeline to complete them?
2. My family wants to know why Facebook's policies on unacceptable speech weren't adhered to. Slander and lies ARE NOT free speech.

3. You said you would get a notice to users affected by Cambridge Analytica. That notice has yet to arrive, and you should have known it was expected before this hearing. Please explain what measures you will take to prevent such high-profile failures in the future.
4. What specifically will be done to inform users of how data about them will be used?
5. What would restorative justice look like for all those harmed and impacted?
6. What actions have you taken with those responsible for allowing third party access to user's information?
7. Can you guarantee that a similar or comparable breach will not happen again? Explain why.
8. What specific policies and strategies do you intend to protect the privacy of Facebook users and give them control over what gets shared and with whom?
9. What will Facebook do THIS time to insure that this doesn't happen again? (Similar issues in 2010.)
10. How do you plan to change your company's policy on transparency and WHEN will we see those changes
11. What are Facebook's guidelines on valuing users and customers, and how are they implemented?
12. Are you willing to state specific policies FB will implement to prevent a similar travesty?
13. What is Facebook doing to protect my data now? And how is Facebook planning on making amends?
14. What can Facebook do to prevent and deter the malicious third parties from using and selling the data they accessed and can now provide this data to other third parties?
15. How will Facebook give users control of personal data's use?
16. Will Facebook offer its members a blanket opt-out of the sharing of all personal information?
17. What is his plan to prevent such data breaches in the future to keep users safe?
18. What preventative measures are being implemented so that this does not happen again?
19. WHAT IS YOUR PLAN TO STOP RESALE AND THEFT OF DATA FROM FACEBOOK MEMBERS CONTACT LISTS?
20. To make a better Facebook user experience, why not give \*users\* access to and control over that exp?
21. Now that you know the high cost of your carelessness, what steps are you taking to remedy.
22. What commitments will Facebook make to allow the public full transparency and oversight of the political activities taking place on the Facebook platform?
23. What steps are you taking to retrieve and delete the information that has already been scraped?
24. Can we be sure it won't happen again?
25. What steps have you taken to assure that this kind of data stealing does not happen in the future?
26. What other vulnerabilities is Facebook addressing?
27. Does he plan to notify all the affected consumers and let them know EXACTLY the data breached?
28. What will you do to prevent this from happening again?
29. What steps are you going to take to earn our trust?
30. What changes will be taken to insure transparency in advertising sources?



- 31.** Americans do not yet fully understand the high cost of free. What are you willing to do at Facebook
- 32.** Despite its best intentions, Facebook has continued to make decisions about privacy that help Facebook itself at the expense of users, from features like Beacon to the latest scandal about oversharing data with third-party apps. It seems like each time a problem is fixed, a new one appears. Whatever process is in place, it doesn't seem to be working. So my question is, what fundamental changes is Facebook making to prevent these sort of user-hostile decisions from being made in the future?
- 33.** What controls do you plan to put in place to protect privacy and prevent misuse of data?
- 34.** Are rumors true that FB's considering charging users to ensure protection of privacy?
- 35.** What specific steps are you taking to ensure that all Facebook users' data is secure and protected?
- 36.** What will Facebook do to prevent this security breach from happening again?
- 37.** How will you make amends for illegally distributing private information of my constituents?
- 38.** Can hacking be totally prevented in the future?
- 39.** What concrete steps can you show the American public that you will put social responsibility above \$
- 40.** What do you plan to do in the future to prevent a repeat and guard our privacy?
- 41.** Users want the ability to limit the data about them that is collected. Can you commit to that?
- 42.** Moving forward what will be done to prevent future slips and any steps to recoup?
- 43.** Please tell us what you have done, rather than are going to do to address these problems.
- 44.** What steps can and will you take to insure our privacy in the future?
- 45.** How will you keep my information safe going forward? What will you do to fix illegally obtained info?
- 46.** Given your business model, how can you guarantee that this will not happen again?
- 47.** Why did you not foresee this and prevent it?
- 48.** What is Facebook doing to make sure this doesn't happen again?
- 49.** Walk us through concrete steps of how such abuse will be stopped in the future.
- 50.** Will the Facebook board of directors be holding any extra meetings over the next few months to deal with this new set of challenges?
- 51.** After these issues are resolved would you take it upon yourself to ensure that companies advertising on Facebook are not predators exploiting the public for unnecessary monetary gain?
- 52.** What security will be applied to your software to avoid a reoccurrence?
- 53.** Precisely, what will Facebook do to allow users to control what companies/apps have access to data?
- 54.** How will you ensure that user's data is protected from now on so that this sort of egregious activity will not recur and have safeguards in place by (date to be set by your committee)?
- 55.** What kind of policies will you put in place to protect the people using Facebook? How will you test?
- 56.** How will you ensure users are aware, consenting, and involved in changes that impact their privacy?

57. What steps is Facebook taking to make sure our data is not shared without our permission? Why should we believe you?
58. What will he do to make sure this doesn't happen again?
59. Will you be reporting your progress to the public on a regular basis?
60. How are you going to change your business model to protect customer data, give customers control over it, not give third parties access to it without explicit permission, and remove the incentive to seek maximum monetization of customer data.
61. Are you solving this privacy issue at the ethical level or just the one technical level that caused the current problem?
62. What safeguards is he putting in place so this doesn't happen again?
63. Will you, Mr. FB CEO, provide a published Telephone # & Account Assistance Resource for All Users?
64. When did he go back on his promise to keep Facebook users' data private?
65. Does Facebook have adequate policies in place to ensure both privacy and security?
66. What steps has Facebook taken to correct the mistakes that have compromised the personal information of millions of Americans & other?
67. What steps are you taking to ensure the privacy of our data?
68. What changes will be put in place to insure this does not happen again?
69. Is Facebook going to fix this access problem immediately and completely and ensure that it never happens again?
70. Will you fund fact checking on Facebook, and actively counter lies published as news?
71. Is it possible as a fan of Facebook to have a location directly on our news feed fact checker on items posted to our page? This would help Facebook and users. What do you think should be done to Cambridge Analytica for causing this problem?
72. Are you willing to commit, today, to educating your users so they are both aware of the data you and other companies harvest, and are better able to be critical consumers of information online?
73. How can you assure us that this won't happen again?
74. What do you have in place to prevent this again, negate its damage now, and punish ALL perpetrators?
75. What definitive actions will you take to protect the individual's right to keep data private?
76. Will you provide users the guaranteed option to 1) download a copy of ALL data you have acquired on them and 2) allow and guarantee EVERY past and present user can have ALL their data deleted from ALL servers and ALL archives?
77. How can you keep this from happening again?
78. What will you do to ensure that people's data already released will not be used improperly in the future? What changes will you implement to keep people's data safe moving forward? How will you keep bots from setting up phony accounts? How will Facebook combat the spread of fake news?
79. What are you planning to do for the people whose personal data was stolen?
80. To regain public trust, could FB allow individuals to opt-out of ALL ad targeting?
81. What measures were taken to prevent malicious third parties to gain access to the info leaked?
82. Can you imagine centrally sourcing and tracking/tracing all usage of Facebook data by third parties?
83. If he's required to break off some of his company, what components would he spin off?

84. What are you doing to restore public faith and keep Facebook as safe as possible?
85. What steps are you taking to ensure that this does not happen again?
86. I would ask Mr. Zuckerberg what guarantee can he give his users that Facebook will treat our personal information and data the way he would like his to be treated.
87. What will Mark and Facebook do in the future to protect Facebook users' privacy?
88. How can you change your business model to protect the personal information of your Facebook members while maintaining your marketing sales?
89. FB failed to protect its users' private data. How will FB make it up to its users?
90. What will Facebook do now to assure that our data will not be misused?
91. How will you ensure equal access and free speech as a gatekeeper to the new public forum?
92. What, specifically, are you doing to fix this problem?
93. As a matter of policy, does Facebook have allegiance to any nation?
94. Why can't FB comply with European privacy standards here in US?
95. What are his plans for avoid this in the future?
96. Will you make the security level you apparently personally enjoy available to customers if requested?
97. Since Facebook profited from monetizing users whose privacy and right of privacy has been irrevocably compromised, shouldn't Facebook now compensate those users?

### **Privacy of consumers' data (103 Questions)**

98. Is there any way to stop Facebook algorithms from collecting users' data?
99. Why should I believe that Facebook's problems with privacy will be resolved this time when they were clearly not adequately resolved when Facebook first had privacy issues exposed several years ago?
100. Has Facebook ever sold any user data under a data licensing program? If yes to who?
101. I'm not a Facebook user. When will Facebook & it's entities stop adding unauthorized cookies to my browsers?
102. The information button Facebook announced (with source, wiki site, and related articles) is a step in the right direction. Will they offer fact checking services and ratings: notification if an item has been artificially promoted via troll farm and do they have further protections in development such as watermarks or tags too identify video and audio that has been manipulated?
103. Will you hold Facebook USA to the same privacy standards as Facebook Europe?
104. What policies will you put in place, and how will you be transparent about data privacy and security, about assuring users that they have full control over all their information?
105. You created a world-wide platform and your social media platform with 2 billion users changed the world. What is Facebook doing to make a positive impact to society?

2. In light of what happened, the misuse of user data, and your platform dependence on the user data as a revenue source, how will Facebook lead the way on data security and privacy? What are your thoughts on how we (in government) should respond to prevent the misuse of user data?

3. Apple uses a process it calls "differential privacy" to anonymize user data that it

- aggregates. What is Facebook's process? How can your process provide security and privacy protection for all 2 billion users?
- 106.** Why not have the end user decide if they want to have their info kept within Facebook?
- 107.** How many people on FB had their information compromised by all apps not just Cambridge Analytica?
- 108.** Why does FB fill your page with ads from sites you visited instead of using info from your friends?
- 109.** 1) What right does Facebook have to freely gather all this private metadata and actual communications of people using its service without notifying how they may be impacted negatively by the company's activities?  
2) Should Facebook be regulated by the Federal Government to insure that these abuses do not occur again?  
3) Should Facebook be required to disclose all third parties who may be accessing a user's information without the user giving specific permission to such third parties?  
4) Many finance companies are required to obtain annual permission from customers before releasing their information to subsidiaries or other affiliated entities. Why should Facebook not have similar requirements?  
5) Why should the Government now allow Facebook to claim they will fix these abuses of our privacy without the Government being able to monitor and regulate their activities to assure compliance?
- 110.** How long are third parties legally allowed to retain the user data that they got from Facebook (e.g. 1 yr, 5 yrs, forever)?
- 111.** - Will you pledge to require all advertisers to disclose in detail their funding sources through methods including, but not limited to, notices attached to every single advertisement that appears on your site, which viewers can easily access by clicking a single link?  
- You recently stated that Facebook will support Sen. Klobuchar's Honest Ads Act. What other recommendations does Facebook have to improve regulation of political and other content on its sites? How will you go beyond the letter of the law of the Honest Ads Act?  
- Do you pledge that Facebook will work aggressively, proactively, and sincerely to ensure that your platform will be a positive contributor to the democratic process from now on, rather than an obstacle to fair and free elections as it was in 2016?  
- Will Facebook continue to use sophisticated methods to limit its federal taxes, or do you intend to take a more civic-minded approach to your business?
- 112.** Should the US recognize a web user's right to personal data privacy such as the EU has?
- 113.** Can Facebook offer a fully private ad-free annual membership plan like an unlisted phone number?
- 114.** Mr. Zuckerberg,  
Facebook is already operating in European countries with much stricter privacy laws. What is stopping you from applying your already existing stricter European software to your American customers? We understand that if you sell less personal data you will make less income. At what point do you demand decency over dollars?
- 115.** How will you protect user's privacy?
- 116.** What do you think Facebook's responsibility is to protect data & privacy of your users?
- 117.** When can you implement plagiarism-detection software to ID & intercept propaganda

118. Haven't you monetized people's need to be connected with family and friends? You say it's free but the cost Facebook users pay is to lose their personal information about themselves and their relationships with others to people who just want them to fear more and spend more. Isn't Facebook just a form of data mining?
119. Why should we trust you again with our important information, our friend's contacts and our family secrets?  
Information that could be used against us, and was used against our Democratic elections process. Information that could be sold on the black market steal our identities.
120. What is his plan to prevent such data breaches in the future to keep users safe?
121. Can we get the names of ALL individuals and organizations that Facebook has shared users' private data with and when was it shared?
122. Ask him why he and his company reneged on his promise to the BBC back in 2009 that the person who owns the data is the one who put it there.
123. Why doesn't Facebook make the default setting MAXIMUM PRIVACY?
124. How much would the service cost for consumers to maintain their privacy? Would Facebook still be as popular?
125. You've already broken your past privacy promise. How can we trust you to protect our privacy now?
126. How do you plan to protect individuals' privacy and data from use by others without specific written?
127. When are you going to seriously protect user data and stop exploiting it?
128. Why isn't "Opt Out" the default for everything? Why not only as for "Opt In" when someone accesses a feature that might need it?
129. Why are you willing to risk our democracy by selling your customers privacy merely to make money?
130. Is it possible to 100% protect user data?
131. What steps to limit access to users' data had Facebook considered but implemented prior to these breaches? For what reasons, apart from technical limitations, were they not implemented?
132. What distribution and publishing rights does Facebook have to user's info and uploaded files?
133. Why were they seeking patient records from hospitals? What is off limits for them? For Congress? For Citizens?
134. Describe in detail how you are now protecting the privacy of your subscribers.
135. How do users benefit in anyway at all in having 3rd party people be privy to their private info?
136. When new privacy settings are added, why are they opt -in instead of opt -out?
137. Why can't companies like Facebook take initiative in protecting users instead of waiting to be regulated by the government?
138. What measures will Facebook web designers do to ensure personal information be the property of users themselves to change and modify as those individuals see fit?
139. How can FB increase the transparency and authentication of account owners to avoid AI BOTS?
140. How can we find out if our personal data was scraped?

- 141.** Hi. Thank you for soliciting our questions. As a Facebook customer I'd like to know if the customers will know they were breached and how we can be assured that our personal data is not being used currently or in the future for malicious purposes. What algorithm sent each end users data to Cambridge Analytica? Linda Miola Furrier Palo Alto, CA
- 142.** Since interconnected personal information is continually being collected freely on Facebook's social network, what do you feel is Facebook's obligation to its community to provide transparency around what is being collected, and how and when this information is shared, and secondly, what are your thoughts around providing all Facebook users with the ability to request on-demand reports that detail what personal information is shared with who and when?
- 143.** When the environment on the internet is so hostile, and your business model is built specifically to harvest user data, how can you, over the long run, actually protect any data at all? Isn't the only real answer to turn control over every user's data completely back to them?
- 144.** Mr. Zuckerberg, has Facebook considered "dual factor" encryption, such as used by DOD and our national labs, to secure its digital reserves? Paul Grant
- 145.** How can you make it crystal clear what information is being shared with whom, and make it an Opt-In choice?
- 146.** Is Facebook responsible for content, or is it a neutral platform like a telephone service provider?
- 147.** Why does Facebook put up so much resistance to having one single page for privacy settings?
- 148.** You've been repeatedly apologizing for Facebook's violations of its users' privacy since the company's founding-including signing a consent decree with the FTC in 2011. Why have you been consistently unable to correct or account for your inability to foresee the consequences of your decisions?
- 149.** What assurances can you give the public that their data will not be accessed by unauthorized (by them) third parties?
- 150.** Please discuss why FB did not comply with the 2011 consent decree requirements?
- 151.** How may I help you protect our data and identity information?
- 152.** How does Facebook plan to implement protections to user data in its application, and how will these changes be communicated to account users in a user-friendly way?
- 153.** Is there a way Facebook can allow users to share their data with individuals but prevent automated data harvesting robots from getting the data?
- 154.** Who legally owns the data that is posted on Facebook? The individual posting it or Facebook?
- 155.** Mr. Zuckerberg, in "joining people together" did Facebook, in your opinion, adequately protect users from advertisers? How is it that Facebook believed it had the right to sell user information without informing them, or obtaining user consent?
- 156.** Why won't you commit to extending to US citizens the privacy protections extended to EU citizens?
- 157.** Why does Facebook need to harvest my personal information? Isn't your advertising enough?
- 158.** The EU says consumers own their information, do you believe consumers own their data about their likes and preferences?

159. I thought that information collected by FB or an App, would be general, telling something like guys preferred black ties with polka dots so manufacturers could make them and sell them like hot cakes. When did it switch so that the data collectors knew who in particular liked the poker dot ties? And why?
160. Will you allow your users to remove data they consider private? When?
161. If Facebook aware of other third-party information mishandlings that they have not disclosed?
162. User privacy and advertising ease are sometimes in tension. Will you commit to consistently privilege user privacy over advertising ease, and exactly how?
163. Facebook requires users to provide email and cellphone numbers. The latter are used for two-factor authentication. FB has monetized security information. Is this a good idea?
164. How can I control my personal data on Facebook?
165. Will your company make privacy easier for the consumer to understand and use so they do not have to be concerned about their personal information?
166. Shouldn't Facebook make users decisions on privacy decisions OPT-IN, not OPT-OUT
167. Why isn't my privacy a top priority?
168. If Facebook continues to be free, what am I giving up for this service?
169. Why is it we have to pay for protection to keep our site safe?
170. Do you think data and privacy issues imply that government oversight of tech companies is needed?
171. What gives you the right to use personal information for profit and not feel responsible for knowing how it will be used?
172. Should FB allow users to opt out of sharing any privacy data with ANY 3rd party users?
173. When will Facebook notify users that their profiles were misappropriated?
174. Is Facebook willing to allow subscribers to opt out of ads and not have to pay for that?
175. Will you commit to not selling your customers data, and safeguarding their data?
176. What guarantee do I have that friends-only data is not used outside that context?
177. How will you ensure user data privacy in future?
178. How big (pervasive) do you think Facebook should be, by what measure(s)?
179. Who were the parties involved and what data was accessed?
180. What software or hardware systems did Facebook have to prevent hacking into accounts?
181. Did not Facebook Users Give Permission To Share Their Data?
182. How do you use the information given you by those who sign up for FACEBOOK?
183. If you sincerely & primarily intended to connect friends & families, why allow the monetarization of the data to a vast array of unaccountable groups w/out promptly blocking for months after outside pressure to take action?
184. If you did not use any FB apps, how much was your data exposed?
185. What other 3rd parties is this information being sold to? How will FB prevent this for ALL elections and referendums in the future?
186. When can you provide a detailed list of everyone who has my data, data being any info with my name linked? When can you purge all my data and provide proof of the purge?
187. TV ads use content as target. Does FB connect people or make people TARGETS using their PII/SPI? As a parent and with my knowledge of technologies, I have raised the issue of privacy in local public schools for a long time but to no avail. I had to live with frustrations trying to raise my kids by providing an environment that allowed them to

learn and grow and to make mistakes but not be defined by them or made targets. But those who made money of my children's innocence donated a fraction of it back to schools that effectively made them turn a blind eye and deaf ears to privacy concerns. The Terms of Service of Facebook and other "free" services were written to make them inculcable and they "knew" that no one would read it or understand it. The Terms of Service of Facebook and other such "free" services should be made similar to the lengthy fine-print contracts of no annual-service "free" credit cards that protects consumers. We must also be consistent in our message as leaders. If we have learned anything about the recklessness of data privacy in social networks, should leaders be encouraging constituents to sign-up to Facebook, Twitter, or Google+ to contact them? The icons of FB, Twitter, and Google+ were there on your Contact page with no warnings to users that doing so could potentially compromise their privacy. I find such inconsistent messaging playing directly into the hands of services reaping the benefits of PII and SPI inadvertently provided by people using them. Between the phone and me, I am the smart one. Do we want to create a world where devices define who we are and trap us into stereotypes? Do we want to create a world where people can define and redefine themselves without having to also update profiles on devices around them?

**188.** Mr. Zuckerberg, what's your plan in fighting abuse of user data?

**189.** Is account info safe, such as private information: name, contact info if set as private

**190.** What are you doing to PREVENT unauthorized access to users' personal data like the Cambridge Analytica breach during the 2016 Presidential election campaign?

**191.** What will Facebook do to protect users?

**192.** I think that the basic question is:

"What is the potential impact of having this data stolen?"

The answer should include implications on their (those affected) personal, financial and social their effects."

2nd question is:

"What safeguards will be implemented to prevent data breaches in the future."

3rd supplemental question is: "What methods of assuring privacy will be implemented in their processes"

**193.** Can he ensure only anonymous data is shared?

**194.** Does FB really delete personal info when users request so? Are FB aware others accessing their data? If so, what they do? If not, why not?

**195.** To protect user privacy, is user data anonymized before being shared outside Facebook?

**196.** How are users to trust whatever FB puts into place, isn't it too little too late?

**197.** Will you promise that people who quit FB will have all their data deleted?

**198.** Is there any reason we should trust Facebook with our privacy data? What safeguards are in place to?

**199.** Why would Facebook think it was OK for a user's friend to be able to give away that user's personal data to unknown 3rd parties?

**200.** Can anyone buy access? Do you have any criteria?

**201.** Does Facebook have any constraints /guards in place to protect users' personal data or have they always been selling it? If we have an account, should we assume that dell our privacy has been breached?

**202.** Is money more important than privacy?



**Specific questions about the Cambridge Analytica scandal (when did Facebook know, why did they wait to alert consumers, etc.) (29 Questions)**

203. When did you really know that Cambridge Analytica misused data?
204. When did Facebook 1st allow 3rd party access and did you receive any remuneration for it?
205. How is it that you didn't anticipate this?
206. Did you know, and how do we know this won't occur again?
207. How will we know on a quarterly basis if any corruption occurred?
208. When did you learn that FB could be manipulated for 'psy-ops' purposes, and what did you then do?
209. Please ask why FB's Consent Decree didn't deter the Cambridge breach. ??U!
210. Why did it take so long to notify users?
211. Describe their vetting system that allowed the researcher to gain access to so much of Facebook.
212. When you learned that Cambridge Analytica's research project was actually for targeted psychographic political campaign work, did you contact the CEO immediately?
213. Did Cambridge Analytical breach the terms of their agreement with Facebook and if so what action is being taken.
214. What did you know? And when did you know?
215. Why did you allow them to get/buy these files?
216. Were Facebook people working with Cambridge Analytica and the Trump Campaign to set up targeted messaging?
  - 2) What is their accountability? They need to change their business model of making money off of the user's data.
  - 3) What are the safeguards they are instituting? -we need oversight to ensure this does not happen again.
217. Facebook was aware of the issue for two years. It was brought to light by someone other than Facebook. Why didn't Facebook let their users know of the breach?
218. How did this security breach happen, was it just to get dollars?
219. Why did Facebook decide not to let its users know while knowing it in 2016 or maybe even earlier?
220. Did you release the original data to the researcher with personal names and if so why?
221. Why was a written "We deleted the data" enough from those who took it illegally?
222. What other organizations have accessed Facebook users' account information?
223. Why did it take so long for you to acknowledge the problem and now what are you going to do to fix??
224. When did you know and exactly what did you do?
225. Who has been damaged because of your company's practices?
226. Why does Facebook take so long (years) to notify folks that their data has been stolen and misused?
227. Was Mr. Zuckerberg's data included in the data sold to the malicious third parties?
228. What went wrong and what can Facebook do to assure its customers have privacy?

**229.** Did your relationship with your investor Yuri Milner influence your release of information to Cambridge Analytica and in selling hits to Russian hackers??? Rubles huh?

**230.** Will he guarantee that we will know as soon as he knows in the future?

### **Government policies in response (25 Questions)**

**231.** Why shouldn't government regulate your industry?

**232.** FACEBOOK SHOULD BE SUBJECT TO THE SAME REQUIREMENTS AS BROADCAST MEDIA IS WHEN ACCEPTING ADVERTISING

**233.** Sen Mark Warner is supporting his bi partisan bill, Honest Ads Bill and had approached Zuckerberg several times about bill. Until now, Zuckerberg would not sign on to bill. Is he really ready to do so now and what will he do to follow up? Thanks so much for "grilling" him! (Fran Codispoti)

**234.** Why should Congress allow you to remain the Chairman and CEO of Facebook after you knowingly allowed your users private information to be scraped by Bad Actors and then after seeing it put to evil use did nothing!

**235.** How can Congress work with Tech firms to ensure safeguards to media accuracy and citizens' privacy?

**236.** How do you think tech companies should be held accountable through policy and federal regulation?

**237.** Does Mr. Zuckerberg support EU GDPR (General Data Protection Regulation), and should the US adopt the GDPR, would doing so negatively affect FB?

**238.** Should the US adopt the EU's General Data Protection Regulation (GDPR)? If not, why not?

**239.** Is Facebook willing to have some government regulation?

**240.** What measures ensure data breaches like this won't happen again? Can we (govt) help?

**241.** What additional curbs should the government place on social media to prevent political hacking?

**242.** Social media is media. Will you agree to be regulated like normal media companies are?

**243.** What can our Intelligence Agencies do to better inform Facebook of likely risks and collaborate together to minimize foreign interference in our national discourse?

**244.** Isn't time to institute a DSGVO in the US?

**245.** Will Facebook agree to sufficient government oversight to insure upgraded security measures are implemented?

**246.** What public interest FCC regulation (existing or new as appropriate for your co) would you propose?

**247.** Question is for the Congress - Why don't we have data privacy laws similar to EU?

**248.** Why shouldn't the United States pass personal privacy laws at least as stringent as those in Europe governing companies, including social media?

**249.** Why should the Federal Government continue to allow Facebook to operate without placing significant restrictions to prevent future data misuse and breaches? What new actions will Facebook implement?

**250.** What penalty should Facebook pay if it is used to unfairly influence voters in the 2018 election?

**251.** Hi Anna -- This is a massive betrayal of every Facebook user and of democracy. Criminal negligence?

**252.** How could FB not follow up after FTC had fined them and raised concerns

**253.** "Mr Zuckerberg, what do you think the US government should do to prevent abuses like this from happening again to any current, or future media system?" (Because I personally believe Facebook was, and continues to be, exploited by bad actors. Facebook **SHOULD** absolutely do more going forward, but we can't say they **HAD** to do more in the past).

And I bet they know better than anyone what could be done. Hope this helps :-)

**254.** What penalty is appropriate to ensure Facebook will not hide a hack again?

**255.** What level of restitution is appropriate for a data breach?

**Facebook's role in the election/Russian ads on Facebook/fake news spreading on Facebook/  
etc. (83 Questions)**

256. Why did you ever let the Alt-Right and Neo-Nazis organize on Facebook; why do they still get to?
257. How did Donald Trump asking me to vote for him in Presidential campaign break into my FB news feed?
258. How can you ensure that no enemies of our state--be it countries, individuals, or organizations--are paying for or otherwise proliferating political memes, ads or false news?
259. What is your plan to prevent another Election 2016 disaster for the 2018 midterms?
260. Will Facebook commit to follow the same political advertising standards print publications and broadcast networks are held to?
261. What mistakes has Facebook made in handling user data & distributing false news?
262. Rather than be a force for the democratic good, Facebook is in the terrible position of supporting the rise of facism and hatred in the US. Would Facebook be willing to start a grant program, like the one it developed for community builders, to help educate ALL American consumers about critical thinking when evaluating news, and online civility?
263. Will Facebook cooperate with the FEC to investigate allegations of collusion with political campaigns?
264. Did any political organization obtain personal data from Facebook prior to 2016.
265. Ask him how it feels to be complicit in the wrongful election of Trump!!!
266. In hindsight, in order to avoid influencing future elections, what would you have Facebook do differently?
267. Would you support impeaching Trump to atone for fake news placement and propaganda on Facebook?
268. Why weren't you more thoughtful about how Facebook could be leveraged by bad actors on the platform?
269. Why did you collude with Russians in order to elect a madman? Ask it just like that or no vote from me.
270. Why did FB continue to take Russian \$ even though its involvement was clear months before the election.
271. What does Facebook plan to do to rectify the damage it has done to the 2017 Presidential election?
272. Get out of influencing politics, both candidates and issues.
273. Do you feel you have a moral responsibility to run a platform that protects our democracy?
274. CA bill AB 2188 would make social Media Political Ads disclose their true funders. Why not just do It.
275. How will you stop the divisive communications from Russia and/or other groups who strive to further their own agendas while dividing the American people?
276. What specifically is FB doing to stop the spread of fake news on social media?
277. Here is another article on the two college kids who CAN figure out how to identify Russian bots. Please ask Zuckerberg why FB, with ALL their resources and smart people, can't or won't - do an even better job. Bots of ALL kinds should be clearly identified by a big red box around the post, OR better, bot accounts should be deleted entirely as soon as

they are identified.

<https://www.mercurynews.com/2017/11/07/as-fake-news-flies-after-the-texas-shooting-uc-berkeley-students-identify-twitter-bots-fueling-the-problem/>

- 278.** What went wrong that enabled these bad actors to manipulate Facebook to influence the American electorate? What specific policies and protections can we put in place to make sure that this never happens again? Can that be enforced without getting government into your (and others) technical processes? If you were a govt administrator responsible to insure that Russian and other foreign bad actors couldn't access Americans private information and manipulate Americans as they did with Facebook in 2018, what would you do?
- 279.** What do you plan to do to address the spread of fake news and propaganda which your platform facilitates? Why were you so dismissive about the usage of FB to disseminate lies and hatred when concerns were raised by your employees before the presidential election?
- 280.** Is your plan to stay politically globally neutral or is it to favor a position by featuring one and obscuring another?
- 281.** Does Facebook have a responsibility to promote democracy? If so, how can you implement this?
- 282.** The most primitive "big data" analysis tool would have discovered the foreign influence. Why was it not used?
- 283.** Why is Andrew Bosworth still working at Facebook after encouraging both the Russian influence ad campaign, and, the Cambridge Analytica breach with his disturbing growth memo? Why did you then say that he has a divergent viewpoint last month and acknowledge its authenticity and seriousness, while exposing your failed obligation to enforce ethics with your executives as CEO and Chairman of the Board? Mr. Bosworth wouldn't be employed elsewhere making such statements...I want to know how you feel you can be effective as Facebooks CEO and chairman now?
- 284.** Were there earlier incidents of malicious third parties in prior elections, and if so, why were they undisclosed?
- 285.** When was Facebook first aware that user data may have been compromised for political purposes?
- 286.** How you will block fake and doctored videos from your users' uploads?
- 287.** What bad actors have my profile and personal profile photo? I want a list so I can defend myself.
- 288.** How will you verify users in the future to make sure that those communicating on Facebook are real?
- 289.** To what extent do you feel responsible for the corruption of reality the right wing is suffering?
- 290.** What fraction of Facebook's income comes from the sale of people's data, from the dissemination of questionable information and from the sale of advertisements to external political organizations such as Russia? Would it hurt Facebook so much as to eliminate these sources of income?
- 291.** Could Facebook construct and maintain social network graphs of cyber propaganda sites on Facebook?
- 292.** How could your company accept money on political posts and not think it was against our Constitution.

- 293.** How will you prevent Facebook from thwarting our elections?
- 294.** How, short of regulation, can Facebook prevent bad actors from undermining trust in democracy?
- 295.** Where is the due diligence in marketing/sales when accepting foreign accounts, i.e. Russia???
- 296.** How is your company going to actively combat Russian interference in our democratic process?
- 297.** What type of FB person were the 3rd parties looking for? For what reason? What did they do with the information?
- 298.** What is Facebook currently doing to prevent malicious actors from gaining access to users' data?
- 299.** What steps have you taken since the 2016 election to protect against these breaches in the future?
- 300.** In addition to what Facebook has already done since the 2016 Russian meddling in our election (which is a bipartisan issue), what else is Facebook doing to ensure this kind of attack does not happen again?
- 301.** What concrete steps are being taken to insure that there will not be foreign influence in our democratic process?
- 302.** In your opinion did FB content targeting and compromised personal data result in DT's electoral win?
- 303.** How will the company specifically monitor fake news and bots and protect user security?
- 304.** Does Facebook have a duty to prevent the use of its platform from undermining elections? Is transparency the right antidote?
- 305.** Why did Facebook sell all of our private information? Was it to further Trump's campaign?
- 306.** How will you prevent Russians and anybody from weaponizing Facebook for improper uses?
- 307.** So we heard, a couple of months ago, how your staff carefully explained to the Trump team how to use your system to get personal data on your subscribers and how to use it. Now you think we forgot how you handed them the store and that this was all some mistake or negligence? It wasn't a mistake. It was deliberate collusion.
- 308.** Did you allow the same access to President Obama's election team?
- 309.** How has your position changed on the role Facebook is playing in our democracy?
- 310.** How can you recognize third parties that are malicious, if they are not well known?
- 311.** How does he plan to balance advertising/data revenues v protecting privacy and combatting fake news
- 312.** Are they doing enough right now to protect Midterm elections?
- 313.** FB now understands the nefarious activity of the 2016 election, but bad actors are always one step ahead. What are you doing to stay in front of any such activity and finding out before it's too late?
- 314.** How can you, on one hand, tell advertisers that your platform is an effective use of marketing dollars, while on the other, try to tell the American people that illegally-run election ads placed by foreign nationals wouldn't have made a difference?
- 315.** How do you plan to protect your platform from future exploit by foreign entities?
- 316.** How to control untruths via Facebook

- 317.** What is FB doing to trace how the hacked info is being used for purposes other than political targeting?
- 318.** How would you verify not only the legitimacy of a post and also prevent the spreading of hatred?
- 319.** What specific actions is Facebook taking to prevent false news stories and malicious meddling in the 2018 election?
- 320.** Using AI or conventional methods, what steps will you take to detect/eliminate trolling and misinformation from foreign/domestic entities?
- 321.** Cambridge Analytics reportedly used Facebook data to target Brexit voters in 2016. Why didn't this manipulated outcome (done without Facebook users' permission) get your attention before Trump did the same thing in the U.S. election? How can you guarantee that this will not happen again in 2018?
- 322.** Explain, without excuses, the wide variance between your statements and real events with Russian uses of FB.
- 323.** In your estimation, how can we, as a country, protect ourselves from misinformation that undermines our democracy and tears our society apart? What do you see as social media's role in ensuring that it serves all of our best interests and is not a tool for those who might want to do us harm or sow the seeds of discontent?
- 324.** Will you pledge to be transparent about foreign powers trying to use Facebook to subvert elections?
- 325.** What specific actions will you take to prevent foreign interference in US elections?
- 326.** Mr. Zuckerberg, did Facebook provide user data to the Obama campaign in 2012?
- 327.** How can we stop invisible Individually-targeted propaganda machines that seek to alter election results?
- 328.** Mr.Zuckerberg: Can you tailor Facebook's business model so it will not become an existential threat to American Democracy?
- 329.** What are you doing about Russian meddling? Have you investigated whether the Russian ads affected voter turnout in 2016? If not, why not? Did you collect the appropriate data to do so? Do you now collect the appropriate data? Are you setting up randomized experiments so that you can conduct such tests in future election cycles? (Note that this can be done even if you don't know which ads are Russian, or "fake news," or otherwise created to manipulate.)
- 330.** How come when Zuckerberg helped the Obama campaign in 2012 to harvest Facebook data, the Democrats never complained?
- 331.** How can you stop users from posting "fake news"?
- 332.** What responsibility do you think a company like Facebook has in the proliferation of fake news?
- 333.** Should Facebook individual users expect that their political expressions or 'profile' will not be shared internally or externally (beyond their 'friends' settings) -- as the "default" setup, meaning, not available to Advertisers unless explicitly authorized?
- 334.** Were there no early warnings of the Russian trolls?
- 335.** What is Facebook doing to fight fake news?
- 336.** What about the 2012 election when people were applauding Obama for data mining?
- 337.** How do you plan to protect the public from the insurgence of fake news on your platform, which continues to threaten our democracy, particularly as it relates to the 2018 midterms?

- 338. What can Facebook do to block Russian interference in our elections?
- 339. Please list all of the companies that are paying to disseminate false information on your platform?
- 340. Please ask him if he believes meddling in US election process is here to stay and something we need to realize is real.
- 341. Why is Facebook being less than totally open to investigation of misuse?

**Broader questions about Facebook's business model—i.e. that the business model is selling consumers' data (47 Questions)**

- 342. Have any other third parties abused personal data to this extent, through Facebook, in the past?
- 343. Why doesn't he admit that making money has been and is his major goal and drives his business?
- 344. Facebook's business model is based on monetizing user's information. Why should we trust you?
- 345. Given that your business model is based on selling personal data, how and why would you protect user data?
- 346. Will Facebook, at minimum, implement (not just make available) European Union's GDPR's rules everywhere with only a few exceptions?
- 347. Why doesn't FB require all users to pass a "robot" check? Eliminate bots.
- 348. Describe how your business philosophy distinguishes the harm to individuals from the harm to society
- 349. When will Facebook switch to OPT-IN instead of OPT-OUT?
- 350. Why collect all this personal data from users such as real birthdays, real names, etc. if you weren't planning to monetize it in this fashion, sell it to others whether or not users wanted to share it? If that wasn't the plan from the beginning, why demand real personal information from users, no fake names, etc.?

A note: It's clear to me that using all that data was the whole point, no matter what Facebook claims. I think social media is disastrous for personal privacy and consider Facebook to always have been the worst offender. I will have nothing to do with it. I prophesied that this would happen years ago and no one I knew believed me. And now here we are. Of course it was foolish to put all that information online for strangers to see and take. The twitterverse has taken over reality. Go get 'em Anna!

- 351. I was getting ads from NRA after I deleted them from my news feed. Is profit more important than our precious children and citizen's lives and privacy?
- 352. Does he plan to change his business model of selling his customer data if so how?
- 353. How did they allow advertisers to market to people's bigotries?
- 354. How do you intend to keep Facebook profitable if you are no longer selling access to data about your members to businesses interested in that data?
- 355. (1) From FB's perspective, what are the principles underlying the balancing act of protecting data privacy vs. sharing data to advance company's priorities in growth and to advance pro-social initiatives?  
 (2) What metrics does FB use to measure its effectiveness in safeguarding user data? How does FB benchmark itself in comparison to other tech companies? What standard / target measures does FB hold itself up to?



- 356.** Was this all part of the strategy to accumulate monetary wealth by selling users' personal information to anyone willing to pay regardless of their intentions?
- 357.** What other companies and applications have had access to user's data over the last 10 years?
- 358.** How does Facebook earn revenue? Is it selling user data?
- 359.** Is it accurate to say that a Facebook user is really the product and that Facebook cannot exist without monetizing the data of its users?
- 360.** Which third parties have accessed Facebook, which data was obtained, and how did they obtain access?
- 361.** How revenue much per FB user would be lost by not sharing user data? How much market cap?
- 362.** Was the Facebook business model, originally conceived to offer up user data to sell to advertisers?
- 363.** How many other organizations like Cambridge Analytical have paid Facebook for our profile info?
- 364.** To what extent would restrictions on access to users' data reduce Facebook's profitability?
- 365.** Would he be willing to give up his business model in the interest of protecting individual privacy?
- 366.** Would you consider offering users a paid subscription to your service rather than ransoming data?
- 367.** My question is, When FB says they allowed 3rd parties to access data, does that mean they sold our private user data? FB needs to be transparent and limited to the data they can release. The User needs regulated privacy. Why are they dealing with malicious 3rd parties?
- 368.** Once again privacy of FB users has been treated without high regard. This is not first instance. Why should we believe anything you will say about changing attitude, adherence and respect? Note: in the past FB has made system changes and done such things as putting default two less privacy settings as an example. I believe there have been other instances of privacy not being taken seriously. It is now a pattern. This CEO has a flippant attitude towards respect for others as customers.
- 369.** You were informed by employees in 2010-2011 that Facebook was not auditing what was being done with it.
- 370.** What is Facebook's responsibility to its customers and users?
- 371.** Did you oversee the terms and conditions associated with the "Facebook Messenger" phone application? If so, were you aware that Facebook essentially stole the information of people without these individuals not signing the terms and agreements?
- 372.** How does fake news go viral and how does Facebook decide what people see or don't see?
- 373.** What specific steps are you taking to protect Facebook accounts from disinformation and propaganda?
- 374.** Was Facebook paid by affiliates or other companies in exchange for user data?
- 375.** How does keeping users' information private benefit Facebook?
- 376.** Why should the public trust Facebook going forward?
- 377.** How can we be confident that FB will protect users data with business model focused on advertisers?

- 378.** What can you do (and what is being done) to assure true identities of users?
- 379.** What does Facebook sell and to whom?
- 380.** Have your original intentions, priorities and goals changed, and if so, why. And how?
- 381.** What percent of your revenue is from sharing user data with third parties?
- 382.** Is Facebook collecting data on citizens for the purpose of monitoring people to increase profits?
- 383.** Why should Facebook users need to pay you for full data privacy?
- 384.** Isn't Facebook's Board complicit after years of transgressions and apologies by management?
- 385.** If individual Facebook employees were using Facebook's internal data & surveillance tools to commit crimes or violate the law, would Facebook have any way of knowing this was occurring?
- 386.** Did Facebook ever consider that selling personal information would be used for political targeting?
- 387.** Does FB consider users as stakeholders or as ones to deceive?
- 388.** FBs revenue model relies on selling personal info. Could a paid model satisfy your investors? And bring in enough revenue for FB to survive?

### **Miscellaneous (121 Questions)**

- 389.** Why is Facebook deleting accounts of Palestinians at the request of the Israeli govt?  
This is unfair political censorship and a double standard!
- 390.** Why didn't you listen to women when they were reporting doxxers and swatters before Trump-Pence?
- 391.** How many lobbyists and lawyers does Facebook have? How much did it spend on lobbying last year?
- 392.** My question may sound wacky, and it is really more of a suggestion, but I would like to ask him how Facebook can grow a 'conscience' going forward?
- 393.** Fact: If I stole a pizza, I'd be in jail. Why shouldn't you and other facebook execs be in jail? (that happened to a person in Palo Alto)
- 394.** Recent press reports indicate that messages you have sent to others at Facebook have been "recalled," or deleted, from their inboxes. It's widely known that your company is under investigation once again by the Federal Trade Commission. Can you explain to the committee why you are deleting your messages—which many might call evidence—in the middle of a federal investigation?
- 395.** Do you consider yourself a "true" American patriot? If "yes": How do you reconcile that with your company's behavior?
- 396.** Do you consider the people who use FB commodities or customers?
- 397.** Rather than be a force for the democratic good, Facebook is in the terrible position of supporting the rise of fascism and hatred in the US. Would Facebook be willing to start a grant program, like the one it developed for community builders, to help educate ALL American consumers about critical thinking when evaluating news, and online civility?
- 398.** Facebook turned its back on all it users, for money? You should be protecting us.
- 399.** How do you look at yourself in the mirror?
- 400.** How could U? Does the nation, its values & its people who made U so obscenely rich mean nothing to U.
- 401.** Why didn't you do anything to stop this for 2 years? You knew and did nothing!

**402.** How do you take responsibility for the result of the national election of 2016 after all your users' info on Facebook had been used to manipulate the election?

2) How will you prevent the same thing from happening again?

3) Please explain why you and other exec's of Facebook had had the liberty to delete (or unsend) your own messages and yet you hadn't allowed any other people on Facebook to do the same? What other liberties do you or other execs have in terms of privacy and security while all the other people don't or didn't (considering you'll fix those unfair issues)?

4) Please tell us what you are going to do specifically to gain back our trust because right now many people don't trust you or your company.

Thank you.

**403.** How do I unsubscribe from Facebook?

Bernie

**404.** Before you had children yourself, did you care about how your greed would affect our children?

**405.** The Facebook application is presumably going to evolve, so what have you taken away from this episode with respect to being a socially responsible innovator?

**406.** I want to know if I was one who had her data stolen. If so I want reparation.

**407.** Sean Parker, Facebook's founding president, said last November that it is designed to be addictive, that it is intentionally "exploiting a vulnerability in human psychology". If Facebook is addictive by design, does that mean using it can be potentially self-destructive, like using any addictive product? Who should pay the costs of managing and treating addictions intentionally created by Facebook?

**408.** What has Facebook done to identify and assist users that exhibit compulsive or addictive behavior on your site?

**409.** How much are you going to pay everyone who had their data stolen? Sorry will just not cut it.

**410.** How will Facebook address the "affiliates" problem? (See Bloomberg Businessweek, April 2, 2018. p56

**411.** A fundamental bias on your part appears to be that users bear some responsibility for their own protection from bad actors. Yet it seems clear that a sizable percentage of your user population lacks the cognitive abilities, skills and training necessary for successful self-protection online. How do you propose that these users should proceed?

**412.** Social responsibility to our children -- increasing signs of mental distress from SM?

**413.** How do you confirm who is paying you for information?

**414.** What steps are you taking to verify what clients tell you?

**415.** Why was it OK when President Obama's team downloaded user earlier. No problem until it is public.

**416.** When will he be stepping down?

**417.** Will we continue believing that one man can fix this? A convenient narrative that allows us to duck

**418.** Mr. Zuckerberg, what bad thing will really happen because of this data breach?

- 419.** Good luck. He will make the senate/congress look buffoonish. He has already done in Menlo Park
- 420.** Mr Zuckerberg, what protections do use for your personal information? Should your user expect less?
- 421.** After tragic consequences from bullying on FB emerged, how is it possible that FB failed to look for other forms of manipulation based on feeding human prejudices?
- 422.** Do you understand how offensive Facebook's actions have been to users?
- 423.** Give him an example if you can, of how a family could be affected by the way he operates without it.
- 424.** Why is it not morally and ethically repugnant to you to sell the personal data of your customer?
- 425.** How can a user who is locked out of their email and change phone number close their account?
- 426.** Hi, Anna - Sylvia's daughter Diana here. I think the only thing I can think to ask is "Why?"
- 427.** Can hacks be reduced if servers encoded time, location and IP addresses on each message?
- 428.** Why is it so difficult for a user to cancel Facebook?
- 429.** How do you explain this to your mother?
- 430.** What will you do with to prevent people from selling false goods on Facebook? I was a victim of that.
- 431.** My techy husband and I are both flabbergasted at his arrogance and his "I'm above the fray" attitude. Perhaps this can be turned into an appropriate question. Thank you for all you do for us.
- 432.** Why is it so difficult to delete Facebook pages?
- 433.** How's it feel to go from cyber hero to cyber fool in a cyber instant?
- 434.** Have you considered amongst your options, stepping down and maybe taking a job at Squaw or Heavenly?
- 435.** Tim Cook, CEO (Apple, Inc.) stated that "privacy is a human right." Do you agree Mr. Zuckerberg?
- 436.** Was all of Mr. Zuckerberg's data accessed? If not why not? Is his data treated differently than a normal users?
- 437.** Is your company looking into the next possible threats, beyond data hacking?
- 438.** When are you and Sheryl going to step down and let people with actual ethics run Facebook?
- 439.** How am I to trust your FB Company in the future?
- 440.** Does all Technology companies spy on Americans?
- 441.** When your executives claim connecting people at any cost is good, how do you hold them accountable?
- 442.** What is the Facebook's internal Mission Statement and how do Corporate Officers measure your progress?
- 443.** How many privacy analysts does Facebook employ?
- 444.** Given this critical breach of public trust, does the current leadership of Facebook need to be replaced?
- 445.** Did you profit from your mistake?

- 446.** What does Facebook plan to do to leverage its platform to facilitate a desirable future for all?
- 447.** What are the fines, penalties for Facebook's violating its 2011 deal to better protect its users? Stop pussy-footing around these tech giants. Thank you for this opportunity.  
Florence
- 448.** This country supports free enterprise, but not monopolies. What prevents FAANG from becoming a Mon?
- 449.** I'm now getting Facebook communiques from real estate agents for my house which isn't in the market. a) Is there a 'privacy' button which can filter out unwanted spam? And b) suggestion: have source-identifier attribute to messages.
- 450.** In his opinion, should we be worried about the practices of other social media?
- 451.** There is no justification for putting profit before privacy.
- 452.** How do users know if their data has been compromised? Can you ensure faster response time if this happens in the future?
- 453.** Why can you delete your Facebook data permanently but users cannot?
- 454.** Facebook made promises in 2010-11 to protect users. It did not. Now?
- 455.** Why would you put your personal wealth ahead of the interests of the citizens and future of the U.S?
- 456.** As a social MEDIA company, why do they not comply with media advertising rules?
- 457.** Why are people unable to delete their accounts?
- 458.** FB users have few alternatives if they leave; is this as an opportunity to serve or to exploit?
- 459.** Given what has happened, setting aside what you say FB will do in the future, why should the American public trust you?
- 460.** When will Facebook provide its users the capability to completely erase their content and history?
- 461.** Was his own, his family's, other Execs at FB, etc. personal data also provided/accessed?
- 462.** When will you start paying for the personal data you are stealing??
- 463.** How can we retain the benefits of a free press when technology now allows anyone to have a press with tremendous dissemination of information / disinformation?
- 464.** How is Facebook's problem of information "scraping" different from information gleaned from a person's credit card, banking, and other activity that occurs electronically????
- 465.** Zuckerberg should be penalized for lack of sight of his company and have a heavy fine to teach
- 466.** We are heading down the wrong road. Stop Trump, stop wasting time with honest people.
- 467.** In your opinion, what constitutes harm?
- 468.** Only a comment. Thank goodness I deleted my account several years ago.
- 469.** Who are your paying customers and what are they paying for?
- 470.** Do you think you will be able to solve the problems? If so, how?
- 471.** Have you ever turned down advertisers or third parties data was being sold to due to ethics concerns?
- 472.** Why did you wait till Facebook stock was effected to take action on the data breach?
- 473.** How much is people's private info worth to you?

- 474.** Why did Facebook collect and share text messages and phone call data from user phones?
- 475.** The most pressing question of our time is what is the truth and what is a fact, how will you ensure your platform is a vessel for truth?
- 476.** Why did he not fix this problem when he knew about it years ago?
- 477.** Why aren't you getting out of selling personal info? & doing subscriptions instead?
- 478.** Will he support my safety by defunding sanctuary cities and cooperate with ICE
- 479.** Your site helped elect Pres Trump! Are you going to help get him impeached?
- 480.** In our "Buyer/User Beware" world we live in how does and why should you company protect the personal
- 481.** What are dos & don'ts you recommend people use on social media? Can they pay for their privacy?
- 482.** Why did you not fire or suspend your VP who wrote/comments about life or death at the time, what were your comments to him back then when he did this? For only now u are opposed when u have been exposed?
- 483.** Is there any privacy on the internet at all? Please explain.
- 484.** Has FB grown too big to control? Should it be considered a utility and broken into smaller companies?
- 485.** How can Facebook safeguards be trusted, given irreparable damage already done and cover-up
- 486.** Please explain why you feel it acceptable to track individuals who have never signed up for Facebook
- 487.** Today I opened my iPhone, a screen loaded touting NEW Camera, the full screen of my phone looked like an iPhone camera, click here to accept, it wasn't apple it was Facebook. Yet another example of how easy it is to be led into relinquishing control of my personal information with absolutely no context of the magnitude that a simple click accomplishes. Apparently when I previously used the phone I was reviewing friend posts in Facebook, I don't share, I post frugally within my close friend circles yet I am constantly exposed to traps not Facebook alone but given the current situation I would think Facebook would be more thoughtful in launching new features without some sort of disclaimer... no place on the 'camera' update did it say Facebook.
- 488.** How would you feel, Mark, if you knew your information was in the hands of a malicious third party?
- 489.** No question but recommend that this company be regulated like the media company that it is.
- 490.** Why should you not be in prison?
- 491.** Could Facebook be a social network where we are the customer not the product?
- 492.** Why should we trust you?
- 493.** For Anna: This certainly IS critically important! Why only 4 minutes/person?
- 494.** Why shouldn't the same principle of truly informed consent (as in research) apply to fb?
- 495.** Russia, a historical US Ally must be able to assert our joint national security interests yet you disallow freedom of speech when it does not support Hillary Clinton whose husband former Pres Bill Clinton was Impeached nearly removed shy 1-2 votes in the US Senate for abuse of power and lying to FBI and Congress etc.
- 496.** Please just let him know how transparently selfish & delusional he has shown himself to be. My privacy is MINE, not Facebook's to sell! How dare he ignore that?.

**497.** I am praying for you.

Laurel Smith, Saratoga, CA

**498.** Comment to April 2, 2018 ACLU.org blog "Eight Questions Members of Congress Should Ask Mark Zuckerberg,": "Remember, Facebook users are the product, not the client." Facebook's business model is the processing and selling of member data, justified as a benefit to both users of the program and users of the data. Question: is it possible to envision a purely member centric model for Facebook and what would that look like compared to what it is now?

**499.** What do you consider the biggest danger to your real users and what are you doing to protect them.

**500.** Two family members work for you and believed in your goodness. How will you answer to them?

**501.** Please ask Mr. Zuckerberg if the rumors for many years are true concerning the CIA having complete access to our Facebook accounts. Thank you, Mark Schwenne

**502.** Did he vote for Trump?

**503.** How often do u change your tee shirt and do you plan to wear appropriate dress before the committee?

**504.** Does Facebook have to concentrate all their employees in Menlo Park? Spread the joy!

**505.** Does your board want you to resign? Not addressing security is armature behavior?

**506.** Please forward to the Congresswoman my suggestion --for her to formulate into a question-- to seek from Mr. Zuckerberg and Facebook the commitment --including periodic progress reports of this commitment-- to use the Facebook platform to cultivate users to become immunized of the credulity of artificial news. It is more important call out Facebook to step up to the plate to help our democratic process and culture to countervail the bad actors who try to weaken or disrupt it, than it is to let Mr. Zuckerberg and friends retreat to the obfuscation of their technology.

**507.** Do you see the danger of this trend continuing with home assistance devices?

**508.** Thanks for employing so many people, what are your expansion plans

**509.** How can we stop invisible Individually-targeted propaganda machines that seek to alter election results?

**510.** The Menlo Park Police Department are getting calls from Facebook customers who are frustrated that they can't get through to Facebook to answer their questions, delete their account. Could you Mr. Z tell me about your customer interface and how your Facebook users can get their answers answered directly...not digitally?

64. In the April 11 hearing before the Energy & Commerce Committee, several members asked for assurances that Facebook would extend the exact same protections, rather than the same controls, to Americans as those that will be extended to EU citizens under the GDPR. Mr. Zuckerberg declined to give a yes or no answer. Can Facebook assure this committee that Americans will see identical permission screens, with the same prompts and asking for the same permissions, at the same points in the process of signing up for and using Facebook?

65. Worst-Case Scenario Planning: In your testimony, you referred to Facebook as an "idealistic and optimistic company" and suggested that Facebook didn't have a "broad enough" view of its responsibility.

- a. Do you believe that your competitors and the other companies who trade in personal information share Facebook's idealism and optimism?
- b. Do you trust your competitors to behave appropriately without stronger consumer safeguards and protections?
- c. Does Facebook employ anyone whose job it is to crisis plan or think through worst-case scenarios?
- d. If yes, how often do they discuss their findings and recommendations with Facebook's leadership?
- e. Would Facebook consider employing an ombudsman in the way other media companies do to hold itself accountable and to better understand its responsibilities?

66. Malicious Actors: Facebook recently announced that one of the platform's search features allowed "malicious actors" to scrape data on virtually all of Facebook's two billion users.

- a. Please explain what Facebook means by "malicious actors."
- b. What could these malicious actors do with this data?
- c. Did your company debate the wisdom of this feature and how it could be misused before it was rolled out?
- d. If consumers are harmed by the collection of this data, what, if anything, will Facebook do to make people whole?
- e. When did Facebook understand that this feature could be misused? Why did you wait so long to act?
- f. As Facebook rolls out new features, is anyone asked to consider how these features could be misused? If so, who?

67. Third-Party Applications: Until 2014, Facebook's application program interface (API) allowed third-party applications to collect data not only from users of those apps, but also from the people in those users' friends network.

- a. Why did Facebook wait so long to eliminate this function?
- b. What did Facebook believe was the benefit of this arrangement to Facebook's users?
- c. How many third-party entities were authorized to collect the data of Facebook users' friends? Can Facebook identify each of these entities?



- d. Does Facebook know what happened to that data and whether it was shared further?
- e. Does Facebook have an estimate of how many users were exposed in this way?
- f. Is it possible that every Facebook user's personal data has been shared in an unauthorized way by third-party applications?
- g. What harms could and should users expect to experience?
- h. How is Facebook prepared to remedy those harms?
- i. Will Facebook notify users that their data has been inappropriately exposed to other third-party entities?
- j. How does Facebook audit third-party applications to ensure that they are who they say they are?
- k. Under Facebook's current policies and practices, what information and data can apps acquire about their users? Their users' friends?

68. Sharing Data with Third Parties: When Facebook shares data with third parties subject to a contract or a terms of service agreement, how does it verify and ensure those terms are followed?

- a. Does Facebook evaluate the third parties' data security policies, data retention policies, or intended uses for the data when it shares data?
- b. If so, how often are third-party data policies reevaluated and reapproved?
- c. In addition to researchers, what other types of third parties are allowed access to Facebook data?

69. Facebook and ICE: In response to a recent article about Immigration and Customs Enforcement (ICE)'s use of your platform, Facebook said, "Facebook does not provide ICE or any other law enforcement agency with any special data access to assist with the enforcement of immigration law. We have strict processes in place to handle these government requests. Every request we receive is checked for legal sufficiency. We require officials to provide a detailed description of the legal and factual basis for their request, and we push back when we find legal deficiencies or overly broad or vague demands for information."

- a. Can you expand on Facebook's process for responding to this type of requests? How does Facebook determine what is a legally sufficient request?

- b. How does Facebook “push back” when it receives a legally deficient, “overly broad” or “vague” demand for information?
  - c. What kind of information does Facebook provide to ICE once a request has been deemed legally sufficient? Is this information different in any way from what Facebook provides to other law enforcement agencies?
  - d. How many requests has ICE made of Facebook in the past year? How many were determined to be legitimate?
70. Facebook’s terms of service state that “you own all of the content and information you post on Facebook, and you can control how it is shared.” Your consent decree with the FTC states Facebook “shall not misrepresent in any manner, expressly or by implication, the extent to which it maintains the privacy or security of covered information.” Doesn’t this statement in the TOS erroneously lead the 87 million users who had no idea their data was being analyzed by Cambridge Analytica into believing that they had control and ownership over which third parties could access their Facebook information?
71. On April 4, 2018, I sent you a letter to learn more about how Facebook will implement the global rollout of the European Union’s General Data Protection Regulation (GDPR). Even now, it remains unclear on how Facebook will implement these protections for users in the United States. Specifically:
- a. What specific provisions of the GDPR will be implemented in the United States and how?
  - b. How will users be able to verify that certain rights (e.g., the Right to be Forgotten) are being upheld?
  - c. In your testimony, you mentioned several times that Facebook collects data of non-users for “security purposes.” How can these individuals, who do not have a Facebook account, ensure their information is deleted and how they can opt-out of Facebook’s data collection?
  - d. Will GDPR protections be the default setting or will users have to manually opt-in to them? If they will not be the default settings, why not?
  - e. What is the anticipated timeline for implementing provisions of the GDPR in the United States?
72. This matter is being discussed in Congress and around the world because a whistleblower came forward and revealed what was happening. If not for this individual’s actions, how much longer would Facebook users have had to wait before they were notified that their data had been misused? Would Facebook be announcing and rolling out updates to its privacy policy and business practices that are not mandated by the EU’s GDPR? If no, why not? Would Facebook be making the GDPR’s protections available worldwide? If no, why not?
73. You have said in the press that you support regulation and strong data and privacy protections. Since this latest release of data occurred while Facebook is operating under a consent decree from the Federal Trade Commission (FTC), it is clear that additional statutory authority is

needed. My bill, H.R. 5388, mandates that the FTC issue regulations regarding a national framework for data privacy and data protection, specifies a timeline for notification, and clarifies what qualifies as personal information. Do you support enacting such protections in the United States? If no, why not?

74. What, specifically, is Facebook doing to ensure that advertisers do not wrongly exclude individuals from housing, employment, credit, and public accommodation ads based on gender, ethnic affinity, age, veteran status, disability, or other protected characteristics? In your testimony you stated that Facebook has “removed the option for advertisers to exclude ethnic groups from targeting.” As we all know, indicating an interest or affinity for certain pages/groups/etc. would also allow advertisers to, rightly or wrongly, discern an individual’s identity and if they are a member of a protected class. Does Facebook allow advertisers to target or exclude users based off their protected characteristics? If so, when will Facebook commit to removing this option?
75. Facebook and its many subsidiaries provide various forms of communication including, in one form or another, telephone and videoconferencing services; services often seen in the traditional telecommunication field. NASDAQ has even classified Facebook under the “Communication Services” umbrella. Do you believe that Facebook’s offering of these services should be subject to Federal Communications Commission jurisdiction, specifically Title II privacy regulations? If no, why not?
76. In 2017, the world bore witness to the worst of humanity when, in Chicago, Facebook was used to disseminate violent videos of gangrape and an assault on the disabled through the Facebook Live feature. Though Facebook did ultimately remove the videos, this was not until after the broadcast had ended. Beyond removing them, what was done to ensure that similarly violent, disturbing, and illegal activities are not promoted and disseminated through your platform? What safeguards are in place to prevent materials that violate your community standards from reaching children? How does Facebook protect legitimate journalistic interest while limiting the spread of violent and extremist propaganda? Why has Facebook resisted implementing algorithm-based technologies — that have proven effective against child pornography — to stop the spread of violent content?
77. Multiple reports have suggested that Facebook has played a role in the persecution and genocide of the Rohingya fleeing Burma. Marzuki Darusman, the chairman of the UN Independent International Fact-Finding Mission on Myanmar, has gone as far as to say that Facebook played a “determining role”. In your Vox interview, you said that Facebook systems detected the hate speech and allowed Facebook to stop it; an assertion that Burmese civic groups allege is false. According to them, the groups themselves were the “systems” that alerted Facebook that there was a problem and, by their own admission, their alerts were not comprehensive. What is Facebook doing to systematically detect and stop hate speech, violence, and extremism from spreading on your platform? How will Facebook do this without stifling legitimate activism and organizing?
78. In your testimony, you stated that Facebook will “have about 20,000 people at the company who work on security and content-review-related issues.” Is this number sufficient to review all the information that is shared on Facebook by your over 2,000,000,000 users (meaning

approximately 1 content reviewer for every 10,000 users)? When will these people be in place? What is being done to ensure they follow a standard protocol instead of being influenced by their personal biases?

79. On April 18th, BuzzFeed News published an exposé on the role Facebook plays in perpetrating sex trafficking. According to the article, even when confronted with these facts, Facebook did not react despite “promising that a representative would comment.” Only after the article’s publication did Facebook act and, ultimately, shut down that means of communication. How can we count on Facebook to ensure that this is not repeated? How can we count on Facebook to be proactive to issues instead of only reacting when publicly shamed? How can we count on Facebook to uphold legally-required privacy standards when you cannot uphold your own community standards?
80. In every profession there is a code of professional responsibility, a code of ethics. Your industry has, so far, avoided these operating standards through self-regulation. Facebook’s repeated and ongoing issues show that this is no longer feasible. In the digital age, what should a code of responsibility contain? Who should be responsible for enforcing it?
81. In 2014 Facebook announced it would introduce Anonymous Login to allow users to log into apps without sharing personal information. Why hasn’t Facebook rolled this feature out?
82. Facebook trains many of its advertising customers on how to access its users' information. David of Saratoga Springs, New York expressed concern that Facebook may have provided training to Russian agents. Is it possible that Facebook has directly provided training to these bad actors?
83. Another New Yorker, Stephanie asked how can we be sure that Cambridge Analytica or its parent company or GSR does not continue to improperly retain our data? Do foreign countries, companies, businesses still have our data? Or do they have access to it in other ways?
84. Sean of Albany New York asked, "Is this an isolated incident? How many other companies like Cambridge Analytica are out there with this kind of data?"
85. Jeremy, of Waterford New York asked, "What, specifically, is Facebook doing to ensure that a data breach of this scale will not happen again in the future, and how will Facebook make amends to the 87 million affected users?"
86. Political and Issue Ad Disclosure
  - a. In October 2017, Facebook announced that political ads placed on Facebook would soon be subject to heightened transparency requirements.<sup>1</sup> In addition to

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<sup>1</sup> Rob Goldman, *Update on Our Advertising Transparency and Authenticity Efforts*, FACEBOOK (October 27, 2017) (online at <https://newsroom.fb.com/news/2017/10/update-on-our-advertising-transparency-and-authenticity-efforts/>).

implementing a more stringent verification process for purchasers, your team announced that political ads would soon carry disclaimers stating who paid for them and making it easier for viewers to see the ads that a given account is running. This new policy was to be beta tested in Canadian markets before being implemented in the United States “ahead of the US midterm elections.”<sup>2</sup>

- i. Given that U.S. midterm campaigns are already underway, with two states already having had their primary elections and twelve more set for their primaries in the month of May, when will this new policy go into effect? Please provide internal documents that describe the policy and the planned roll-out in the United States.
  - ii. On April 6, 2018, Facebook announced that this new verification and disclosure regime will also include so-called “issue ads” and, in doing so, endorsed the Honest Ads Act.<sup>3</sup> In your view, should Congress pass the Honest Ads Act as is? If not, why?
- b. Facebook officials admit that this new political and issue ad regime will not be perfect, recognizing that some ads that violate its policy—whether due to verification concerns or content violations—may evade initial detection. Your legislative affairs team has said Facebook plans to have a “reactive” policy of pulling down content after it is determined to violate its terms of service.
- i. Under the new ad regime, if an ad is taken down, will Facebook notify users who engaged with content that was later removed from the platform?
  - ii. Technologically, could you notify users who engaged with content that was later taken down? If so, will you provide such notification? If not, please explain.

## 87. Trending Topics

- a. Facebook’s Trending Topics section “helps people discover timely and relevant conversations about the news that they care about.” For years, this section has relied on human editors to curate content by filtering out inappropriate content or content that offends Facebook’s community standards.

In 2016, after reported lobbying by conservative political leaders, Congressional Republicans, and supporters of then-candidate Donald Trump who accused Facebook’s Trending Topics editors of “anti-conservative political bias,” Facebook

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<sup>2</sup> *Id.*

<sup>3</sup> Griffin Connolly, *Facebook To Tighten Grip On Political Ads, As Zuckerberg Heads To Hill*, ROLL CALL (April 6, 2018) (online at [www.rollcall.com/news/politics/facebook-political-ads-zuckerberg-hill](http://www.rollcall.com/news/politics/facebook-political-ads-zuckerberg-hill)).

removed the human editors from their Trending Topics section and replaced them with an algorithm in the run-up to the 2016 election.<sup>4</sup>

- i. Please explain, in detail, the process by which Facebook decided to remove human editors from the Trending Topics section and provide any documents, meeting notes, or memoranda relating to the decision.
- ii. It has been reported that conservative activists visited Facebook's headquarters to lobby for the removal of human editors.<sup>5</sup> Who within Facebook or its board advocated for their visit? Please provide any documents, meeting notes, or memoranda relating to the deliberation.
- ii. Was there a comparable effort to bring liberal or non-partisan activists to Facebook headquarters to hear their concerns about fake news and propaganda being spread on Facebook's platform?
- iii. Was the Trending Topics algorithm, at any time, effectively gamed by organizations intent on spreading fake news and propaganda? Would the human editors have been vulnerable in this way? If so, how?
- iv. Do you draw any connection between the decision to remove the editors and the subsequent spread of Russian-originated and other fake news intended to influence the outcome of the election? If not, why?
- v. Given that the decision to remove the editors seems to have contributed to the ease with which fake news could influence the election, are you considering any steps to reinstate human editors? If not, why?

#### 88. Political Sales Support, Campaign Finance Law, and the Influence Economy

- a. Facebook provides so-called "sales support" teams for their clients, including political clients. However, federal campaign finance law is clear that providing staff or assistance to a political campaign in a manner outside the normal course of business or on better terms than offered to commercial clients can constitute an illegal contribution to the campaign, violating so-called "in-kind" contribution limits designed to prevent quid pro quo corruption.

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<sup>4</sup> Allana Akhtar, *Facebook Removes Human-Written Descriptions on Trending Topics*, USA TODAY (August 26, 2016) (online at [www.usatoday.com/story/tech/news/2016/08/26/facebook-removes-human-written-descriptions-trending-topics/89440416/](http://www.usatoday.com/story/tech/news/2016/08/26/facebook-removes-human-written-descriptions-trending-topics/89440416/)).

<sup>5</sup> Nicholas Thompson & Fred Vogelstein, *Inside The Two Years That Shook Facebook—And The World*, WIRED (February 12, 2018) (online at [www.wired.com/story/inside-facebook-mark-zuckerberg-2-years-of-hell/](http://www.wired.com/story/inside-facebook-mark-zuckerberg-2-years-of-hell/)).

- i. What parameters are used to determine when a political client is offered “sales support” to assist with advertising on Facebook, as both the Trump and Clinton campaigns were reported to have been offered? Please provide documents and communications referring or relating to how “sales support” representatives are offered to political campaigns.
  - iii. When were these offers made to the Trump and Clinton campaigns? What specific assistance was offered? What, if any, limitations were put on the offer? What was accepted by each campaign? Please provide any documents or communications regarding assistance offered to or accepted by the campaigns, including but not limited to written offer terms and any subsequent written offer terms provided by Facebook to the political campaigns detailing the services that would—or could—be rendered.
  - iv. Did the offers differ in any way? Did either the Trump or Clinton campaign negotiate the terms of the offer, including requesting or refusing specific employees?
  - v. Were any “sales support” teams “embedded”—or domiciled—in a given campaign’s operation? How frequently did the “sales support” teams visit either campaign’s physical operation?
  - vi. Did the campaigns pay for this assistance beyond the cost of the ad buys? If so, did it cover Facebook’s full cost in providing the services?
- b. It has been reported that the Trump campaign accepted the paid Facebook employees to serve as “campaign embeds.” Reporting indicates these individuals played a central role in the Trump campaign, supporting the Trump communication operation in ways that extended far beyond helping the campaign use Facebook’s tools to target ads, including by “actively shaping campaign communications through their close collaboration with political staffers.”<sup>6</sup> It was reported that the “sales support” officers were enmeshed with the Trump campaign and helped “to tee up responses to likely lines of attack during debates.”<sup>7</sup> In contrast, the Clinton campaign was reported to have “viewed [Facebook] as vendors rather than consultants.”<sup>8</sup>

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<sup>6</sup> Nancy Scola, *How Facebook, Google and Twitter ‘Embeds’ Helped Trump in 2016*, Politico (October 26, 2017) (online at [www.politico.com/story/2017/10/26/facebook-google-twitter-trump-244191](http://www.politico.com/story/2017/10/26/facebook-google-twitter-trump-244191)). See also Daniel Kreiss & Shannon McGregor, *Technology Firms Shape Political Communication: The Work of Microsoft, Facebook, Twitter, and Google With Campaigns During the 2016 U.S. Presidential Cycle*, POLITICAL COMMUNICATION (October 26, 2017) (online at [www.tandfonline.com/doi/full/10.1080/10584609.2017.1364814](http://www.tandfonline.com/doi/full/10.1080/10584609.2017.1364814)).

<sup>7</sup> *Id.*

<sup>8</sup> *Supra* 7

- i. Did the services rendered to the respective campaigns differ in any way? If so, how and why? Please provide any documents, meeting notes, or memoranda relating to how “sales support” supported each given campaign, with an enumerated list of known services rendered.
- ii. Were the “sales support” officers instructed to assist in developing media strategy for the candidates? What did Facebook expect these employees to do for the campaigns? Did Facebook make any other special services available to the campaign that extended beyond helping the campaign target its ads?
- iii. Who at Facebook determined the work “sales support” officers would do? Were the “sales support” officers for either campaign overseen by Facebook executives in any way?
- iv. How do you, as CEO, know what work they did for the campaigns? Did they report to Facebook on the work they were doing? If so, how frequent was said reporting? Please provide any documents, meeting notes, or memoranda relating to executive-level oversight of the political “sales support” teams.
- v. What safeguards, if any, did Facebook implement to ensure that the services and staff it provided were not illegal corporate contributions? What steps, if any, does Facebook have planned to institute additional safeguards? Does Facebook plan to continue to provide “campaign embeds” to political campaigns? Please provide any training documents, service agreements, meeting notes, or memoranda relating to how political “sales support” teams are training.
- vi. Did Facebook or any Facebook employees working as “sales support” officers grant any special approval rights or services to either campaign? What safeguards or monitoring are in place to avoid such illicit behavior?

#### 89. Facebook’s Expectations for the 2018 Election Cycle

- a. A grand jury has indicted 13 Russian nationals for activities that relied upon Facebook as both an advertising platform and social network. Some have raised concerns that the News Feed reforms that you announced recently—including the idea that Facebook will put a renewed premium on content from family, friends, and network contacts over legitimate news—may exacerbate the effectiveness of the tactics deployed by Russia operatives during the 2016 election cycle, given their use of organic Facebook groups and content generation.
  - i. How is Facebook working to mitigate such a scenario? Please provide documents, meeting notes, or memoranda relating to how Facebook is ensuring the News Feed reforms do not inadvertently amplify illicit foreign campaign content.



- ii. What is your greatest concern as it relates to Facebook's vulnerabilities to malicious use in our political system as we enter the 2018 midterm election season?
- iii. How can Congress support your efforts to harden our defenses against future malicious political activity occurring on Facebook?

90. After clarifying with your team at the hearing, you stated in your oral testimony that "web logs are not in Download Your Information." Does Facebook plan to make users' web browsing history a part of Download Your Information? If so, when will this feature be available?
91. You also stated in your oral testimony that Facebook stores users' web logs "temporarily." How long does Facebook store this information? Please specify the period of time. If this answer varies depending on the website accessed, please explain why this is the case and note any differences in the duration of time for which this information is stored.
92. You further stated in your oral testimony that Facebook converts the web logs into a set of ad interests and that this information is included in Download Your Information. How far back in a user's history is the user able to access this information?
93. Why is the information listed under Your Categories in Ad Preferences not included as part of Download Your Information? Does Facebook plan to include it?
94. Are there any categories that Facebook uses to help advertisers reach people, but are not currently listed under Your Categories in Ad Preferences? If so, please specify the categories and note any plans that Facebook has to make this information available to its users.
95. Does Download Your Information include all of the location information, including GPS location information, about a user that Facebook has obtained from the user or from any other party? If not, please specify all of the location information that is not included in Download Your Information and whether Facebook plans to include this information.
96. Does Download Your Information include all of the information that Facebook obtains about its users from third-party apps? If not, please specify what information is not included and whether Facebook plans to include this information.
97. Does Download Your Information include information that Facebook collects about the apps that its users visit and users' activities within those apps? If not, please specify what information is not included and whether Facebook plans to include this information.
98. If a user clears his or her search history from Facebook, does Facebook retain the information that was cleared? If so, does Facebook plan to include the information that was cleared in Download Your Information?

99. What information does Instagram obtain about its users, whether this information is collected directly from the user or from a third party, that is not included in Instagram's Data Download tool? Please specify the nature of the information (e.g., search history, location data, web browsing history, apps that its users access and activity in those apps, etc.), and any plans to include this information in the Data Download tool.
100. On what date will Facebook users in the United States have the same controls and settings as users in the European Union?
101. Once the changes are made to the settings and controls for users in the United States, will there be any differences between the options within these settings and controls that users are given in the United States versus the options that users are given in the European Union? Please specify the differences.
102. Will there be any differences between how the settings and controls and the options within the settings and controls are laid out for users in the United States versus for users in the European Union? Please specify the differences.
103. It has been observed that social media platforms, such as Facebook and Instagram, tend to engage users in excessive screen time as opposed to in-person social interactions. Is Facebook conducting any research related to this phenomenon? If so, when will this research be available and how will it be used? Will you make the results of that research available to Congress and the public?
104. Please provide unredacted copies of any audits Facebook was required to perform as part of Facebook's 2011 Consent Decree Agreement with Federal Trade Commission.
105. Please provide an unredacted copy of the Pricewaterhouse Coopers report entitled "Independent Assessor's report on Facebook's Privacy Program" for the period of February 12, 2015 to February 11, 2017.
106. Please provide a list of developers that Facebook has taken legal action against for violations of Facebook's developer policy. Included in that list, please indicate the developer violation, the specific action or actions Facebook took against the party, and the dates of the violation and the actions.
107. Did Facebook specifically take legal action against any developer for violations of the Facebook's developer policy for the unauthorized sharing of Facebook data with a third party? If so please describe the violation, describe the action Facebook took to address the violation, and the dates of these events.
108. In your testimony before the Committee, you mentioned that Aleksandr Kogan sold Facebook user data to parties besides Cambridge Analytica. Please provide a list of any other entity that Kogan sold or provided this data to.

109. Does Facebook have any commercial relationships or any research partnerships with Palantir? If so please describe the type and nature of each.
110. When a Pixel sends general browsing session information back to Facebook servers, is that connection HTTP or HTTPS?
  - a. If information is sent clear-text via HTTP, do you have plans to move to the more secure HTTPS?
111. On websites that offer the Log in with Facebook feature, third parties can embed JavaScript to grab data from the Facebook API and collect items such as hashed and unhashed Facebook User ID, hashed and unhashed email, and gender. Is Facebook aware that such practices are taking place?
  - a. And if so, what is Facebook doing to curb unauthorized third-party code embedded on sites with Facebook Login from collecting users profile information when they create accounts?
112. Your quick response to my questions with the number of Like and Share buttons and pixel installations were appreciated. In your response you said the Like button appeared on 8.4 million websites, covering 2.6 billion webpages, the Share button was on 931,000 websites covering 275 million pages, and the pixel was installed on 2.2 million websites. What is the percentage of total web traffic where Facebook have a pixel, like button, or share button present?
113. Other than for routing or functionality purposes, does Facebook conduct any deep packet inspection of traffic traversing the undersea cable Marea or any other internet backbone infrastructure?