

By: Hughes, et al.  
(Sanford, Metcalf, Smithee, et al.)

S.B. No. 12

A BILL TO BE ENTITLED

AN ACT

relating to complaint procedures and disclosure requirements for social media platforms and to the censorship of users' expressions by an interactive computer service.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1. The legislature finds that social media platforms are akin to common carriers, are affected with a public interest, are central public forums for public debate, and have enjoyed governmental support in the United States.

SECTION 2. Subtitle C, Title 5, Business & Commerce Code, is amended by adding Chapter 113 to read as follows:

CHAPTER 113. SOCIAL MEDIA PLATFORMS

SUBCHAPTER A. GENERAL PROVISIONS

Sec. 113.001. DEFINITIONS. In this chapter:

(1) "Social media platform" means an Internet website or application that is open to the public, allows a user to create an account, and enables users to communicate with other users for the primary purpose of posting information, comments, messages, or images. The term does not include:

(A) an Internet service provider as defined by Section 324.055;

(B) electronic mail; or

(C) an online service, application, or website:

(i) that consists primarily of news,

1 sports, entertainment, or other information or content that is not  
2 user generated but is preselected by the provider; and

3 (ii) for which any chat, comments, or  
4 interactive functionality is incidental to, directly related to, or  
5 dependent on the provision of the content described by Subparagraph  
6 (i).

7 (2) "User" means a person who posts, uploads,  
8 transmits, shares, or otherwise publishes or receives content  
9 through a social media platform.

10 Sec. 113.002. APPLICABILITY OF CHAPTER. (a) This chapter  
11 applies only to a user who:

12 (1) resides in this state;

13 (2) does business in this state; or

14 (3) shares or receives content on a social media  
15 platform in this state.

16 (b) This chapter applies only to a social media platform  
17 that functionally has more than 100 million active users in a  
18 calendar month.

19 SUBCHAPTER B. DISCLOSURE REQUIREMENTS

20 Sec. 113.051. PUBLIC DISCLOSURES. (a) A social media  
21 platform shall, in accordance with this subchapter, publicly  
22 disclose accurate information regarding its content management,  
23 data management, and business practices, including specific  
24 information regarding how the social media platform:

25 (1) curates and targets content to users;

26 (2) places and promotes content, services, and  
27 products, including its own content, services, and products;

1           (3) moderates content;

2           (4) uses search, ranking, or other algorithms or  
3 procedures that determine results on the platform; and

4           (5) provides users' performance data on the use of the  
5 platform and its products and services.

6           (b) The disclosure required by Subsection (a) must be  
7 sufficient to enable users to make an informed choice regarding the  
8 purchase of or use of access to or services from the platform.

9           (c) A social media platform shall publish the disclosure  
10 required by Subsection (a) on an Internet website that is easily  
11 accessible by the public.

12           Sec. 113.052. ACCEPTABLE USE POLICY. (a) A social media  
13 platform shall publish an acceptable use policy in a location that  
14 is easily accessible to a user.

15           (b) A social media platform's acceptable use policy must:

16           (1) reasonably inform users about the types of content  
17 allowed on the social media platform;

18           (2) explain the steps the social media platform will  
19 take to ensure content complies with the policy;

20           (3) explain the means by which users can notify the  
21 social media platform of content that potentially violates the  
22 acceptable use policy, illegal content, or illegal activity, which  
23 includes:

24           (A) subject to Subsection (c), making available a  
25 live company representative to take user complaints through a  
26 toll-free telephone number that users may call during regular  
27 business hours;

1           (B) an e-mail address or relevant complaint  
2 intake mechanism to handle user complaints; and

3           (C) a complaint system described by Subchapter C;  
4 and

5           (4) include publication of a quarterly transparency  
6 report outlining actions taken to enforce the policy.

7           (c) The live company representative described by Subsection  
8 (b)(3)(A) must be available eight hours a day, five days a week.

9           Sec. 113.053. QUARTERLY TRANSPARENCY REPORT. (a) As part  
10 of a social media platform's acceptable use policy under Section  
11 113.052, the social media platform shall publish a quarterly  
12 transparency report that includes, with respect to the preceding  
13 three-month period:

14           (1) the total number of instances in which the social  
15 media platform was alerted to illegal content, illegal activity, or  
16 potentially policy-violating content by:

17                   (A) a user complaint;

18                   (B) an employee of or person contracting with the  
19 social media platform; or

20                   (C) an internal automated detection tool;

21           (2) subject to Subsection (b), the number of instances  
22 in which the social media platform took action with respect to  
23 illegal content, illegal activity, or potentially policy-violating  
24 content known to the platform due to the nature of the content as  
25 illegal content, illegal activity, or potentially policy-violating  
26 content, including:

27                   (A) content removal;

- 1                   (B) content demonetization;  
2                   (C) content deprioritization;  
3                   (D) the addition of an assessment to content;  
4                   (E) account suspension;  
5                   (F) account removal; or  
6                   (G) any other action taken in accordance with the  
7 platform's acceptable use policy;  
8                   (3) the country of the user who provided the content  
9 for each instance described by Subdivision (2);  
10                  (4) the number of coordinated campaigns, if  
11 applicable;  
12                  (5) the number of instances in which a user appealed  
13 the decision to remove the user's potentially policy-violating  
14 content;  
15                  (6) the percentage of appeals described by Subdivision  
16 (5) that resulted in the restoration of content; and  
17                  (7) a description of each tool, practice, action, or  
18 technique used in enforcing the acceptable use policy.  
19                  (b) The information described by Subsection (a)(2) must be  
20 categorized by:  
21                   (1) category of rule violated; and  
22                   (2) the source of the alert of illegal content,  
23 illegal activity, or potentially policy-violating content,  
24 including:  
25                   (A) a government;  
26                   (B) a user;  
27                   (C) an internal automated detection tool;

1                    (D) coordination with other social media  
2 platforms; or

3                    (E) persons employed by or contracting with the  
4 platform.

5            (c) A social media platform shall publish the information  
6 described by Subsection (a) with an open license, in a  
7 machine-readable and open format, and in a location that is easily  
8 accessible to users.

9                    SUBCHAPTER C. COMPLAINT PROCEDURES

10            Sec. 113.101. COMPLAINT SYSTEM. A social media platform  
11 shall provide an easily accessible complaint system to enable a  
12 user to submit a complaint in good faith and keep track of the  
13 status of the complaint, including a complaint regarding:

14                    (1) illegal content or activity; or

15                    (2) a decision made by the social media platform to  
16 remove content posted by the user.

17            Sec. 113.102. PROCESSING OF COMPLAINTS. If a social media  
18 platform receives notice of illegal content or illegal activity on  
19 the social media platform, the social media platform shall make a  
20 good faith effort to evaluate the legality of the content or  
21 activity within 24 hours of receiving the notice, subject to  
22 reasonable exceptions based on concerns about the legitimacy of the  
23 notice.

24            Sec. 113.103. REMOVAL OF CONTENT; EXCEPTIONS. (a) Except  
25 as provided by Subsection (b), if a social media platform removes  
26 content based on a violation of the platform's acceptable use  
27 policy under Section 113.052, the social media platform shall,

1 concurrently with the removal:

2 (1) notify the user who provided the content of the  
3 removal and explain why the content was removed;

4 (2) allow the user to appeal the decision to remove the  
5 content to the platform; and

6 (3) provide written notice to the user who provided  
7 the content of:

8 (A) the determination regarding an appeal  
9 requested under Subdivision (2); and

10 (B) in the case of a reversal of the social media  
11 platform's decision to remove the content, the reason for the  
12 reversal.

13 (b) A social media platform is not required to provide a  
14 user with notice or an opportunity to appeal under Subsection (a) if  
15 the social media platform:

16 (1) is unable to contact the user after taking  
17 reasonable steps to make contact; or

18 (2) knows that the potentially policy-violating  
19 content relates to an ongoing law enforcement investigation.

20 Sec. 113.104. APPEAL PROCEDURES. If a social media  
21 platform receives a user complaint that the social media platform  
22 removed content provided by the user from the platform that the user  
23 believes was not potentially policy-violating content, the social  
24 media platform shall, not later than the 14th day after the date the  
25 platform receives the complaint:

26 (1) review the content;

27 (2) determine whether the content adheres to the

1 platform's acceptable use policy;

2 (3) take appropriate steps based on the determination  
3 under Subdivision (2); and

4 (4) notify the user regarding the determination made  
5 under Subdivision (2) and the steps taken under Subdivision (3).

6 SUBCHAPTER D. ENFORCEMENT

7 Sec. 113.151. ACTION BY ATTORNEY GENERAL. (a) The attorney  
8 general may bring an action against a social media platform to  
9 enjoin a violation of this chapter.

10 (b) If an injunction is granted in an action brought under  
11 Subsection (a), the attorney general may recover costs incurred in  
12 bringing the action, including reasonable attorney's fees and  
13 reasonable investigative costs.

14 SECTION 3. Title 6, Civil Practice and Remedies Code, is  
15 amended by adding Chapter 143A to read as follows:

16 CHAPTER 143A. DISCOURSE ON INTERACTIVE WEB-BASED PLATFORMS

17 Sec. 143A.001. DEFINITIONS. In this chapter:

18 (1) "Censor" means to block, ban, remove, deplatform,  
19 demonetize, de-boost, restrict, deny equal access or visibility to,  
20 or otherwise discriminate against expression.

21 (2) "Expression" means any word, music, sound, still  
22 or moving image, number, or other perceivable communication.

23 (3) "Interactive computer service" means an  
24 information service, system, or access software provider that  
25 provides or enables computer access by multiple users to a server  
26 that provides a social media platform for users to engage in  
27 expressive activity. The term does not include an Internet service



1 provider as defined by Section 324.055, Business & Commerce Code.

2 (4) "Receive," with respect to an expression, means to  
3 read, hear, look at, access, or gain access to the expression.

4 (5) "Social media platform" has the meaning assigned  
5 by Section 113.001, Business & Commerce Code.

6 (6) "Unlawful expression" means an expression that is  
7 unlawful under the United States Constitution, federal law, the  
8 Texas Constitution, or the laws of this state.

9 (7) "User" means a person who posts, uploads,  
10 transmits, shares, or otherwise publishes or receives expression,  
11 through an interactive computer service.

12 Sec. 143A.002. CENSORSHIP PROHIBITED. (a) An interactive  
13 computer service may not censor a user, a user's expression, or a  
14 user's ability to receive the expression of another person based  
15 on:

16 (1) the viewpoint of the user or another person;

17 (2) the viewpoint represented in the user's expression  
18 or another person's expression; or

19 (3) a user's geographic location in this state or any  
20 part of this state.

21 (b) This section applies regardless of whether the  
22 viewpoint is expressed on the interactive computer service or  
23 elsewhere.

24 Sec. 143A.003. APPLICABILITY OF CHAPTER. (a) This chapter  
25 applies only to a user who:

26 (1) resides in this state;

27 (2) does business in this state; or

1           (3) shares or receives expression in this state.

2           (b) This chapter applies only to expression that is shared  
3 or received in this state.

4           (c) This chapter applies only to an interactive computer  
5 service that functionally has more than 100 million active users in  
6 a calendar month.

7           (d) This chapter does not apply to censorship of an  
8 expression that is the subject of a referral or request from an  
9 organization whose purpose is to prevent the sexual exploitation of  
10 children and protect survivors of childhood sexual abuse from  
11 ongoing harassment.

12           (e) This chapter does not apply to censorship of an  
13 expression that directly incites criminal activity or consists of  
14 specific threats of violence targeted against a person or group  
15 because of their race, color, disability, religion, national origin  
16 or ancestry, age, sex, or status as a peace officer or judge.

17           Sec. 143A.004. LIMITATION ON EFFECT OF CHAPTER. This  
18 chapter does not subject an interactive computer service to damages  
19 or other legal remedies to the extent the interactive computer  
20 service is protected from those remedies under federal law.

21           Sec. 143A.005. CONSTRUCTION OF CHAPTER. (a) This chapter  
22 does not prohibit an interactive computer service from:

23           (1) censoring expression that the interactive  
24 computer service is specifically authorized to censor by federal  
25 law; or

26           (2) censoring unlawful expression.

27           (b) This chapter may not be construed to prohibit or

1 restrict an interactive computer service from authorizing or  
2 facilitating a user's ability to censor specific expression at the  
3 request of that user.

4 Sec. 143A.006. USER REMEDIES. (a) A user may bring an  
5 action against an interactive computer service that violates this  
6 chapter with respect to the user.

7 (b) If the user proves that the interactive computer service  
8 violated this chapter with respect to the user, the user is entitled  
9 to recover:

10 (1) declaratory relief under Chapter 37, including  
11 costs and reasonable and necessary attorney's fees under Section  
12 37.009; and

13 (2) injunctive relief.

14 (c) If an interactive computer service fails to promptly  
15 comply with a court order in an action brought under this section,  
16 the court shall hold the interactive computer service in contempt  
17 and shall use all lawful measures to secure immediate compliance  
18 with the order, including daily penalties sufficient to secure  
19 immediate compliance.

20 Sec. 143A.007. ACTION BY ATTORNEY GENERAL. (a) The  
21 attorney general may bring an action for declaratory relief to have  
22 determined any question of construction or validity arising under  
23 this chapter and to obtain a declaration of rights, status, or other  
24 legal relations with respect to this chapter. The attorney general  
25 may recover costs and reasonable and necessary attorney's fees  
26 under Section 37.009 in connection with declaratory relief obtained  
27 under this subsection.

1        (b) The attorney general may bring an action to enjoin a  
2 violation of this chapter. If the injunction is granted, the  
3 attorney general may recover costs and reasonable attorney's fees  
4 incurred in bringing the action and reasonable investigative costs  
5 incurred in relation to the action.

6        SECTION 4. (a) Because this Act has been enacted amid  
7 uncertainty about the application of the United States Constitution  
8 and relevant federal statutes, every provision, section,  
9 subsection, sentence, or clause of this Act, and every application  
10 of the provisions of this Act to any person, group of persons, or  
11 circumstances are severable from each other. If any application of  
12 any provision of this Act is found by a court to be unconstitutional  
13 or invalid, on any ground for any reason whatsoever, the remaining  
14 application of that provision to other persons and circumstances  
15 shall be severed and may not be affected. The legislature further  
16 declares that it would have passed this Act, each provision,  
17 section, subsection, sentence, or clause of this Act, and all  
18 constitutional applications of this Act regardless of the fact that  
19 any provision, section, subsection, sentence, or clause of this Act  
20 or applications of this Act were to be declared unconstitutional by  
21 any court.

22        (b) If any provision of this Act is found by any court to be  
23 unconstitutionally vague, the applications of that provision that  
24 do not present constitutional vagueness problems shall be severed  
25 and remain in force.

26        SECTION 5. Chapter 143A, Civil Practice and Remedies Code,  
27 as added by this Act, applies only to an action taken on or after the

1 effective date of this Act.

2 SECTION 6. This Act takes effect September 1, 2021.