



all tech is
human

TECH & DEMOCRACY

People, Organizations, and
Ideas for a Better Tech
Future



The purpose of our Tech and Democracy report is to showcase a broad range of people, organizations, and ideas related to tackling wicked tech and society issues. You'll find 41 profile interviews (from 18 countries), a look at some of the key concerns and proposed solutions, and resources from over 100 organizations in the ecosystem.



When we talk about tech and democracy, we are really talking about reducing hate and polarization, ensuring a trustworthy information ecosystem, and co-creating a tech future that is aligned with the public interest.

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PLEASE NOTE: The content and/or perspectives are those of the individuals quoted, and may not necessarily represent the opinions and viewpoints of All Tech Is Human. One of our roles as an organization is to showcase a range of perspectives throughout the Responsible Tech community.

Please reach out to Hello@AllTechIsHuman.org for any suggestions or improvements.

You can find all of our activities through the QR code on this page. The latest version of this report can be downloaded at TechAndDemocracy.com



Let's align our tech future with the public interest.

A vibrant democracy depends on a semblance of shared truth, transparency, and respect for civil liberties. As we have seen in recent years with rampant tech-amplified disinformation and increasing polarization, stable democracy is not something that naturally occurs but is perpetually protected. Social media, in particular, has surfaced issues of polarization, misinformation, and echo chambers.

Luckily, there is a diverse range of individuals and organizations that are deeply committed to co-creating a better tech future. You will see many of them in this report. The goal of our report is to promote a greater sense of knowledge-sharing and collaboration so we can tackle wicked tech and society issues together. Far more than individual thought leadership, we need collective action and understanding.

Why is this important? Because **the future of technology is intertwined with the future of democracy, it behooves us to be extremely thoughtful about its design, development, and deployment to ensure it upholds our rights and values.**

Oftentimes, society's ability to innovate with emerging technologies far outstrips our ability to consider the social impacts. This wide gap between creation and consideration leads to a reactive approach and outsized harm. But in order to understand our values and the impact of technology on a broad range of groups, we need to create a highly participatory model that moves at the speed of tech.

I invite you to not only read our report but to get actively involved with our organization so we can learn from each other and chart the best path forward. We need individuals from various backgrounds and disciplines to work together. Take part in an open working group, join our large Slack community, participate in our mentorship program, and attend our many summits and mixers.

Let's co-create a better tech future,



DAVID RYAN POLGAR
Founder and Director of All Tech Is Human
New York, New York
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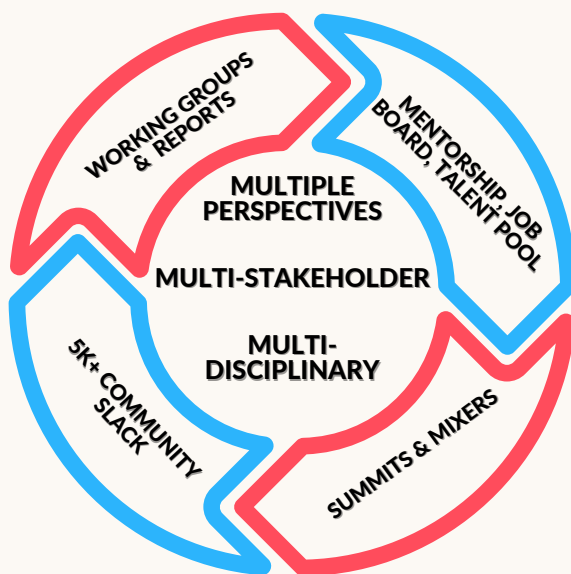


About All Tech Is Human

All Tech Is Human is a non-profit committed to strengthening the Responsible Tech ecosystem so we can tackle wicked tech and society issues and co-create a tech future aligned with the public interest. Based in New York City with a global audience and lens, we have a wide range of activities focused on three key workstreams: **multi-stakeholder convening and community-building**, **multidisciplinary education**, and **diversifying the traditional tech pipeline** with a broad range of backgrounds, disciplines, and perspectives.

This holistic, multi-prong approach allows us to grow and support the overall Responsible Tech ecosystem and movement around community values. A stronger ecosystem is better equipped to tackle the complex issues we face at the intersection of tech and democracy.

Since 2018, we have brought together thousands of individuals from a variety of backgrounds and perspectives to work towards co-creating a better tech future. We have a community Slack group of 5,000 members across 61 countries, our reports have profiled hundreds of individuals, and our summits and mixers have united stakeholders across civil society, government, industry, and academia. Additionally, our mentorship program, job board, and talent pool serve as a major pathway for new backgrounds and disciplines to work directly in the emerging Responsible Tech ecosystem.



Power and ideas need to rapidly circulate in order for us to proactively consider the impacts of technology and design a better tech future.

All Tech Is Human focuses on a wide range of activities so that we can both understand and influence the entire Responsible Tech ecosystem. We employ a unique **grassroots-power model** to understand multiple values, best practices, and opportunities for a better future while **moving at the speed of tech**. Our many programs create a hub of knowledge and community building for the public's benefit.



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Ten Principles

- 1** The future of technology is intertwined with the future of democracy and the human condition.
- 2** In order to align our tech future with the public interest, we need to involve the public.
- 3** We need collective action, not just individual thought leadership.
- 4** No application without representation—not about us without us.
- 5** Combining multiple stakeholders, disciplines, and perspectives requires an agnostic space for understanding and knowledge-sharing.
- 6** People often struggle to “find the others” and discover the wide variety of people and organizations committed to co-creating a better tech future.
- 7** “Technology” is not just for technologists; we need all disciplines involved.
- 8** Top-down models have power but often lack a diversity of ideas; grassroots models have ideas but often lack power. We unite these models.
- 9** Tech innovation moves fast, while our ability to consider its impact often moves slow. We need to reduce the gulf between these.
- 10** There is a growing awareness and understanding of the root causes of our current dilemma, but limited action toward understanding values, trade-offs, and best paths forward.

Our non-profit is committed to strengthening the Responsible Tech ecosystem so we can tackle wicked tech and society issues and co-create a tech future aligned with the public interest.

AllTechIsHuman.org/Principles



Multistakeholder



Multidisciplinary



Multiple perspectives

Introduction to Tech and Democracy

A healthy media ecosystem is at the heart of a healthy democracy. Advances in information and communication technologies over the past few decades have had a profound effect on public opinion and democratic discourse around the world - for both good and ill. Digital technologies have provided platforms for civic mobilization and citizen journalism, equalizing the playing field for information sharing and commentary. They have also led to the spread of misinformation and disinformation, as well as surveillance and censorship.

The proliferation of digital communication technologies - and more recently, images and text manipulated by machine learning and AI - have raised complex questions about the trade-offs between freedom of expression, privacy, and public safety, as well as the nature of truth and authenticity. These are just the types of wicked socio-technical issues that the All Tech Is Human community strives to address.

In this report, we outline four major topics facing the future of Tech and Democracy. First, we explore policy, from the digital revolution to digital governance. Then, we address the thorny issues and solutions related to information integrity. Building on information integrity, we unpack content moderation, online radicalization, and extremism. Finally, we address the future of election technology. Through the research presented in this report we provide a summary, recommendations, and resources guided by All Tech Is Human's grassroots community-building process to help us co-create technology designed, developed, and deployed in a manner that upholds our democratic principles in the public interest.

It's up to us to co-create a stronger future for Tech and Democracy.



It is more important than ever that throughout the full lifecycle of tech development, the potentially nefarious or adversarial ways in which a tool or feature could be used are given meaningful consideration.

ALANA FORD, MANAGER, DIGITAL INDUSTRY ENGAGEMENT
(ONLINE HARMS) - AUSTRALIAN GOVERNMENT

From Digital Revolution to Digital Governance

Emerging technologies call for new types of regulation to ensure they are developed and deployed in the public interest. “Digital governance” refers to these types of regulations - by policy makers and governments - as well as within industry. A related aspect of digital governance is “e-government” or the integration of digital technologies within government institutions in order to provide public service.

Digital governance has various models, frameworks, and applications ranging from high-level internet governance enacted by nation-states, to rules around data governance in private and public settings, to sector governance designed to protect specific groups of stakeholders, to governance of digital technologies in legal and criminal justice or workplace contexts, and more.

Digital governance policies intersect with a wide range of international democratic issues including hate speech, misinformation, antitrust, outside and outsized influence, fairness, and data rights. Technological advancements often outpace the ability of governments to develop policy. In turn, governments and policy makers tend to be more reactive than proactive with regulation. Meanwhile, the rise of hard-to-regulate decentralized technologies raises novel challenges for governments and industries, especially around liability.

As the Turing Institute explains in a recent study on AI and Regulation, AI, like other emerging technologies, needs informed regulation that addresses risks while fostering innovation. The report also notes that these same technologies can be leveraged for regulatory purposes.



RIDWAN OLOYEDE, CO-FOUNDER, TECH HIVE
ADVISORY

“The government and the media will need to improve their transparency and accountability. They are crucial for establishing trust and closing the gap. Depending on where you are in the world, confidence and trust in the government are declining, and it will take more than promises to reverse this trend.”

From Digital Revolution to Digital Governance (cont.)

Tech companies and social media platforms need to be regulated to create resilient relationships with functional democracies. Civil society organizations, like those listed in this report, and gatherings such as [RightsCon](#) and All Tech Is Human's international multistakeholder gatherings and summits, are critical to the process of creating these structures.

Building an equitable democratic future for humans in a world increasingly dependent on technology requires the varied and important contributions of individuals in a hyper-connected network, like the one All Tech Is Human employs.



JUSTIN HENDRIX, CEO AND EDITOR, TECH
POLICY PRESS

I should hope that in five years or ten years time, we can say that at the beginning of this decade we initiated what truly became a pro-democratic movement in tech, made up of policymakers, technologists, business leaders, civil society and advocacy organizations, and accountability partners like the media.

Mis/Disinformation and Information Integrity

A key issue at the intersection of technology and democracy involves misinformation and disinformation. An informed electorate is at the core of a functioning democracy.

The use of information to persuade and alter public opinion dates back to the dawn of Western democracies, as techniques of persuasion and propaganda evolved alongside mass media and broadcast technologies from newspapers to radio and television. Legacy mass media technologies are different from current digital technologies in one key respect - their content is mostly controlled by governments and people in power. Digital technologies, and social media platforms in particular, have blurred the traditional boundary between content producer and consumer, have removed previous gatekeepers, and have empowered individuals and groups to reach mass audiences - with wide-ranging implications.

The result is a media environment saturated with information with varying levels of accuracy, authenticity, and intent to inform. Genuine information can become misinformation if it is shared in a misleading manner - decontextualized to promote a specific argument or perspective, for instance. False or inaccurate information can be shared with malicious intent - as disinformation - or by someone who sincerely believes it, as misinformation.

Numerous efforts on the part of government and civil society organizations have been made to mitigate the dangers posed by mis/disinformation. One useful approach is fact-checking - identifying and correcting false or misleading information - either by individuals through platforms such as Snopes or by tech companies themselves.



SANTANA MUTHONI, ECOSYSTEM BUILDER AND
LEAD CONNECTOR (AFRICA), FOUNDERS LAIR

[W]hen it comes to combating issues like disinformation and misinformation, social media corporations need to recognize that they play a complex and central role in tackling these issues, and their consumers are now expecting them to do better, be it through enforcing content monitoring policies, de-platforming inciting and conspiratorial accounts, educating and protecting their staff, while also learning from previous lawsuits.

Mis/Disinformation and Information Integrity (cont.)

Fact-checking is effective, but limited, especially as a means of changing someone's mind. Additional and alternative approaches, such as arguments from evidence and inoculation through "pre-bunking" have shown more promise, but require a deeper understanding of one's audience.

Media literacy education teaches the general public how to critically evaluate the information they encounter online and in other forms of media. Media literacy provides people with the skill set to identify and counter misinformation. A majority of media literacy curriculum is designed to help teach young people strategies to be more effective consumers of media, but studies show older adults share misinformation at a high rate.

Misinformation is a global problem. In 2022, the UN Human Rights Council adopted a new resolution on disinformation that affirms freedom of expression, media freedom, and access to information - rather than censorship and authoritarian control. Governments and organizations around the world have also launched information campaigns to educate the public about specific issues or to provide accurate information about a specific topic. (PIB Fact Check in India, Vera Files in the Philippines, FactCheck Taiwan, Stop. Think. Connect in the US). These campaigns can help to dispel popular myths and promote a clear understanding of the issue at hand. Partnering with voices in the community that people already trust can be an effective tactic.

Psychological-based research recognizes that people latch onto mis and disinformation because it often speaks to deeply held emotions (i.e. fear) and personal beliefs. Organizations such as First Draft (now the Information Futures Lab) have created guides that help individuals understand and address the wide spectrum of issues that come from information overload. Others, like Partnership on AI, have developed workstreams exploring different intervention points for improving the broader quality and integrity of information online, including content creation, distribution, and interpretation. Interventions need to meet people where they are, apply a nuanced understanding of the cultural context surrounding particular narratives, and acknowledge individual political agency.

Measures to effectively address the problems of mis and disinformation need to go beyond a focus on the information being transmitted - either through fact checking or media literacy. These efforts need to recognize the social, cultural, political, and identity functions that the information seeks to manipulate.

Content Moderation and Online Radicalization

The race for attention and engagement that drives social media revenue models has been blamed for both the growth of political polarization worldwide and a rise in online extremism and radicalization. Research has shown that outrage leads to virality, and that provocative content is particularly engaging and shareable. A deeper dive into these issues finds that while social media platforms exacerbate polarization, there are a multitude of economic and social issues that contribute to the issue. Technical solutions alone cannot fix these long standing issues - but they are an important part of the process. See *All Tech is Human's Improving Social Media Report* for a deeper analysis and potential solutions.

Digital governance, regulation, and content moderation are all important tools to address these problems. Each of these have their own challenges and complexities. Understanding context and nuance are necessary to navigate the difficult tradeoffs between freedom of expression and harm to others.

Big tech companies have struggled with their role in political discourse. Recently, a group of tech leaders banded together to form the Global Internet Forum to Counter Terrorism, a non profit committed to cross-industry efforts to counter the spread of terrorist and violent extremist content online. Some have turned to a combination of machine and human moderation to address the emotional toll of content moderation, although humans appear to be better at the job.

Digital media literacy and education also play an important role. Giving individuals the tools to identify the impact of algorithms, fake news, and mis/dis information, helps inoculate people against extremism as they navigate the online environment.



KESA WHITE, VIOLENT EXTREMISM TECH PROFESSIONAL

A better tech future would provide an opportunity for children and young people to interact on the internet without hateful content exploiting their online environments. In order to make tech better in the future, we need to ensure we are setting future generations up for success now.

The Future of Election Technology

Digital technologies have skyrocketed access to public information and increased civic participation. They have also been used to manipulate information, discredit democratic institutions, sow societal distrust, and destabilize electoral processes. Recent events have raised concerns about the integrity of elections - both in terms of direct election interference, as well as false or misguided concerns about election safety and security. In the US, organizations such as the Center for Democracy and Technology work to fight election disinformation, support technology that bolsters a fair and secure vote, and build a trusted and trustworthy democracy.

Research conducted by Freedom House has identified and documented three types of digital election interference - informational, technical and legal. Informational measures involve manipulating online discussions, technical measures restrict access to information, and legal measures are applied to punish opponents and chill political expression. The organization's new Election Vulnerability Index provides country-specific, data-driven, election indicators. Examples of areas of concern include elements such as online influence operations, internet shutdowns, or intercommunal tensions fanned by social media.

In a similar vein, digital rights NGO Access Now produced a guide for dealing with internet shutdowns, explaining how these shutdowns can undermine democratic elections, and provides recommendations for navigating these shutdowns and assessing the extent to which an election taking place under a shutdown is free and fair.



AKINTUNDE AGUNBIADE, ASSOCIATE, AELEX

“If political actors discover the use of deep fakes in future election cycles, they may be able to impersonate their rivals or prominent religious leaders, using them to issue statements that incite attacks on opponents, members of a tribe or religion, or to whip up their base. Leveraging social media, these messages can be rapidly circulated to a tense population leading to bad outcomes.”

The Future of Election Technology (cont.)

Meanwhile, concerns about democratic resilience in Europe prompted the European Commission to create a European Democracy Action Plan in 2022, focused on promoting free and fair elections, strengthening media freedom, and countering disinformation. In 2020, The Kofi Annan Foundation and Stanford University co-authored a report on Elections and Democracy in the Digital Age with recommendations as to “how new technologies, social media platforms and communication tools can be harnessed to engage, empower and educate voters, and to strengthen the integrity of elections and political participation”. The report affirms that the problems of increasing polarization and eroding trust in institutions cannot be solely laid at the feet of digital media companies - but that social media certainly exacerbates and intensifies these divisions, and is often used as a tool for manipulation. The report concludes that “the defense of electoral integrity against the misuse and abuse of social media will depend on the choices and behavior of the major tech companies and platforms, and just as importantly, governments, politicians, traditional media, election management bodies, and citizens.”

On the other hand, emerging technologies, such as participatory platforms for expressing opinions (e.g., Pol.is), have raised hopes for involving more people directly in democratic discourse, deliberation and decision-making. Political Scientist H el ene Landemore, for instance, has proposed a new form of governance called Open Democracy, where scalable solutions could enable the direct participation of all citizens in collective decision-making. It is suggested that systems based on artificial intelligence could strengthen democratic legitimacy if used properly.

Emerging technologies are also offering new alternatives to the traditional model of voting in person or by mail. Some European countries, such as the Netherlands and Finland have adopted electronic voting, while others, such as Estonia, have experimented with e-voting, or online voting. These approaches remain controversial, with risks and drawbacks associated with cybersecurity and a digital divide in access.

Work is needed to promote the responsible development of these new approaches - ensuring that algorithms used in democratic decision-making software are free from harmful biases, eliminating cyber threats targeting electronic voting, making sure that eDemocracy platforms avoid the formation of echo chambers, and preventing the spread of mis and disinformation. With the right resources, community engagement, and collaboration between the public and private sections, digital technology can maintain its potential to bring public institutions even closer to the people.

Summary and Next Steps

Democratic countries will be faced with new challenges over the next decade as the emergence of AI, machine learning, and new digital technologies bring transparency, accountability, and regulation for tech companies to the forefront. Further, longstanding issues related to data privacy, security, information integrity, and trust will remain at the center of public discourse. At the same time, authoritarian regimes' repressive use of digital technologies affects not only their own citizens but can also lead to operations of influence and destabilization in democratic countries as well.

Addressing those concerns will involve multi-stakeholder collaboration and civil society empowerment. It will require accountability for those developing and deploying emerging technologies. Multi-stakeholder collaboration brings together governments, policymakers, civil society, non-profit organizations, and industry to cooperatively chart a path forward in a manner that is in line with the public interest, and does not rely on user data extraction and exploitation for success.

Productive collaborations should be led by stakeholders that hold less direct economic stakes in the tech industry, such as not-for-profit organizations, who could potentially mitigate the private and public sectors' influence and agenda—shaping innovation, regulation, and investment to better align with human needs and democratic functioning. Meanwhile, international organizations can play a pivotal role in promoting best practices, shared values, and common principles by bringing stakeholders together to collaboratively address challenges and risks posed to democracy by the use of emerging technologies. There is also an imperative to include diverse domestic and global voices in the discussions as the working class and the Global South are often underrepresented in these fora.

Government and policy makers tend to be more reactive than proactive in their relationship with Big Tech, leading to delayed or absent regulation. Another issue is the asymmetry of power in the industry—where the biggest firms have outsized influence. Thoughtful and informed government policies have the potential to rebalance these power dynamics, allowing key stakeholders, such as civil society, to have more influence and enabling more fruitful public-private cooperation. Wisdom can be found in the processes used to tackle issues raised by past innovations, which can inform the crafting of new and much needed strategic approaches.

During the last few years, a number of collaborative efforts, codes, and compacts have emerged from global efforts to confront these issues. Some of these efforts are outlined on the following pages.

Summary and Next Steps (cont.)

The United Nations Common Agenda, launched in 2021, includes a proposal for a Global Digital Compact to “outline shared principles for an open, free and secure digital future for all,” covering key issues and topics like digital connectivity, internet fragmentation, data processing options, human rights online, and accountability criteria for harmful content. Stakeholders including governments, tech companies, civil society, academia, grass-roots organizations, and youth will come together at the Summit of the Future in 2024 to discuss and work toward a shared vision of our digital futures.

In 2022, the US Office of Science and Technology Policy released a Blueprint for an AI “Bill of Rights” - a non-binding roadmap for the responsible use of AI intended to “help guide the design, development, and deployment of artificial intelligence (AI) and other automated systems so that they protect the rights of the American public.” The nonbinding document identified five “core protections” including ensuring that systems and algorithms are safe and effective, do not discriminate, protect data privacy, provide transparency and explainability and allow for an “opt out” as well as remedy. While having a roadmap and articulating core protections is a step forward, analysis such as the Brookings Institute noted that “how the Blueprint will facilitate the reprimand..grievances is still undetermined. Further, questions remain on whether the non binding document will prompt necessary congressional action to govern this unregulated space.”

In the case of the European Commission's “Strengthened Code of Practice on Disinformation”, accountability is ensured through a voluntary commitment made by tech companies to adhere to practices intended to address a common cause (i.e. disinformation). The Code of Practice establishes standards for companies to report accountability metrics such as demonetizing disinformation, verifying identities, and clearly labeling political ads. A company’s commitment and abiding behavior is assessed by means of monitoring and regular reporting. As with other non-binding initiatives, the application of the agreed upon measures relies solely on good faith. Not upholding one or many of the various commitments does not lead to tangible consequences for the company.

Europe's Digital Service Act, alternatively, is a legally binding framework, deployed to minimize negative impact on people's fundamental rights and democratic functioning, and to hold the responsible companies accountable. However, the measures used by the relevant authorities to guarantee that the faulty companies accountability debt is paid vary greatly.

A 2022 Study on AI Regulation by the Turing Institute advocates for the creation

Summary and Next Steps (cont.)

of a “Hub” for information sharing and collaboration on best practices, creating a shared vocabulary, as well as training and skills development programs and tools.

The Freedom Online Coalition is a collection of 36 government representatives working to advance “Internet Freedom,” with a focus on Human Rights. The FOC aims to be a proactive Coalition that ensures Internet freedom issues are on the international policy agenda as a way to drive concrete policy changes and outcomes. In 2023 the FOC will be chaired by the United States, with a Program of Action that prioritizes “..countering network disruptions; countering and building resilience to the rise of digital authoritarianism and the misuse of technologies, to include surveillance technologies; advancing norms, principles, and safeguards for artificial intelligence (AI) based on human rights; and strengthening digital inclusion and supporting ongoing initiatives to promote safe online spaces for marginalized or vulnerable groups.”

As the geopolitical impacts of emerging technologies cross national boundaries, some have argued that tech policy needs to be integrated into foreign policy. Countries have begun to send envoys to Silicon Valley in efforts of tech diplomacy between governments and Big Tech. At the same time, civil society engagement and participation are central to promoting best practices at the intersection of technology and democracy. Significant and meaningful multi-stakeholder collaboration involves paying particular attention to engaging marginalized communities. Deliberation processes enable civil society members to have their say and exercise agency, holding technology companies and regulatory authorities accountable. Movements such as “Reclaim Your Face”, help raise people’s awareness around compromising uses of technologies and give an outlet for citizen’s voices to be heard. Bringing organizations and citizens together around common cause increases the ability of these movements to challenge Big Tech. The Citizens’ Biometrics Council, led by the Ada Lovelace Institute, is a prime example of how civil society engagement in the public deliberation process can shape better practices and regulation of emerging technologies. The Council’s recommendations and evidence offer a “deeper understanding of public perspectives and values” on ethical issues and regulatory concerns and serve to inform policymakers, technologists, and regulators and strengthen the governance and regulation of biometrics in the UK.

The future of technology is intertwined with the future of democracy. Our future should be co-created through an interdisciplinary range of stakeholders who work to strengthen democracy internationally.

Questions About the Future of Tech and Democracy

- What lessons can we learn from legacy social media platforms to inform a critical approach to the development of emergent technologies like generative Artificial Intelligence?
- How do we create and advocate for proactive policy and regulation to combat contradictory approaches towards technology?
- How can governments unite multiple stakeholders to make informed and resilient decisions about technology that work in favor of the public interest?
- How can technology be used to strengthen our democratic institutions?
- How does the digital divide impact democracy in areas with unequal access to high-speed internet?
- What technologies do we consider to be vital to a healthy democracy? How can we ensure equitable access to these technologies? How can we ensure technology promotes democratic participation and inclusion?
- Can we develop ethical standards and regulations that ensure technology is developed and used in a way that upholds democratic values and protects human rights?
- How will advances in technology, such as virtual and augmented reality, impact politics and the way we consume political information?
- How can we ensure that technology is used to enhance democracy rather than undermine it, especially in the face of mis-, dis-, and malinformation?
- As technology becomes more advanced, will we see an increase in the number of “techno-authoritarian” governments, where those in power use technology to maintain control?

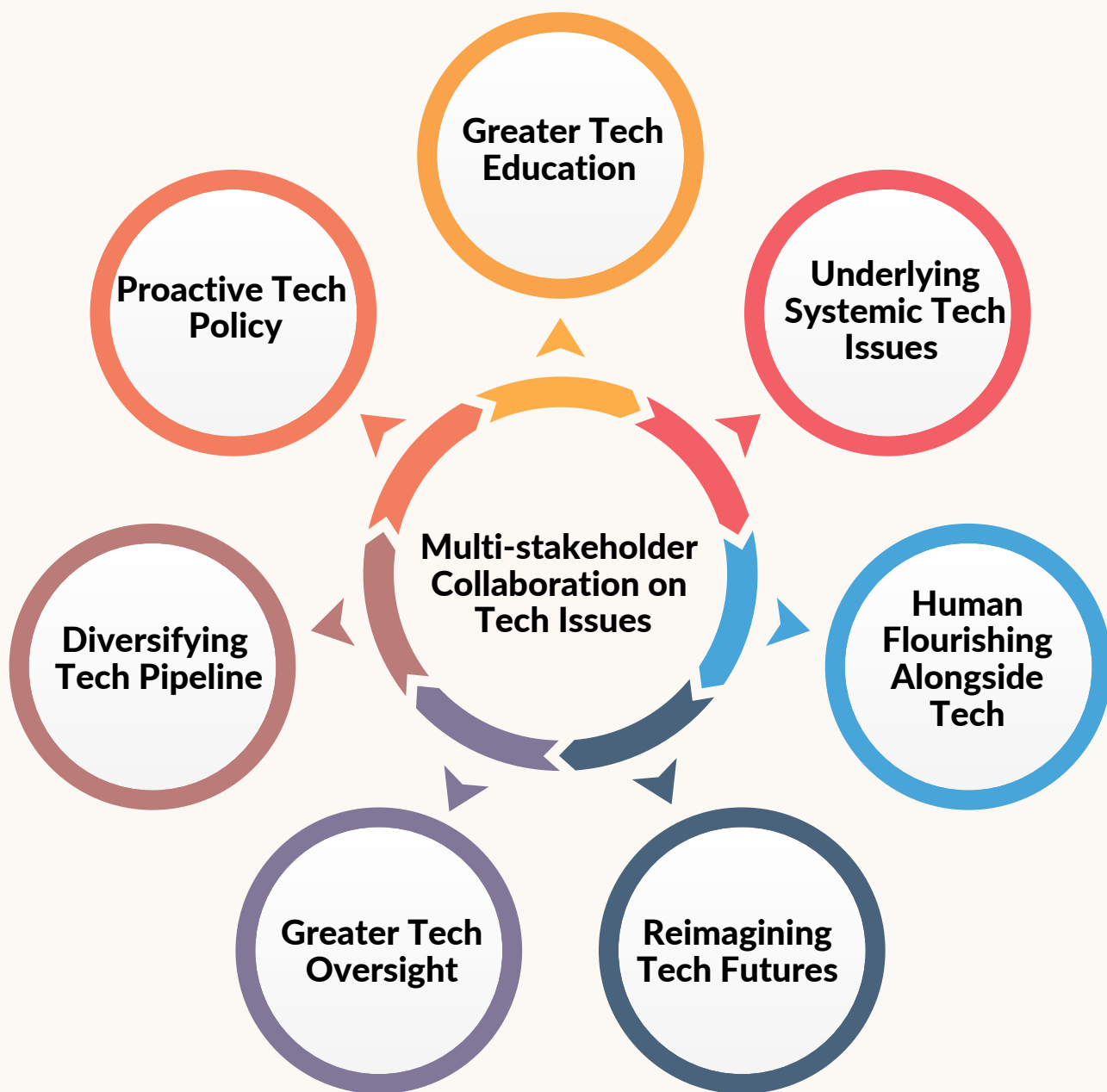


Tackling wicked tech & society issues requires a robust underlying ecosystem that is global, multistakeholder, and multidisciplinary.



Our Responsible Tech Mixers bring a broad range of backgrounds together.

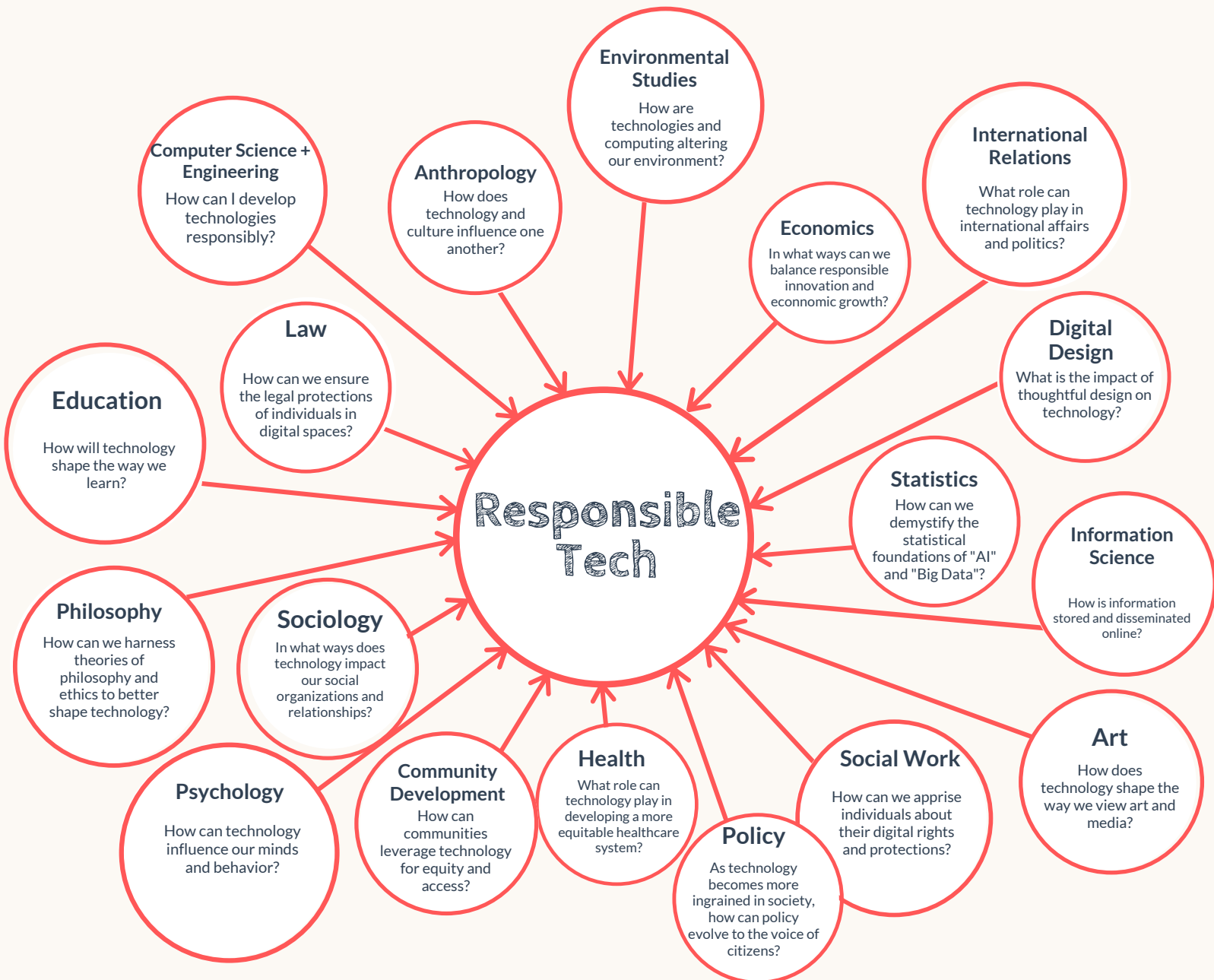
Ways to Build a Better Tech Future



Our earlier report, *Co-Creating a Better Tech Future*, identified eight key areas that individuals focused on when considering how to build a better tech future. Issues related to tech and democracy require a holistic approach that takes into account a broad range of concerns, along with the multiple levers of creating positive change.

The future of technology is intertwined with the future of democracy, so a vibrant future depends on incorporating a diverse range of perspectives and concerns to understand values, best practices, and pathways forward.

The future of technology is intertwined with the future of democracy, so we need all backgrounds involved



Diversity breeds Responsible Innovation. The more perspectives we have involved in the process of technological development and deployment, the better. Incorporating a diverse range of backgrounds surfaces more unintended consequences, negative externalities, and ways that technology impacts a variety of groups differently. In order to align technology with the public interest, we need more of the public involved.

The Interlocking Roles in Tech and Democracy

Tackling wicked tech and society issues such as the ones at the intersection of technology and democracy requires that we consider the interlocking roles between tech companies, policymakers, judicial bodies, journalists, funders, academics and researchers, civil society organizations, advocacy groups, advertisers, and more.

As you read the profile interviews that follow, consider the role that each person plays and how this intersects with others. The problems we currently face are far too complex to be solved through individual thought leadership, and instead require a shift toward collective understanding, knowledge-sharing, and collaboration.

The Rubik's Cube has been a regular analogy we have used at All Tech Is Human, as it signifies the interconnectedness of multiple stakeholders and issues that need to be viewed as part of the same puzzle. Through this lens, tech and democracy issues move away from having a single solution or culprit and are instead addressed through collaboration and understanding.

The interviews that follow, along with the 100+ organizations and resources listed, are a call to action for recognizing the amount of important work being done in the Responsible Tech ecosystem, and the need to make this ecosystem more cohesive so we can tackle wicked tech and society issues and co-create a tech future aligned with the public interest.




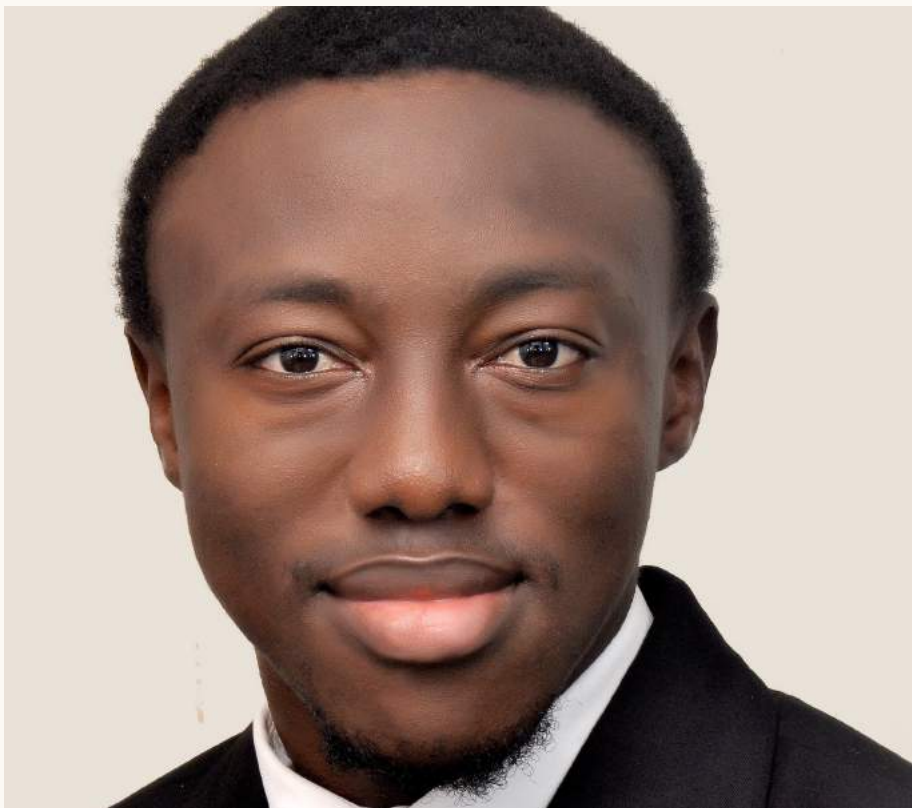
Tech and Democracy Career Profiles

Hear from a broad range of individuals working at the intersection of technology and democracy.

Through our reports, summits, and livestreams, our organization has featured over 500 individuals tackling wicked tech & society issues and working to make a better tech future.

Akintunde Agunbiade

Associate, AELEX
 Nigeria



Tell us about your role:

I'm an Associate with the firm, AELEX, a Tier 1 full-service law firm in Nigeria and Ghana. My work as a tech lawyer involves broadly advising clients that operate in fintech, media, and telecoms, supporting them in navigating compliance with Nigerian laws and regulations, and drafting and reviewing government legislations that impact the tech and creative spaces. I am also currently serving on the committee drafting Nigeria's National AI Policy, which should be out towards the end of Q1 2023, all

things being equal. Our work spreads over several use cases of Nigeria such as finance, education, healthcare, transportation, security, and media. My contributions thus far have focused on ethical issues ranging from governance, assurance and safety, risk classification, and safety mechanism, to the role of imperialism and bias mitigation. Before this, I was an Emerging Tech Lead at Tech Hive Advisory, a tech consulting firm in Nigeria, where my work revolved around driving research into emerging tech issues and advising clients whose product

offerings involved the use of emerging tech innovations. I am also a certified AI systems auditor under the ForHumanity UK/EU GDPR certification scheme. I was the first African to be certified in September 2022.

How did you build your career in the tech and democracy field? What advice would you give others looking for a similar career?

I think the most important thing that helped me was being opportunistic and adopting a futuristic mindset. I started building a tech-focused career from university, where I explored several career interests - tax, social media, finance, and business. What I was looking for was a relatively untapped field with few participants that had great potential in the future. I found this in AI around 2018, while working on my final year long essay. The field then wasn't as vibrant as it is now.

I recognised then that the field for legal scholarship in AI, especially from an African perspective, was fallow and very few people were involved in it. I studied research papers and articles every week.

I also published a book, papers, and articles, and took online courses and trainings. I worked on building relationships with other Nigerian lawyers with a consistent record in the AI space, like Favour Borokini and Jake Effoduh. I also cannot downplay the usefulness of social media in shaping my career. It is not enough to be competent; you have to be seen to be competent.

Summarily, for anyone who wants to break into AI or any field, I will say be opportunistic. Look for a niche no one is really paying attention to with great future potential, add value to yourself consistently, build relationships with others on the same path, and leverage social media to show your competence - don't fake it, develop the competence first, then use social media to advertise it.

What are the key challenges to democracy that technology can exacerbate?

A key challenge that technology can worsen is misinformation and disinformation, like using deep fakes. Using Nigeria to illustrate this point, the use of deep fakes can potentially be used to undermine trust in the electoral process and stoke ethnic or religious violence. By the time this interview is published, the presidential elections of February 25 will hopefully have been conducted, and a winner will emerge in a largely free and fair election. This is me being optimistic, but historical antecedents and current events suggest that misinformation will increase as we get closer to election day. Suppose political actors discover the use of deep fakes in future election cycles. In that case, they may be able to impersonate their rivals or prominent religious leaders, using them to issue statements that incite attacks on opponents, members of a tribe, or religion, or to whip up their base. Leveraging social media, these messages can be rapidly circulated to a tense population leading to bad outcomes.

This is something that we are trying to tackle in our work on the National AI Policy. It will be a non-binding document, but the first step is to acknowledge the threat deep fakes pose to our democracy and electoral process. Then we will offer recommendations on how it can be preemptively tackled.

What are the key challenges for democracy that technology can ameliorate?

I think a key issue that technology can solve for democracy is enhancing inclusion in policy-making. I'll use my experience working on the National AI policy as an example. The government agency coordinating the work, NITDA (National Information Technology Development Agency), put out a call on social media calling for contributions and volunteers to help draft an AI policy document for Nigeria. I and several others applied for it and some were selected, based on experience and strength of qualifications. Since then, NITDA has called for more volunteers and contributions to draft a National Skills Strategy for Nigeria. I'm not part of that effort, but these are simple ways that social media can be used to create awareness about government proposals and crowdsource expert opinions, rather than outsourcing it to paid consultants who may not necessarily factor inclusion and representativeness in their submissions.

When you allow citizens the opportunity to participate in policy-making, leveraging on digital collaboration tools available today, you are able to tap into their patriotism, knowing full well that the content of the proposal they put forward will directly impact them. This is not to say that the place of professionals and policy experts should be brushed aside, but crowdsourcing expert input alongside professional consultants can coexist to ensure that public policy is not just robust, but inclusive, popular, and representative.

What actions can government institutions and/or media companies take to rebuild trust with civil society?

The most critical step would be alignment between fiscal statements and fiscal actions. Even as individuals, it is hard to build trust between two people when one person routinely says one thing and does the opposite. The same applies to nation-building, I'll use Nigeria as an example. Hardly a year goes by without one industrial action or the other, if it's not university lecturers going on strike, it's health workers, or petroleum workers. One common factor in the demands of workers is higher wages and the proper funding of their institutions.

These demands are partly fueled by the perception that Nigeria is a rich country and leaders are hoarding the wealth for themselves to fund profligate lifestyles, the latter part being true. It is hard to trust a leader who tells you on one hand that there is no money to buy new MRI machines for hospitals or pay lecturers better but turns around to approve millions of dollars of severance benefits for outgoing lawmakers.

If the government will be trusted, especially in times like this with a global recession looming, political leaders must be seen to make the sacrifices that they compel their followers to make, as opposed to defending their privileges.

Alana Ford

Manager, Digital Industry Engagement (Online Harms), Australian Government

📍 Australia, USA



Tell us about your role:

I lead the Australian Government's engagement with the digital industry on online harms here in the United States. My position came about as the Australian Government has developed and started implementing the *National Strategy to Prevent and Respond to Child Sexual Abuse 2021-2030*. Through this process, we found that one of the biggest challenges in developing and implementing effective policy related to the digital environment was the geographical barriers in our

relationship-building with US-based industry and civil society. It was much more difficult to build deep and meaningful relationships across tech without having someone here on the ground, all while trying to address some of the most complex policy challenges of our time. I am working to expand and strengthen the Australian Government's relationships across industry, civil society, government, and academia, looking at the broad range of online harms.

I have a broad remit, covering emerging technologies that may

have consequential impacts on our social cohesion or domestic security; information integrity and democratic resilience; preventing online child exploitation; online terrorism and violent extremism; and many issues in between. I spend most of my time on policy consultation and advice, public diplomacy efforts, horizon scanning, and – most importantly – building connections and partnerships.

How is democracy defined in your line of work? How does it influence your approach to tech and democracy?

As a civil servant representing a nation that enjoys the freedoms of democracy, I work for the federal representatives who are elected by the Australian people, and who are responsible for upholding our democratic values. As such, my very simplified definition of democracy is a model of governance where citizens hold governing power equally through elected representatives.

That being said, there are many different models of democracy, and when looking internationally, we must consider the spatial and temporal context within which a democracy emerges. For example, I was born and raised in Australia, so my engagement with democratic processes does not come from within the United States. Australia remains a Commonwealth nation and we govern with a modified 'Westminster' model of democracy. Australia's constitution was signed on January 1st, 1901, meaning we are a young nation but with a long history – built upon the land of the world's oldest surviving civilisation, Australia's Indigenous People. We have a rich culture and unique societal values that are reflected in our governance structures and rule of law.

This influences my approach to technology and democracy in a few ways. I seek opportunities to contribute views that may not have been previously



considered in the United States, and to share insights into Australia's governance and legislative landscape. I also seek opportunities to learn from technologists, practitioners, and policymakers here in the United States and across the globe, and then share those learnings in a way that can inform and shape policy thinking in Australia.

What are the key issues at the intersection of technology and democracy?

Globally, technology has been a facilitator of pro-democracy movements pre-dating the Arab Spring. There is no question that the modern ability to organize large groups of people, communicate safely, and shape the public narrative on complex, localized issues, have been made possible through social media and communications platforms.

Simultaneously, in parts of the world where democracy is long established, those who seek to delegitimize democratic norms and institutions are exploiting technologies to undermine wholesale trust in information and media. In the Australian context, this includes foreign actors' attempts to influence decision-making in our parliaments and universities, and to spread misinformation and disinformation throughout our communities.

Now with the invasion of Ukraine, we see similar (though more advanced) technologies and platforms weaponized in a style of information warfare where the reach and immediacy of harm is unprecedented. The emergence (and potential misuse) of AI/ML and synthetic media, the prevalence of mis/dis/mal-information, political bias and discrimination, and self-preferencing driven by algorithmic recommending systems, as well as the convergence of extremist ideologies with adversarial information campaigns, are just a few of the core challenges to information resilience.

Other whole-of-society issues that sit at the intersection of technology and democracy are media literacy, equitable access to the internet and digital services, human rights including privacy and freedom from harm, anticompetitive markets and industry conduct, and robust accountability mechanisms for government, industry, civil society, and academia.

What are the key challenges for democracy that technology can ameliorate?

Through the advancement of technology, the way we seek, consume, and interpret information continues to evolve at an unprecedented rate. It is more important than ever that throughout the full lifecycle of tech development, the potentially nefarious or adversarial ways in which a tool or feature could be used are given meaningful consideration. There are already well-established, scalable, and cost-effective ways to do this effectively, such as red team/blue team exercises. The same applies to the way in which governments develop policy – there needs to be rigor in the testing and consultation process in order to anticipate potential unconsidered impacts.

In terms of opportunities, social media and content delivery platforms have an untapped potential for inspiring social cohesion and an engaged citizenry, through designing tools that support greater media literacy and civic intelligence. Similarly, emerging tools and methodologies to detect synthetic media or identify when content has been manipulated are essential. These will be fundamental to how we mitigate the extraordinary (and slightly terrifying) impacts that disinformation and deep fakes are having on our trust in information.

When used in concert with reasonable and proportionate accountability measures, existing and emerging technologies also hold some of the technical solutions to the multi-stakeholder collaboration challenge. Technical solutions that allow for an increase in secure, lawful, and privacy-protecting access to data will allow for greater burden-sharing. It would also provide greater opportunity for ethical technology design, research, and policymaking that is data-led and informed by verifiable evidence.

From your perspective, what does a better tech future look like?

When I think about a better tech future, I immediately think of my kids. They are the first generation to experience life with an online presence from birth, meaning their relationship with technology will be fundamentally different. They also live both online and offline simultaneously, and often in an entirely fluid way. This is very "blue sky" and "in an ideal world," but I like to keep a healthy level of optimism. My idea of a better tech future is one where we can enjoy the fruits of innovation, and where the digital environment amplifies the best parts of society and human existence, not the worst. Where we have the freedom and accessibility to be online in a safe and secure way, share our unique lives, stories and views, connect with people, and make the world a more enjoyable and equal place. With human rights at the core, but in a way that everyone's rights are treated equally, and with respect.

Alayna Kennedy

Tech Community Lead, Digital Freedom Fund



Tell us about your role:

I work for the Digital Freedom Fund, a non-profit that funds strategic litigation efforts supporting digital rights in Europe. We engage with lawyers and campaigners to hold big tech companies accountable. My work focuses on bringing technologists and tech-centred researchers into our work – for example, how can tech academics, researchers, and practitioners join forces with lawyers to fight for digital rights around the world? A lot of this work involves community-building,

bringing people together to solve problems, and figuring out what the tractable problems and solutions even are!

How did you build your career in the tech and democracy field? What advice would you give others looking for a similar career?

I started off working at IBM on AI ethics in the public sector, eventually moving into a position at the IBM AI ethics board. During my time there, I did a lot of volunteer work and activism with places like All Tech is Human, Ethical

Intelligence, and a bunch of other responsible technology non-profits. Mostly, I had things I was interested in and wanted to write about, so I did! Shameless plug, but check out the Business case for AI Ethics report from All Tech is Human, which I helped with.

I think my main advice would be to start writing and talking about things you're interested in, and connecting with people around similar issues. There are entire worlds of non-profits, activists, and corporate-aligned groups that do this work. Starting writing projects is often a great way to get connected and ideally transition to working in tech activism full-time.

After my time at IBM, I went to the University of Edinburgh for a master's degree in science and technology studies, so pursuing education specific to this work is also another avenue for getting involved in the space.

What are the key challenges for democracy that technology can ameliorate?

I think there's a huge potential for greater citizen involvement and literacy than ever before. Hundreds of years ago, people had limited visibility into the inner workings of government – politicians mostly just passed the laws they wanted and a few informed people would read about them in the newspaper the next day. While having so much information about the live-action workings of our government can cause some friction, I also think it presents an incredible opportunity to actually advance democracy! By letting citizens into government processes more, we can have more participation and accountability.

What actions can government institutions and/or media companies take to rebuild trust with civil society?

A lot of my work focuses on the clear dividing lines between the incentives

of private sector companies and government entities. For example, my master's dissertation on operationalizing AI ethics really looked into the market incentives that drove industry actors and how those incentives were ultimately insufficient to drive all companies toward creating responsible AI.

I think for governments, media companies, and civil society to rebuild any sense of trust, we all need to be very clear about the market incentives that drive private media companies. They are not protectors of democracy or promoters of free speech – the only votes they care about are those of their shareholders. There is nothing inherently democratizing about the internet! (Read Evgeny Morozov's *The Net Delusion* for more here).

Once we realize the internet and social media isn't inherently democratic and that media companies are driven only by market incentives, we can start to shape policies and regulation around social media to protect our democratic institutions.

There has been a lot of discussion around increasing multi-stakeholder collaboration to reduce some of the issues related to tech and democracy. In your opinion, how can we increase multi-stakeholder collaborations?

Oh, that's such a tricky question. You know, my training was as an engineer and a data scientist before I got into responsible tech and digital rights work, and for a long time, I was really very optimistic about creating tools for fairness and transparency. Now, I think the most important thing is forming communities and coalitions to work together. Probably the most important thing in that process is to build trust within collaborations – making sure that everyone buys into similar definitions and missions, and that there's some consideration of how to deal with adversarial actors.

What are the responsibilities of government and/or media companies when social technologies are used to exacerbate social tensions, threaten democracy, misinform, and destabilize society? How can we hold each of these groups accountable?

I am of two minds on this. First, I think there is a great deal of importance in creating regulation and enforcing it. Governments should absolutely create laws to curb the unchecked misinformation and destabilization generated by social media companies. However, I also think that there is a great deal of cultural and social repair to be done that might not fit within the purview of governments – perhaps this is where civil society groups could come in and start to repair some of the damage done by media companies.

Looking five years into the future, how would you hope the conditions have changed related to tech and democracy?

I'd really love to see a cultural change in the way we interact with social media and news propagated by large technology companies. Having more thoughtful government regulation would be great, but I'd also like to see a cultural sea change with more media literacy, tech skepticism, and less of the belief that technology is inherently a democratizing force.

From your perspective, what does a better tech future look like?

I think a better tech future looks like a completely new framing and understanding of how technology and society interact. I'd like to see more of a digital rights framing of technological harms, more explicit work on the ways our political and technological systems interact (for better or worse), and a more clear-eyed understanding of the different incentives of private companies vs public good. More than anything, I hope pundits and policymakers begin to realize that there is nothing inherently democratizing about technology – that in order to ensure the safety and longevity of technology, we must do so ourselves, with our policies, priorities, and our own human effort.

Alex Newhouse

*Deputy Director, Center on Terrorism,
Extremism, and Counterterrorism*

📍 USA



Tell us about your role:

I manage all of CTEC's operations, which include producing long-form research publications, delivering intelligence analysis, and running educational programming about topics within the extremism and terrorism space. I particularly emphasize engagements with the technology industry: tech companies play a vitally important role in the fight against hate speech and violent extremism, and I believe that it is our responsibility as experts in the field of extremism and terrorism to provide

assistance to trust and safety teams across the sector. In my role, I build teams of experts who can deliver timely intelligence on hate speech and extremism affecting a platform, analysis on the risk level of different trends, and recommendations for how tech platforms can improve their content moderation, and trust and safety systems.

What are the key challenges for democracy that technology can exacerbate?

Democracy requires, on some level,

that individuals trust that their interactions with one another are done in good faith. In the United States (as well as other democracies), good-faith engagement isn't just a preference; it is, in some cases, a legal necessity. For individuals trying to navigate life and engage with civil society in an informed, responsible manner, it is essential that they can trust that sources of information, authority figures, and political mechanisms are operating, on average, in a way that at least acknowledges the shared goals of democratic governance.

Technology can fundamentally alter that dynamic. While propaganda, misinformation, and radicalization have always posed threats to functional democracy, technology, in particular social media and AI, massively increase the ability for bad actors to fundamentally undermine good-faith civic engagement. Social media provides a combination of geographic decentralization and audience reach on a scale never before possible in human history; and the result has been that malicious individuals and networks can distort realities of their audiences and mobilize them to undermine democracy. Recent advances in artificial intelligence are on top of this already incendiary mix, as large language models (LLMs), and "deep fake" photos and videos will likely soon mean that individuals have very little ability to certify that their interactions are even with other humans at all. Liberal democracy is based on a shared understanding that we are individuals engaging in politics for a shared purpose - surviving, thriving, and growing - even if the ways we achieve that purpose are divergent. Technology threatens to undo that shared foundation.

What are the key challenges for democracy that technology can ameliorate?

Technology can empower people to earn, grow, and change by giving nearly



limitless resources for gaining knowledge and relationships. For instance, social media can and should be a force for positive interactions, as the ability to instantly communicate and connect about shared interests is, at its core, complementary to the healthy functioning of democracy. Creating healthy political and social movements, organizing activism, and engaging and learning about important issues are all vital components of democratic engagement; in its most positive manifestations, technology can encourage these activities.

This is because tech has the ability to tear down boundaries that divide us and build connections across populations that would otherwise never interact with one another. Near-real-time translation capabilities, for instance, allow individuals to learn about other regions throughout the world from actual people living in those regions. Decentralized social media allows activists to organize for social change despite geographic distance. Finally, it has the capacity to serve as a "check" on some types of authoritarian incursion, as it provides freely available information and connection on a scale that is nearly impossible to prohibit.

What actions can government institutions and/or media companies take to rebuild trust with civil society?

Media companies in particular need to commit to transparency and consistency in content moderation, and trust and safety. I believe that the motivations behind the establishment of community policies on social media platforms are generally good, but the risk is that inconsistent enforcement, and opaque communications about those policies may actually exacerbate the malicious forces that already exist on social media.

This will be a challenge because media platforms often find themselves trapped between a vocal commitment to the constitutional freedom of speech and a functional commitment to building healthy communities. These two things are fundamentally at odds with one another, which is why content moderation exists in the first place. Abandoning "free speech" as construed in the American legal regime, and focusing on healthy interactions will allow trust and safety managers more leeway, will reduce accusations of hypocrisy, and will ultimately increase the contributions that social media can make to civil society.

The tech sector needs to take responsibility for its impact, both positive and negative. While some media companies have made statements acknowledging their ability to affect important civil society systems, few have actually taken action to address those negative impacts at the scale that is necessary.

I believe that the motivations behind the establishment of community policies on social media platforms are generally good, but the risk is that inconsistent enforcement, and opaque communications about those policies may actually exacerbate the malicious forces that already exist on social media. -Alex Newhouse, Deputy Director, Center on Terrorism, Extremism, and Counterterrorism

Amy Larsen

*Director of Strategy and Business Management,
Microsoft's Democracy Forward Initiative*

📍 USA



What are the key challenges for democracy that technology can ameliorate?

The best version of what technology can do to ameliorate key challenges to democracy is to develop innovative ways to nurture the foundations of democracy, as well as to mitigate the harms to fundamental rights that technologies can create. This might mean carving out new pathways for responsible and respectful connection, collaboration, and civic engagement among people, between citizens and their

governments, and between companies and society. For instance, in connection with the 2022 U.S. midterm elections, our Democracy Forward team led security coordination efforts across the company, and partnered with Bing, Xbox, Microsoft Start, and Xandr to register over 50,000 new voters. We also ran LinkedIn ads that inspired over 800 people to sign up as poll workers across the United States.

Microsoft has also tried to help minimize harms through projects and partnerships led by our

Democracy Forward, Digital Safety, Responsible AI, Human Rights, Digital Diplomacy, Accessibility, Sustainability, Digital Threat Analysis, Justice Reform Initiative, and Airband teams, to name just a few. Even in a world of perfect multi-stakeholder collaboration, it's hard to imagine not needing government, industry, and citizen engagement in managing the downsides and maximizing the benefits of technology to democracy.

There has been a lot of discussion around increasing multi-stakeholder collaboration to reduce some of the issues related to tech and democracy. In your opinion, how can we increase multi-stakeholder collaborations?

Over the last decade, we've seen digital transformation increase in speed and scope across industries and sectors. This trend is likely to accelerate, making it essential for government, tech, and business leaders to consider both how to maximize the upsides presented by advances in technology and how to minimize the harms that might arise if technological developments are set loose without forethought and planning. Democracy has been a prime candidate for digital transformation as well, leading to the potential for improvements in government's ability to serve constituents, and the empowerment of citizens to connect, communicate, and participate in dialogue and civic activities more easily than ever before. As the threat landscape continues to evolve, and threat actors become more sophisticated at exacerbating divisions within our societies and exploiting vulnerabilities introduced by new technologies, it is even more important that tech companies shine a light on bad actor activity, and try to both disrupt it where we can, and mitigate its impacts on customers and citizens.

A better tech future thus includes the safeguarding of fundamental rights in the digital age, as well as respectful coexistence in digital and non-virtual spaces, as supported and promoted by



technology. We begin with the recognition that as a tech company, Microsoft has an important role to play in this era of profound digital disruption and transformation. We take this responsibility seriously and are deeply committed to making a positive impact at the intersection of democracy, fundamental rights, and technology.

Looking five years into the future, how would you hope the conditions have changed related to tech and democracy?

At Microsoft, we are deeply committed to facilitating the good, and minimizing the downsides to advances in technology. In particular, the mission of our Democracy Forward team at Microsoft is to preserve, protect, and advance the fundamentals of democracy by promoting a healthy information ecosystem, safeguarding open and secure democratic processes, and advocating for corporate civic responsibility.

Over the past year, the devastating war in Ukraine has challenged companies, governments, and citizens alike to determine how best to respond. Since the war began, Microsoft has provided over \$400 million in financial and technical aid to Ukraine. After observing the first Russian cyberattacks on Ukraine from Microsoft headquarters in Redmond, Washington the day before Russian tanks rolled across the Ukrainian border, Microsoft has worked to defend key Ukrainian infrastructure.

Initially, Microsoft and others helped evacuate the Ukrainian government's data to the cloud when the war broke out. Since then, Microsoft has helped detect and disrupt cyberattacks and cyber-influence operations perpetrated against Ukraine. Microsoft has also supported people, communities, and humanitarian organizations in Ukraine and neighboring countries, including providing relief assistance for refugees and children, offering grants to nonprofits helping connect displaced people with job training resources, and partnering with organizations like the Clooney Foundation to hold Russia accountable for war crimes in Ukraine. Microsoft has also supported nonprofits and humanitarian organizations in neighboring countries and is proud to continue to support, defend, and empower the Ukrainian people.

Looking five years into the future, how would you hope the conditions have changed related to tech and democracy?

Our Democracy Forward team, which works to protect journalists and journalism in the U.S. and abroad, develops media literacy programs and trainings, and partners with teams across the company to detect and disrupt nation-state cyber-influence operations. The team also recently led the company-wide adoption of four information integrity principles.

First, Microsoft is committed to respecting freedom of expression and upholding our customers' ability to create, publish, and search for information via our platforms, products, and services.

Second, we proactively work to prevent our platforms and products from being used to amplify foreign cyber-influence sites and content.

Third, we do not willfully profit from foreign cyber-influence content or actors.

And finally, we prioritize surfacing content to counter foreign cyber-influence operations by utilizing internal and trusted third-party data in our products.

As we advance rapidly toward a future already being built by generative artificial intelligence tools like DALL-E and ChatGPT, and in which Microsoft CEO Satya Nadella anticipates that 10% of content will be generated by AI by 2025, it will remain essential for stakeholders to clarify the values and principles for which they stand. This includes tech companies, governments, and citizens, all of whom will be forced to wrestle with increasingly complex questions in the virtual world, especially when it comes to the information space. Truth, trust, decency, and kindness must remain core values – among citizens, industry, and government – in the next five years and beyond.

Benita Rowe

*Regional Innovation and Technology Advisor
(MENA and Caucasus), CARE International*

 Jordan



Tell us about your role:

As the Regional Innovation and Technology Advisor (MENA and Caucasus) at CARE, I serve as a principal expert in the ethical use of technology in fragile and conflict contexts and provide technical expertise for scoping consultations and implementation evaluations across 11 countries in MENA and Caucasus. My focal areas include technology use in youth and workforce development programming, climate-smart agriculture, gender-based violence in emergencies, financial inclusion,

emergency healthcare, WASH (water, sanitation, hygiene), civil society, governance, and resilience.

How did you build a career in the tech and democracy field?

As technology became more widespread and global conflicts became increasingly protracted, I realized that understanding how technology adoption affects crises, means, and methods of warfare, the dynamics of conflict and violence, and humanitarian action more generally is essential to mitigating the risks to which conflict-affected

populations may be exposed. At the time, there were no roles in this space as organizations and NGOs were taking their first steps in technology introduction, so I co-founded a social enterprise working on challenges that we had identified in ethically and safely facilitating access to education in post-conflict and conflict contexts. Since then, I've worked in more than 15 emerging markets, fragile, conflict, and post-conflict settings for various organizations and donors in education, gender-based violence (GBViE), youth and workforce development, climate-smart agriculture, financial inclusion, health, civil society, governance, and resilience. I am passionate about using technology ethically and appropriately to amplify and deepen programmatic efficiencies and impact, particularly in humanitarian contexts. I was extremely fortunate to be able to create a job in this area, keep the lights on (barely, at times!), and develop professionally before these roles existed in the sector at large.

What are the key issues at the intersection of technology and democracy?

Not designing with the user in mind, or fully understanding the context. In a worst-case scenario, this can put users and/or staff at risk, as well as the country operations of an organization and that of other organizations in the sector. The *ZunZuneo* program is a good example of this.

A more recent and equally controversial example could include the efforts of prominent messenger platforms to enable messaging in government-facilitated internet blackouts through proxy servers.

Proxies aren't a way of making a person's web traffic invisible or safe. It's possible that traffic sent out to a proxy server will be logged and traced. In a nutshell, a proxy is useful for fetching information

that would usually be blocked; it's not going to protect users from the repercussions of doing so.

What are the key challenges for democracy that technology can exacerbate?

Technology can create polarization and disinformation challenges - this is something that we're seeing globally and also developing risk mitigation and programming for. For example, CARE Caucasus runs a *Youth Voices for Peace* program that includes a collaboration with their technology partner, Civi, to promote digital youth civic engagement for dialogue. Civi is a mobile application that assists youth activists to address polarization and disinformation challenges and engage local and national decision-makers.

What are the key challenges for democracy that technology can ameliorate?

In the same way that technology can create polarization and disinformation challenges, it can also help us understand that our differences are not strong enough to keep us from coming together. This is the core premise of CARE Caucasus' collaboration with Civi. Unlike other major social platforms, this platform enables youth to create meaningful, positive, and safe connections with peers who hold different viewpoints to their own while they develop skills to identify, articulate, and advocate for their peace, security, and gender equality concerns. Youth are using the app to:

- Choose their interests: Youth can self-identify how they see themselves on the country's most talked about social and political issues.
- Select where they fall on the spectrum: Youth can decide where they fall on various issues.
- Find matches to engage: The platform recommends peers on the other side of the issues individual youth care most about so that every conversation is meaningful.
- Engage with others: Youth can find and talk with peers holding different views on the issues they care about.
- Reward civility: Youth are rewarded for how respectful they are to others through a mutual rating system.

Looking five years into the future, how would you hope the conditions have changed related to tech and democracy?

I'm really excited by the work that CARE Caucasus and their technology partner, Civi, are doing with youth to address polarization and disinformation challenges and engage local and national decision-makers. Save the Children US is also doing some incredibly important work around technology, child online safety, and risk mitigation that could be applied to technology and democracy.

In the same way that technology can create polarization and disinformation challenges, it can also help us understand that our differences are not strong enough to keep us from coming together. -Benita Rowe, Regional Innovation and Technology Advisor (MENA and Caucasus), CARE International

Bobina Zulfa

Data and Digital Rights Researcher, Pollicy
 📍 Uganda



Tell us about your role:

I am a data and digital rights researcher with Pollicy, a feminist civic technology organization based in Uganda but working across much of sub-Saharan Africa and other parts of the global south. Currently, much of my work is focused on researching the impact of artificial intelligence systems, on specifically African women whose voices are predominantly marginalized in this discourse. Under this, I am building on Pollicy's work by highlighting the benefits, gaps and issues arising from the development and

deployment of AI systems on African women; this is to envision an AI future that is liberating and emancipatory towards this demographic through a number of principles, frameworks, and key players in the space, including governments.

How did you build your career in the tech and democracy field?
What advice would you give others looking for a similar career?

I was opened up to my work in tech policy upon joining Pollicy and upon the completion of my fellowship

program and then becoming a data and digital rights researcher. I have since co-led Pollicy's AI work, from the start, with a former colleague and mentor named Favour Borokini. It is from this position that I have the opportunity to engage many other individuals and organizations in the same work sphere who continue to inspire and challenge me to think about this work more critically and, most importantly, humanely. My advice to individuals looking to this direction of work, especially young people across the African continent, would be to interest themselves in fellowships and other such career-shaping programs by organizations in the space both on the continent and elsewhere. I believe it is getting started that sets things in motion (if there is a genuine interest in the work).

What are the key issues at the intersection of technology and democracy?

I believe one of the core issues at the intersection of technology and democracy is the still largely directionless or an absence of agreement around how to regulate the development and deployment of technologies, such as AI systems, globally. While a number of principles and frameworks to advise this regulation are constantly being developed by civil society, academia, and international organizations, very little progress is happening towards the unanimity of these ideas—thereby largely rendering them impracticable. The result of this is that profit-driven big tech companies, who often operate with disregard for the core democratic tenets of our society, are the primary decision makers for what technology should be developed and deployed, and which protocols to follow.

An elaboration of this is with computational propaganda, which is happening ever more frequently at the expense of nations' democracies,

but with no repercussions or plans to curb this in the future by big tech.

What actions can government institutions and/or media companies take to rebuild trust with civil society?

I think governments can rebuild trust with civil society by encouraging an active and vibrant civic space, especially across the African continent, where the space is constantly being clamped down on and stifled more and more. This can take the form of governments fully engaging in avenues for civil society and other players to discuss critical and relevant issues, and expressing a willingness to act upon matters they are in a position to address for the greater good of all society members, including marginalized groups. This support to the civic space can take the form of freedoms of speech and expression, free media, access to relevant information by the masses, civic education, and the funding of non-governmental work, among other activities.

There has been a lot of discussion around increasing multi-stakeholder collaboration to reduce some of the issues related to tech and democracy. In your opinion, how can we increase multi-stakeholder collaborations?

I believe multi-stakeholder collaborations can be realized by opening up tech and democracy conversations to the public beyond the industry, government, and people viewed as having a technical understanding of these issues. This is because like in any other area, mass appreciation, also colloquially termed "mass consciousness," of what is at stake has always been necessary for any transformational changes that better everyone's experience. Tech language thereby ought to be made more palatable by industry and government to all people, since whatever decisions are ultimately made affect all groups of people. Therefore, they should be representative of as many diverse viewpoints as possible.

I believe multi-stakeholder collaborations can be realized through opening up tech and democracy conversations to the public beyond the industry, government, and people viewed as having a technical understanding of these issues. -Bobina Zulfa, Data and Digital Rights Researcher, Pollicy

Brandon Silverman

Former CEO and Co-Founder, CrowdTangle



Tell us about your role:

I was formerly the CEO and Co-founder of CrowdTangle, a social analytics tool that was acquired by Facebook in 2016 and where we became one of the most widely-used tools to help the outside world see what was happening on Facebook. I led CrowdTangle for over 10 years but left Facebook in October of 2021 over a disagreement about the future of our team's work. These days I speak frequently about the role that transparency can play in helping build a better internet.

I have testified in the US Senate, as well as the Australian Parliament, and regularly advise a wide-ranging group of NGOs, non-profits, and lawmakers on transparency and data-sharing.

How did you build your career in the tech and democracy field? What advice would you give others looking for a similar career?

Two of the factors that I think a lot about in my own career are (in order) the people I was able to work with and being open to seizing new opportunities when they presented

themselves. I think it can be easy to over-optimize for titles, positions, and even organizations when it's often times the actual managers, the co-workers, and even the specific leadership of an organization that will make way more of a difference over the long-term for someone's career. And remember that no decision you're making is going to come without any risk and at some level. If you're pushing yourself in your career, there are going to be moments when you should probably be a little uncomfortable with a decision. But that's okay and actually, it's a good sign.

How is democracy defined in your line of work? How does it influence your approach to technology and democracy?

I really like the definition of democracy that it is a "political system where parties lose elections," but in the work I've done, I often thought about it mostly through the lens of the media and information ecosystems. For my work, we wanted to support democracy by helping ensure online information ecosystems, especially ones that hosted a lot of political and civic debate, gave everyone as many people as possible a voice, and in the process, created a democracy where everyone had the chance to help shape the policies and laws that governed their communities.

What are the key issues at the intersection of technology and democracy?

I think the biggest issues at the moment are (1) the lack of evidence-based policies when it comes to regulating and reforming the internet, especially social media, (2) the lack of accountability and transparency into the governance of those spaces, as well as simply how poorly they're governed in a lot of cases, (3) the massive consolidation of power and ownership over some of our most important digital spaces by a small handful of companies, (4) the appeal of authoritarian populism and the role that



the internet and technology play in helping authoritarian figures gain and hold power, and (5) at a broader level, how to make the internet an even better force for our good in our ongoing search for belonging and community in a digital age.

What are the key challenges for democracy that technology can exacerbate?

I think, to some degree, there's almost no problem that technology can't exacerbate, but two that I've thought about and worked on recently are (1) the ability for technology to consolidate political power instead of democratizing it, and (2) the power of the internet to build communities but divide people. For (1), I think we've seen at an economic level, there are a lot of dynamics to the internet era that make it easy for winner-take-all markets to emerge: where the rise of a small number of monopolistic firms also end up with not just a lot of economic power, but a lot of political power as well. For (2), we've seen just way too many examples where the internet has made it really easy for people to fall into communities built around animosity towards some outgroup and to end up being radicalized in the process. We need to continue to think through what online communities look like and how to manage them effectively.

What are the key challenges for democracy that technology can ameliorate?

Similarly, I think there's almost no problem that technology couldn't potentially help but we have to be much more cautious going forward. But that being said, I think that building healthy, diverse, and pluralistic information ecosystems is one of the most exciting and powerful roles that technology could play when it comes to supporting democracy around the world. Creating a world where way more people can be heard, seen, and listened to...when more voices can play a role in shaping the policies and laws that they live under...that's a future that I think is only possible because of what the internet and technology can do, but we have a lot of work to do to get it right.

What actions can government institutions and/or media companies take to rebuild trust with civil society?

I think more transparency in our institutions is a key part of building more trust. That said, I think people don't often realize that it's a long-term strategy. Transparency almost always means less trust in the short term, but I think it's the only real path forward over a longer horizon.

What are the roles and responsibilities of the key players in the tech and democracy ecosystem like industry, government and/or civil society?

We need all three sectors to work together to make progress. We need collaboration. A lot of the hardest problems that technology has exacerbated are actually deeply complicated social challenges that require every part of society to have some role in helping. That's not to say there aren't disproportionate responsibilities in some cases...there absolutely are. But we need as many people working together as possible and we need to get past the sensational, headline-driving finger-pointing that too often gets in the way of the real work.

There has been a lot of discussion around increasing multi-stakeholder collaboration to reduce some of the issues related to tech and democracy. In your opinion, how can we increase multi-stakeholder collaborations?

In order to get the kind of stakeholder collaboration we need here in the US, think there is still a lot of infrastructure that needs to be built. We need more university labs, more non-profits and advocacy groups, more think tanks, more open-source tools, more dedicated journals and conferences, etc. We're just at the beginning of building the muscle we need to manage the role of technology in our democracy, and I hope the next few years see the growth of a lot of new organizations focused on doing this work for the long term.

Which people, organizations, or institutions are doing impactful work at the intersection of technology and democracy?

Too many to name, but some of my favorites are the Institute for Democracy, Data and Politics at GW under Rebekah Tromble, Stanford Law, Nate Persily and Daphne Keller, the Stanford Internet Observatory, the work of Avaaz and EDMO in the EU, Data & Society here in the U.S., the Integrity Institute, Josh Tucker and the Center for Social Media and Politics at NYU, Axel Bruns, Fabio Giglietto, New_Public with Eli Pariser, Deepti Doshi and Talia Stroud, and a ton more.

Caitlin Chin

*Fellow, Strategic Technologies Program,
Center for Strategic and International Studies*

📍 USA



Tell us about your role:

As a fellow at the Center for Strategic and International Studies (CSIS) in Washington, D.C., I research the social and political effects of technological change. I analyze legislative and regulatory developments related to digital privacy, antitrust, content moderation, and regularly write and publish articles and reports to convey my conclusions. In addition, I host CSIS panels, roundtables, and podcasts to create a forum for stakeholders from civil society, academia, government, and

industry to exchange views on timely technology policy developments. A think tank researcher wears many hats, but my overarching goal is to explore public policy solutions that will increase the fairness, equity, and integrity of emerging technologies for years to come.

What are the key issues at the intersection of technology and democracy?

Democratic institutions are built on certain core principles: free speech, voting rights, and civic engagement,

to name just a few. However, the internet has drastically transformed the relationship between citizens and government, creating new challenges. During the 2020 U.S. presidential election cycle, voters were targeted with malicious and deceptive robocalls, false or misleading claims on social media, and other harmful messages designed to either discourage voting or convey unverified claims of election fraud. Other nations around the world—Canada, the United Kingdom, Brazil, and many more—have similarly faced an influx of false claims during recent election cycles.

While harmful or false content has long existed in the past, new technologies have enabled its permeation on a more rapid and widespread scale. Now, democratic nations must figure out what principles, standards, and norms are necessary to counter disinformation in a new digital age. Should there be different content moderation standards for public platforms compared to private channels, where internet users may have varying expectations of privacy? Given concerns about increased concentration in digital markets, should smaller internet platforms with fewer resources face less responsibilities to implement large-scale content moderation systems? The public and private sectors will need to consider these thorny issues or risk facing the drastic consequences of outdated data governance standards: a loss of public trust; physical, economic, or psychological harms to individuals; geopolitical and national security risks; and fractures in the core of the democratic process.

What are the key challenges for democracy that technology can ameliorate?

Technology can create new channels for individuals and society to connect and share ideas online, surpassing traditional geographic limitations. Now, voters can access information about their local elections and candidates online—instead



of commuting to in-person events—and volunteer or engage with their communities remotely. Technology can also streamline certain processes. For example, algorithms can automatically flag hate speech and erroneous content. The COVID-19 pandemic helped accelerate an expansion of hybrid or virtual tools, increasing access to certain services—such as telehealth, more flexible work arrangements, and virtual communications—that could allow more individuals to more easily engage with society regardless of location or other physical limitations.

But the problem is that the benefits of technology are rarely, if ever, equally distributed. For example, the United States still has enormous disparities in access to high-speed broadband and devices by factors like race, income, and location. In addition, the widespread digitalization of everyday activities has normalized data collection for smartphone apps, web browsers, and internet-connected devices, which could create outsized privacy risks for communities that have traditionally been subject to greater surveillance. In short, it is possible that technology could mitigate key societal challenges—but it is necessary to find ways to distribute its benefits more equitably.

What are the responsibilities of government and/or media companies when social technologies are used to exacerbate social tensions, threaten democracy, misinform, and destabilize society? How can we hold each of these groups accountable?

Technology platforms should have a responsibility to prevent harm not only to their users, but also to society. There are many ways in which private companies can proactively mitigate any negative risks of their services: enhancing the transparency of their algorithms and content moderation policies; working with civil society and human rights groups to promote fair values; enabling greater user controls to flag content; employing human and automated reviewers; limiting their collection, processing, and sharing of personal information to target content, and more.

In turn, governments can create processes and rules to help clarify the responsibilities of technology platforms and create accountability mechanisms for their actions and outcomes. In particular, governments can create rules to prevent any abuses in data collection and sharing and reduce the possibility of disparate impact stemming from algorithmic bias. However, there is a limit to what governments should do. For example, even though online disinformation is a real problem that needs to be addressed, politicians should not be able to directly order technology platforms to remove content that relates to their political parties or viewpoints, to avoid crossover into censorship.

Importantly, both technology platforms and government institutions should generally aim for transparency when feasible, including by facilitating civil society and journalist insight into ranking and recommendation algorithms, data on paid advertisements, content moderation outcomes, and more. In turn, individuals and the general public should ideally have a certain amount of control over the content that they see online, including by wielding the ability to flag content and appeal content moderation decisions.

Democratic institutions are built on certain core principles: free speech, voting rights, and civic engagement, to name just a few. However, the internet has drastically transformed the relationship between citizens and government, creating new challenges. -Caitlin Chin, Fellow, Strategic Technologies Program, Center for Strategic and International Studies

Daniel Innerarity

*Chair, Artificial Intelligence and Democracy,
European University Institute, Florence*

 Italy



Tell us about your role:

I am the Chair of Artificial Intelligence and Democracy at the EUI in Florence, Italy.

How did you build a career in the responsible tech space?

There are many centers and people around the world researching Artificial Intelligence (AI) from a legal or ethical point of view, but very few examining its political dimensions and, specifically, its impact on democracy. This Chair aims to fill this gap in two ways: by

examining the impact of AI on democracy and conversely, how AI-related technologies can contribute to improving our democracies. The problem can be summed up by saying that if democracy is about free choice, and popular sovereignty, how does this match up with algorithmic environments? Can we continue to maintain that we are the ones who decide in an increasingly automated public sphere? We do not want to renounce the performativity of machines, but neither do we want to renounce the value of political freedom. It is not a question of

adapting democracy to an unfamiliar environment by lowering its standards, but rather of asking how to ensure that the democratic values that were conceived in a world that no longer exists, remain in force.

How is democracy defined in your line of work? How does it influence your approach to tech and democracy?

Throughout my professional life, I have been researching current transformations in the politics and theory of democracy. I recently synthesized my approach in a book called *A Theory of Complex Democracy*, and I am now complementing this theory with a study of what might be called 'the technological infrastructure of democracy'. It seems to me that a theory of democracy would be incomplete without thinking about the place in it of the new technologies of digitalization, AI, algorithms, and automation.

What are the key issues at the intersection of technology and democracy?

We live in a historical moment in which it is crucial to think carefully about what we could call "the technological infrastructure of democracy." There are two major mistakes we can make, which are techno-solutionism and techno-neutralism, against which I propose to think in terms of techno-conditionality. Let me explain briefly.

Techno-solutionism is the position of, for example, Mark Zuckerberg. When he appeared before the US Senate to talk about disinformation, hate speech, and privacy, he proudly defended the technological solution: "Artificial Intelligence will fix everything in five to ten years". This techno-solutionism redefines complex social problems as problems that have computational solutions, i.e., it assumes that the power of technology is capable of solving any kind of problem.



Techno-neutralism consists of thinking that technology is neutral and that everything depends on the use we make of it. Take the example of guns. Some say that a gun is neutral and it all depends on how it is used, whether to hunt or to kill. The fact that there are huge numbers of weapons in a society does not just mean that they could be used to kill, but that there is in fact, a very different conception of individual sovereignty, of the way in which conflicts are resolved, of security and of trust, from those societies in which, as a rule, there are no guns in people's homes.

My proposal is to consider that, as opposed to solutionism and neutralism, there is another possibility of considering the relationship between technology and society based on the idea of conditioning. Technology does not determine human actions or societies; it opens corridors that must be politically configured, but not everything is possible from the technology at our disposal. Instead of thinking of this conditioning as an unappealable determination, we would do better to understand it as an incitement to be critically examined, which allows choices to be made, although within a given framework. Each technology prevents certain things and forces others, incites and discourages, but in the midst of all this, there are a lot of indeterminate and open options on which it is up to us to decide on with political criteria and democratic procedures.

What are the key challenges for democracy that technology can ameliorate?

There are things that Artificial Intelligence cannot do because it is not able to do them, not because it must not do them, and this is especially manifest in the area of that very peculiar decision-making that is politics. You cannot replace one thing with something completely different. The so-called intelligence of Artificial Intelligence and human intelligence are two very different things (to the point that some say, it is not very accurate to call this technology "intelligence"). Machines know and decide well in situations where there is a lot of data, the issues are measurable and computable, and the input and output are clear, while humans do pretty well in situations of ambiguity and uncertainty, or when data is scarce.

If this is true, as I believe it is, then the possibility that democracy might one day be overtaken by Artificial Intelligence is, either as a fear or a wish, manifestly exaggerated; this also has its counterpart: if a fear that democracy might disappear in the hands of Artificial Intelligence is unrealistic, then we should not expect exorbitant benefits from it either.

The practical question is to distinguish those parts of the political process that can best be done by machines, from those that require the intervention of human genius. Once this distinction is made, the key is not so much to "humanize technology," as is often said in a somewhat supremacist tone, but to put humans and machines to work together in a balanced ecosystem.

My proposal is to consider that, as opposed to solutionism and neutralism, there is another possibility of considering the relationship between technology and society based on the idea of conditioning. -Daniel Innerarity, Chair, Artificial Intelligence and Democracy, European University Institute, Florence

Danny Rogers

*Co-Founder and Executive Director,
The Global Disinformation Index*

📍 USA



What are the key issues at the intersection of technology and democracy?

The many-to-many communication model of the internet has been nothing short of revolutionary to democracy. We saw that in the early 2010s as democratic movements organized online and thrived in places where democracy had faltered for decades, if not centuries. But those movements threatened existing power structures, and authoritarians around the world adapted to exploit the internet by weaponizing

social media, peddling disinformation, and controlling access to information. Today, they have become adept at exploiting the attention-based internet economy for anti-democratic gains, and the warped business models and market structures of the modern internet economy have handed them the perfect tools. That is the key issue facing the internet today - how do we regulate the modern internet business model so that it doesn't become an anti-democratic tool for authoritarians?

What are the key challenges for democracy that technology can exacerbate?

These days, the modern internet business model is one of gathering an audience's attention and then monetizing that attention. The platforms that have enabled this business model are now some of the largest companies in history, larger than even energy companies.

Most often, attention monetization is done through ads, but it can also be done via merchandise sales or direct donation. And it applies across the board, whether we're talking about an individual blogger, a large media business, or even a political campaign. It even applies to media like broadcast television that isn't explicitly online but still competes for that same fixed resource - audience attention. And nothing gets attention better than fear - fear of violence, fear of people who are different, fear of any threat to one's lifestyle or wellbeing, especially if that audience is one that has means to pay (remember, the goal is monetization!).

This business model is a direct threat to democracy, as it incentivizes anyone and everyone in the information sphere to amplify fear and other negative emotions to maximize attention. Voters that are overcome with fear make poor decisions and leave themselves open to anti-democratic choices they would otherwise not usually make. We've seen this play out in democracies over and over again around the world, and it is right now technology's key threat to democracy.

What are the key challenges for democracy that technology can ameliorate?

As I said above, the many-to-many communications model of the internet can be an immense boon to democracy, enabling collective action in a robust and scalable way that the world has never seen. That said, authoritarian

exploitation of the internet, and especially its dominant business model, threatens to destroy those gains. So in an environment where the business models are well regulated, I believe the internet can once again provide for more robust democratic gains around the world.

What actions can government institutions and/or media companies take to rebuild trust with civil society?

Governments can take the idea of strong and thoughtful tech business model regulation seriously. This does not mean “banning fake news” or censoring speech. This means ensuring data privacy, ensuring healthy competition, protecting vulnerable users from harm, and assigning liability to products where it’s due. Once that playing field is leveled and protected from these toxic externalities, I believe it will go a long way outward restoring trust.

What are the responsibilities of government and/or media companies when social technologies are used to exacerbate social tensions, threaten democracy, misinform, and destabilize society? How can we hold each of these groups accountable?

Disinformation and adversarial narrative conflict—where social technologies are used to exacerbate tensions, threaten democracy, and destabilize society—is most often the result of the alignment of the business model incentives of the attention economy with authoritarian aims. Ultimately, it is the government's responsibility, as our most fundamental collective representatives, to advocate on our behalf and regulate the toxic business models that enable such anti-democratic behavior. They can do this through strong privacy regulation, antitrust action, and platform liability reform. Only through these means will we force accountability of the dominant tech business model for the harm it is currently causing.

From your perspective, what does a better tech future look like?

A better tech future looks like one where we have thoughtful regulation of the dominant businesses intermediating the many-to-many communications model that is the internet. This has been the path of all major media innovations, and all technologies more generally. As we encounter the toxic externalities created by the explosion of new technologies, we work through our democratic processes and policies to govern them and mitigate harms. I hope we achieve that with the internet before any more people get hurt or any more democracies are irreparably harmed.

Ultimately, it is the government's responsibility, as our most fundamental collective representatives, to advocate on our behalf and regulate the toxic business models that enable such anti-democratic behavior.
-Danny Rogers, Co-Founder and Executive Director, The Global Disinformation Index

Dhanaraj Thakur

Research Director, Center for Democracy & Technology

📍 USA



Tell us about your role:

I lead research at a non-partisan, non-profit organization: the Center for Democracy & Technology. One of the challenges that we address is to identify research projects that can inform tech policy while also being novel and contributing to academic research. We do this by focusing on several issues such as content moderation, privacy, surveillance, mis- and disinformation, and the impacts of machine learning in these areas.

How is democracy defined in your line of work? How does it influence your approach to technology and democracy?

It's important that everyone is able to participate for democracy to be effective and meaningful. That means we must identify barriers to participation to historically underrepresented groups in democracy decision-making and representative institutions, including our legislatures. For example, women, people of color, LGBTQI+ communities, and others

are often underrepresented in politics because of discriminatory practices which are reflected in the social media platforms we all participate in. We need to identify what those discriminatory practices are in today's online world and work to remove them.

What are the key challenges for democracy that technology can exacerbate?

Often there is no technical solution to a given democratic problem. Instead what we need are institutional changes or new laws to protect people's rights to participate, increase transparency in government, or evidenced-based regulatory interventions. A major challenge is the idea that there is a technical solution to big problems like these without the need for complementary institutional change. This leads to a technologically deterministic mindset and investment in technical solutions in search of a problem. Or worse, technical solutions that only exacerbate existing biases in society.

Overcoming this challenge will require tech investors, start-ups, etc. and all of us to be more humble about what a tech solution can actually achieve.

What are the responsibilities of government and/or media companies when social technologies are used to exacerbate social tensions, threaten democracy, misinform, and destabilize society? How can we hold each of these groups accountable?

An important part of the solution here is meaningful transparency. This involves having independent researcher access to data within social media platforms. In many instances, evidence of harmful activity on social media platforms comes to us through ad-hoc processes or whistleblowers. However, we still don't know the full scale and exact nature of these problems, such as mis- and disinformation, online gender-based



violence, etc. The social media companies themselves are, to their credit, analyzing data internally and trying to address these problems. However, these efforts will fall short unless there is also independent analysis and oversight. It is therefore important that independent researchers (in academia, civil society, and journalists) obtain access to social media data in a privacy-preserving and safe way. That kind of research can better inform regulators, policymakers, industry, and the public about what the actual problems are and how we should address them.

A major challenge is the idea that there is a technical solution to big problems like these without the need for complementary institutional change. This leads to a technologically deterministic mindset and investment in technical solutions in search of a problem. Or worse, technical solutions that only exacerbate existing biases in society. - Dhanaraj Thakur, Research Director, Center for Democracy & Technology

Emily Gillerist

Founder, Vital Thought



Tell us about your role:

I am the founder and manager of Vital Thought, a public humanities education and consulting platform. We specialize in culture, contemporary thought, and tech ethics.

How did you build your career in the tech and democracy field? What advice would you give others looking for a similar career?

I have always been a technocritical visual artist, and society shifted rapidly as I studied psychology and

philosophy, and became more civically engaged. My work led me to a PhD in Cultural Analysis & Theory, where my research focuses on tech, media, and the climate crisis. There is no formula for those looking for a career in this field, my advice would vary considerably depending on where one is starting from, resources already at hand, and what one is seeking in the tech and democracy field. I suppose my advice is to begin by reflecting on and assessing those factors. Know also that this space is wildly underdetermined, so by figuring out your path within it, you are

helping to construct it. I also suggest engaging with and learning from people who are very different from you and very distant from this field to get a better understanding of the structural and cultural dimensions of the complex systems we call technology and democracy.

How is democracy defined in your line of work? How does it influence your approach to technology and democracy?

In academia the definition of democracy, like most terms, is a contested topic. My approach to tech and democracy is influenced by attention to the necessary conditions of economic equity, public health, and environmental sustainability for democracy to function and flourish.

What are the key issues at the intersection of technology and democracy?

Economic equity, sustainable infrastructure, universal healthcare, and global perspectives.

What are the key challenges for democracy that technology can exacerbate?

Wealth inequality, environmental destruction, climate change, exploitative labor practices, unemployment, violence.

There has been a lot of discussion around increasing multi-stakeholder collaboration to reduce some of the issues related to tech and democracy. In your opinion, how can we increase multi-stakeholder collaborations?

Invest in (i.e. pay and employ with living wages) people who can contribute diverse and critical perspectives and empower them to direct decision-making.

Faith Obafemi

Executive Director, E4E

📍 Nigeria, The Netherlands



Tell us about your role:

In my current role at E4E, I strategize and implement activities we can carry out to realize our vision of enlightening, educating and engaging stakeholders on tech policy. Stakeholders range from individuals, to companies and organizations, to government agencies and government officials.

How did you build your career in the tech and democracy field? What advice would you give others looking for a similar career?

When I look back in hindsight, I realize that I have built my career by simply doing three things, which I like to call the 3C framework: Consume, Create, and Collaborate.

When I was just starting out, my first line of action was to consume as much content as I could about tech policy, from articles to videos, and even podcasts. The consequent action of consuming is to create. As you consume more content, you begin to identify gaps and ignite a burning desire to fill those gaps with your own content.

Creating forces you to ruminate on all that consumption and check if it has properly digested. Sorry about all the food analogies, I am a foodie! Creating also solidifies your knowledge. After weeks and months of consuming and creating, you will naturally begin receiving collaboration requests. Collaboration helps to broaden your reach, letting more people know about you and what you do.

These are the exact things I did to grow my career. It is the advice I would give to anyone interested in a similar career. In fact, this works for any career. I would like to add that this is not a start-and-finish framework, rather it is to be recurring. You keep consuming to stay up to date. You keep creating to stay top of mind and you keep collaborating for more growth.

How is democracy defined in your line of work? How does it influence your approach to technology and democracy?

Democracy is defined as a non-authoritarian rule where the masses appoint a representative to decide on their behalf. Referencing this definition provides a yardstick for spotting tech policies and use cases that go against democratic concepts. Ironically, as I have seen in my line of work, the masses are not often carried along in tech policy activities, even in official democratic societies. While in official non-democratic societies, authoritarian practices of the government also extend to the adoption and application of technology.

What do you think are the key issues at the intersection of technology and democracy?

Generally, technology enables or amplifies. In this case, if it is a truly democratic society, technology will enable more democratic activities and also amplify the state of things. The same is true for so-called backsliding

democratic societies, as seen with internet shutdowns, network throttling, and mass surveillance. Some of the key issues at the intersection of technology and democracy are weak enforcement of tech laws and weak policies, as well as a lack of clarity with the application of existing and new laws.

What are the key challenges for democracy that technology can ameliorate?

We could solve low participatory governance with the help of technology that potentially makes it easier for anyone anywhere to take part in democratic activities. Taiwan's digital minister has leveraged technology to get youths active in digital governance activities.

Bureaucracy and slow action to address issues relating to governance. These days, tech has made it easy to chat with a government representative online, giving a chance to air complaints. Getting an appointment to meet the same representative offline would probably be a herculean task.

What actions can government institutions and/or media companies take to rebuild trust with civil society?

Opening up opaque processes or sections in their outputs. For example, media houses can be more transparent with their funding sources, their source of information, and how they verify their content. Government institutions can also incorporate transparency practices that give more clarity on how they raise funding, what they spend those funds on, and how they decide on what to fund. There should be active feedback loops that receive actual attention and not just fall into the usual formality black hole.

Which people, organizations, or institutions are doing impactful work at the intersection of technology and democracy?

Kelechi Achionu, Buki Ogunsakin, Rebecca Asseh, Malan Moses, Advocacy for Policy and Innovation (API)

From your perspective, what does a better tech future look like?

A future where there is accessibility and inclusion by default in the design of tech tools. A future where instances of bias and discrimination are greatly mitigated or better eliminated. A future where tech neocolonialism is completely obliterated. A future where tech for good is the guiding principle behind the development of tech tools. More importantly, a future where the digital divide is closed.

Ironically, as I have seen in my line of work, the masses are not often carried along in tech policy activities, even in official democratic societies.

-Faith Obafemi, Executive Director, E4E

Favour Borokini

PhD Student, Horizon Centre for Doctoral Training

📍 Nigeria, United Kingdom



Tell us about your role:

While I have worked in technology policy research with several organisations since 2020 (locally and internationally) researching the impact of technologies on social justice and equality, I recently began my PhD research with the Horizon Centre for Doctoral Training at the University of Nottingham last year.

I'm quite introverted, and I've always loved the immersion and escapism I can find within the pages of a book.

While immersive technologies are quickly being developed in real life though, it's becoming quite clear that offline harms can be just as easily replicated on them as with any other digital tool.

My research focuses on questions of identity and how immersive technologies support the creation of alternate digital identities, and how this intersects with access, creativity, and inclusion, amongst others.

How did you build a career in the responsible tech space?

I studied Law at the University of Benin in Nigeria, but somewhere in between, I realised that I didn't particularly enjoy litigation - even though I grew up watching old court dramas like *Ally McBeal* and *Boston Legal* - or corporate practice.

I enjoyed courses like *Family Law*, *Jurisprudence and Constitutional Law*, and I was ready to put my legal knowledge to work in any field that supported women. At some point, I thought I would go on to work with an NGO and was already in touch with some organisations.

But somehow, as I began to spend more time online, I began to see that even online, women were still subject to violence; a particularly horrific incident of image-based sexual abuse pretty much changed the trajectory of what I decided to support.

I started to write about these issues and reach out to people I thought were doing interesting work in the field, for advice, opportunities to make a difference, and illustrate what the issues were, and I just kept doing that over and over again.

How is democracy defined in your line of work? How does it influence your approach to tech and democracy?

I understand democracy to be representative governance. A system of government that practices and works towards equity, so everyone gets a fair chance at living their best.

I would say that my understanding of how marginalised groups, particularly women and girls, and their needs are decentred and not prioritised underpins my understanding of how other groups, such as racial minorities, sexual minorities, the elderly and the young, are invisibilized in society. It also highlights how policies are deliberately or nonchalantly created to further marginalise them.

Technology is perhaps merely the tool *du jour* to further this disenfranchisement of these communities today.

What are the key issues at the intersection of technology and democracy?

Quite a number of issues exist. I see these issues as a reflection of real-life struggles with freedom, autonomy, ethics, equality, power, and control. These issues affect communities differently as well.

For instance, the median age in Nigeria and Africa is 18, but the continent's youth are not represented when you look at the leadership at local, national, regional, and international levels. Youth-led protests are often violently quelled through internet shutdowns, imported surveillance architecture, and the seizure of financial assets.

Women, too, are unprotected by the law and its agents from technology-facilitated violence and abuse. Some research shows that the chances of Black women being correctly identified by facial recognition technology are 50%. Also, because fewer women own mobile devices and are digitally literate, even fewer women are technologists. So a combination of these voices translates offline oppressions into their magnified online variants.

Which people, organizations, and institutions are doing valuable work in this space?

A lot of the people I've worked with are doing amazing, revolutionary work in this space, especially within the local contexts: Bobina Zulfa, Garnett Achieng, Mardiya Yahaya, Neema Iyer, Kristophina Shilongo, Ridwan Oloyede, Faith Obafemi, Akin Agunbiade, Chennai Chair, Bridget Boakye, Mia Dand, Pollicy, Tech Hive Advisory, Mozilla Foundation, CIPESA, CIPIT, Lighthouse3, and many, many others.

There has been a lot of discussion around increasing multi-stakeholder collaboration to reduce some of the issues related to tech and democracy. In your opinion, how can we increase multi-stakeholder collaborations?

When it comes to multi-stakeholder collaboration, I often frequently recall five important considerations from Nanjira Sambuli's article, *Five Challenges with Multistakeholder Initiatives on AI*, to be borne in mind. These are:

1. Not all stakeholders are created equal.
2. Participation is resource-intensive.
3. Money shapes the agenda.
4. They can be talking shops.
5. The relationship between multistakeholderism to multilateralism is unclear.

For multistakeholder approaches to be meaningful and effective, we need to understand that different stakeholders have different needs and require different supports to be able to make their voices heard, even when they are at the table. Some of these challenges are as easily overlooked as visa-processing and accommodation challenges, and while online meetings have become popular and do help surmount some of these challenges, the cost of the internet, unstable internet, and poor-quality devices means that people from low-income countries can't participate to the fullest extent, even online.

Looking five years into the future, how would you hope the conditions have changed related to tech and democracy?

Generally, I hope access to technology for excluded groups keeps pace with innovation, such that especially with innovations like XR, disabled people, people from global majority countries who struggle to get visas, and sexual and gender minorities are able to enjoy the digital world as it develops, and that resources are better distributed for this to be achieved.

New voices representing the shifting population that will be visible in the next five years should also be visible, heard, and accepted by longstanding stakeholders and voices. This will improve representation.

In the next five years, I think it's important that while we do not lose our optimism, we are more willing to critique tech innovations as they appear with respect to the motivations and systems they arise from.

Harleen Kaur

CEO, Ground News

📍 Canada



Tell us about your role:

I am the CEO of Ground News. Ground News is the world's first news platform aimed at reducing media bias. We're on a mission to inform the world by empowering readers. Every day we process nearly 60,000 news articles from over 50,000 different news sources. Articles from different news outlets covering the same news story are merged into a single story using our patented AI technology, making it possible to compare multiple perspectives of the same news story in a seamless

format.

How did you build your career in the tech and democracy field? What advice would you give others looking for a similar career?

I started my career at NASA working on a spacecraft called *New Horizons* that could take pictures of Pluto. If we have the technology to do that, how could it be so difficult to get a clear picture of the news here on Earth?

After NASA, I became the youngest and first-ever female VP of Sales at

Rolls Royce in England, and sold jet engines to airlines in 26 countries, (including some with less-than-free democracies in Central and South Asia).

I jumped over to software as the COO and CFO of an app startup in Berlin, where I saw the power of apps and how you can make a great impact on the lives of millions of people with such little capital investment. This was amazing for me, especially coming from aerospace hardware. I wanted to use this powerful mobile technology to address an issue that's personal to me: news.

I found it unimaginable that we don't have an easy way to assess the facts about what's happening on our planet. I started Ground News to empower readers with objective data so they can compare news coverage, see diverse perspectives, and bridge the political divide.

How is democracy defined in your line of work? How does it influence your approach to technology and democracy?

The most important aspect of democracy for Ground News is providing access to the same full-picture and accurate information to everyone so they can make informed decisions as citizens. This informs basic principles we use to build our algorithms and business model:

- 1) Comprehension not consumption
- 2) Subscription not ad-supported
- 3) Pragmatic not partisan

As the world's first information utility, we reliably deliver verifiable news and information from credible sources - the world over. Taking the work out of seeing how the issues and stories of our times are being covered - from across the spectrum - our goal is to free up mental space for critical thinking, helping our audience read between the lines of biased coverage and break out of filtered bubbles to overcome polarization.

What are the key issues at the intersection of technology and democracy?

The radical shift in the power to distribute. It used to take a printing press, broadcast stations with antennae sticking into the skyline, and FCC licenses to broadcast the news to the general public. Now it takes a smartphone; anyone's reach and distribution ability is equal to a legacy media organization. Not just that, in the last decade the monetization ability has equalized as well. So a Youtube influencer or a Substack writer can garner advertising and subscription revenue no different than the Washington Post. After reach and monetization, the final differentiator between legacy news media and new influencer-driven news is credibility. In the absence of these three separators, anyone is an agent of the fourth estate and has the power to frame political issues. So, the feedback mechanism between the government and the electorate can be, and often is, co-opted by anyone willing to tweet, blog, post, or tik-tok a viral narrative, true or not.

What are the key challenges for democracy that technology can exacerbate?

Technology has really exacerbated polarization and the spread of misinformation through social media platforms. The rapid spread of misinformation is one of the biggest challenges faced by democracy today. Social media intensifies the problem with manipulative algorithms. These platforms are designed to devour your attention. The longer they keep you on their feed, the more they can maximize advertising dollars. And because it feels good to have your bias confirmed, these algorithms send you down a rabbit hole instead of providing you with information you might disagree with. We created Ground News to address these challenges and to make it easier to compare diverse perspectives so you can think freely again.

What are the key challenges for democracy that technology can ameliorate?

Technology can ameliorate almost all the issues faced by democracy today. We at Ground News are focusing on two issues that affect all others: access to accurate information for everyone and overcoming polarization. Other areas where technology can help are corruption and inefficiency by injecting transparency and increasing overall voter turnout by making electronic voting more reliable and acceptable, etc.

What actions can government institutions and/or media companies take to rebuild trust with civil society?

Our focus at Ground News has always been to bring transparency to the media landscape so readers can feel confident about the information they are reading. This includes providing context around the source of the information - their political bias, history of accurate journalism, and ownership structure - because media companies play a critical role in shaping our worldview. However, rebuilding trust will take more than just increased transparency, because we can't have trust without a shared reality grounded in truth. Unfortunately, many countries around the world are struggling with highly polarized media environments, and as a media company, we see it as our responsibility to bridge this divide. We need to get people back on the same page with access to the same information.

What are the responsibilities of government and/or media companies when social technologies are used to exacerbate social tensions, threaten democracy, misinform, and destabilize society? How can we hold each of these groups accountable?

At a very basic level, governments need to understand how social technologies work before they can implement effective policies to protect democracy. I think we have seen in the past that there is a lack of understanding in this space and governments must have a strong sense of the problem first before they can come up with a solution. Voting is one of the best ways to hold the government accountable.

Media companies also have to be aware of how the tools they use for growth might negatively impact readers. Journalism is rooted in a strong sense of purpose. It's often described as a pillar of democracy - a means of holding the powerful accountable - but in most cases, it's also a business run by powerful people. We see those interests collide at the ownership level. When media companies become publicly traded, they have a responsibility to their stockholders to maximize profits. One way to do this is to cut expenses. Another way is to create content that maximizes engagement. This balance between purpose and profit is constantly at play. At Ground News, we hold media companies accountable by providing context around the source of their reporting. Readers can hold media companies accountable by being thoughtful about which companies they choose to support.

Hollie Russon Gilman

Senior Fellow, New America's Political Reform Program and Affiliate Fellow, Harvard Ash Center for Democratic Governance and Innovation

USA



What are the key issues at the intersection of technology and democracy?

One of the major issues is the question of how to genuinely build more inclusive institutions and participatory structures centered around a multi-racial, multi-ethnic society. How do we enhance broadband access, digital literacy, and public dialogue in the social media age that brings us together, instead of dividing us? How do we build the types of technological tools and resources that can address pressing challenges

to democratic governance, such as climate change, economic and gender-based inequality, distrust in government, and people's sense of powerlessness and lack of participation at all levels of government. These questions demand a bold rethinking of who we are and what our vision is for the future. And they also require practical ideas to enact regulatory frameworks, build more inclusive workforce pipelines, and form coalitions across academia, philanthropy, civil society, and the private sector to generate positive social outcomes. In all of this,

technology has a pivotal role to play – for better and for worse – in the success of any effort to help us deeply reimagine and rebuild our democratic institutions.

What are the key challenges for democracy that technology can exacerbate?

The events of the last several decades have unveiled the vulnerability of our democracy and its legitimacy. Racial and economic inequality persist from large-scale structural issues, including antiquated institutions that are unable to equitably deliver on people's most pressing needs, from attaining economic security to protection from climate change. Technology from the 21st century does not eliminate these governance challenges carried over from the 20th century. While the Internet has made engaging with our political institutions easier, the nature and quality of engagement is often shallow and lacking two-way mechanisms for feedback loops from decision makers. As a result, it has not led to more genuinely participatory platforms, especially for traditionally silenced voices.

Anti-democratic forces have also amplified their reach through technology, and the dissemination of misinformation prompts us to interact with our civic, social, and political institutions with an added layer of skepticism and mistrust. Technology's implications on a personal level are relevant as well. People can be deprived of authentic and sustained connection in their everyday lives, confronting a sense of loss, and during political disagreement, intense discord, all of this can erode the quality and efficacy of civic engagement efforts.

What are the key challenges for democracy that technology can ameliorate?

Despite the polarizing climate of politics and social media, there are still examples



from around the world of people coming together to solve challenges large and small, whether in their local libraries, parks, or online platforms. While technology can divide us, it can also remind us of our humanity – if we can figure out the right models for engagement. For example, *Front Porch Forum* in Vermont is a digital platform that helps neighbors build community and connect. It has features, such as a 24-hour waiting period for comments and a limited geographic boundary, which help slow down the speed of engagement to foster a more productive dialogue and intentional sense of community.

Technology can also help make our stagnant institutions more agile, participatory, and responsive, by learning from global innovations in governance. For example, *Decidim*, (Catalan for "we decide") is an open-source participatory platform being used across the world, from Barcelona’s participatory budgeting initiative to the *NYC Civic Engagement Commission* (CEC), which has used the platform to decide how to direct Covid recovery in partnership with local residents. Digital tools like Decidim offer new opportunities for public agencies to invite people into the decision-making process and rebuild trust in government.

Looking five years into the future, how would you hope the conditions have changed related to tech and democracy?

Five years into the future, I hope that our political structures and technological resources will better uphold our civic, social, and emotional well-being. I hope that we learn from our past mistakes and take seriously the harm our current technological and political conditions have caused to our communities and our country.

My vision for the future is one in which our technological and civic spaces reflect an inclusive, vibrant, and participatory democracy. This may take the shape of public digital platforms like New York City leveraging the Decidim platform, or resident-driven innovations such as *Citizen Assemblies*, which give residents policy-making power and is now codified in the city of Paris. I imagine governments around the world using tools such as Pol.is for aggregating public sentiment and disseminating reliable knowledge in real-time.

Ideally, there are multi-layered channels for engagement via technology, both for multi-sector governance bringing together traditional expertise as well as tapping into the expertise of everyday people and residents. More cities are turning towards tools like AI and VR to encourage public engagement and build more inclusive and sustainable communities. At a street festival in Philadelphia, the design firm Stantec used VR to help residents visualize different visions for the city’s parking spaces, from bike lanes to urban greenspace, in order to elicit a productive dialogue.

Meanwhile, in Helsinki, the city is using AI to help drive participatory budgeting through text analysis of survey responders to highlight common themes and better promote consensus. But this has to be coupled with changing norms for how young people engage with technology, how we treat one another online and offline, and a renewed investment in civic infrastructure to build a multi-racial, multi-ethnic democracy. I hope there is also a sense that we need to leverage technology in a way that equitably addresses the most pressing social and political issues from broadband access to the climate crisis and more.

Despite the polarizing climate of politics and social media, there are still examples from around the world of people coming together to solve challenges large and small, whether in their local libraries, parks, or online platforms. While technology can divide us, it can also remind us of our humanity – if we can figure out the right models for engagement. -**Hollie Russon Gilman, Senior Fellow, New America's Political Reform Program and Affiliate Fellow, Harvard Ash Center for Democratic Governance and Innovation**

Jackie Akello

AI Researcher, Research ICT Africa

📍 Kenya



Tell us about your role:

I am a researcher at Research ICT Africa. I conduct research, analysis, and capacity-building on two key areas in the organization: Data Governance and Artificial Intelligence (AI). My role in the AI projects involve research and development of indicators under the Global Index on Responsible AI (GIRAI), a project that seeks to measure the implementation of AI policies and the responsible use of AI by countries around the globe, and the African Observatory on Responsible Artificial Intelligence

(AORAI), a project that seeks to ensure that Africa "has a seat on the table" in global policy discussions. The project involves research on AI and its effects in Africa, participation in the development of AI laws and policies based on evidence-based facts, building the capacity of researchers in Africa on AI and its effect in Africa, and influencing the policy-making process on AI. I also participate in the training of African parliamentarians and the African Union Regional Economic Communities (RECs) on the African Union Data Policy Framework,

which is designed to facilitate cross-border flows of data among African countries for economic growth.

How did you build your career in the tech and democracy field? What advice would you give others looking for a similar career?

My interest in tech and democracy developed back in my undergraduate studies when I took courses on technology (ICT) law. These courses exposed me to the link between technology, human rights, and the law. Based on this, I participated in moot court competitions that revolved around tech and the law. The research I conducted for submissions during these competitions exposed me to the major policy issues that underlie technology and I knew that this was an area I would like to specialize in after my graduation. Once I was admitted to the bar, I looked for job opportunities in the field of tech, which increased my exposure and knowledge of diverse areas including: data protection, digital rights, data governance, and AI. I have been able to work with various organizations in the tech policy industry including: Center for Intellectual Property and Information Technology Law (CIPIT), The Internet Society, Article 19, Paradigm Initiative, Research ICT Africa, and others.

How is democracy defined in your line of work? How does it influence your approach to technology and democracy?

Democracy in my line of work is defined as the ability of people to freely choose their leaders and freely participate in decision-making and governance in their countries. My engagement in this space (tech) has exposed me to the numerous ways through which technology enables democracy. Online platforms provide an avenue through which people freely engage in governance issues and political debates in their countries. They also enable them to engage with their leaders and hold them accountable.

This only shows how technology is becoming a critical tool in democracy and how vital it is in exercising rights in the online space. Based on this, I find it very important for governments/regulatory bodies to channel more effort into ensuring that more people engage in the online space, given the current digital divide in countries in the Global South. Various factors contribute to people being offline, including the high cost of mobile devices and data, and low levels of literacy, among others. Research ICT Africa, through the “After Access” project, works on conducting in-depth surveys of nationally representative data on ICT access and affordability. This aims to influence policymaking on connectivity in Africa and provide evidence-based facts relevant to policymaking.

What do you think are the key issues at the intersection of technology and democracy?

The key issues that lie at the intersection of technology and democracy include digital inclusion, accountability, and the exercise of digital rights. I find these issues pertinent given how critical they are in enabling democracy. The growth of ICTs in the continent has brought the massive digital divide to the fore and shows how central digital rights are in enabling democracy. It has shown how exercising freedoms and rights such as privacy, speech, and access to information, enable engagement in democratic processes, and why it is important to have these rights protected. It has also shown the groups in the continent that don't engage in the online space and the importance of bringing them online.

What are the key challenges for democracy that technology can exacerbate?

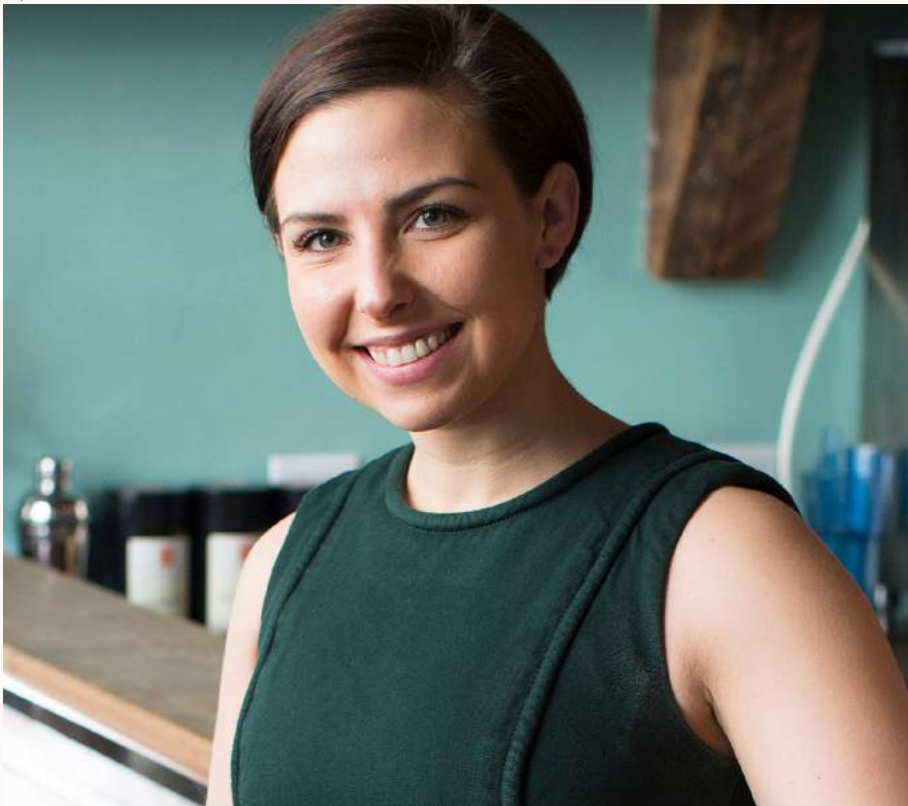
Technology can exacerbate the exclusion of certain groups from participation in democratic processes. It excludes people who lack the relevant knowledge and skills required in using technology, and people who lack the capacity to acquire internet-enabled devices and data. Due to a lack of skills and access to relevant ICTs, these groups fail to engage in online debates and discussions, which are very relevant in governance. They also fail to use channels that can enable them to directly interact with their leaders and voice their concerns. Given how heated political discussions are in the online space, these groups fail to follow discussions that can enable them to make informed decisions about their leaders.

The key issues that lie at the intersection of technology and democracy include digital inclusion, accountability, and the exercise of digital rights. I find these issues pertinent given how critical they are in enabling democracy. -Jackie Akello, AI Researcher, Research ICT Africa

Jen Rosiere Reynolds

Project Director, Research on the Information Environment, Carnegie Endowment for International Peace

📍 USA



Tell us about your role:

I'm the Project Director for Research on the Information Environment at the Carnegie Endowment for International Peace, where right now we're working to foster the emerging international, cross-disciplinary community studying the information environment. Ultimately, our work is to design how we can best support research that can spur evidence-based policy solutions.

What are the key issues at the intersection of technology and democracy?

Fundamentally we need to understand what we're looking at. Right now, we don't and leaders are making decisions. The information environment is a complex system that includes humans, media, platforms, and interactions. Unfortunately, we don't really know what's going on. For example, what action is taken to inform individuals that they have encountered manipulated or misleading information works the

best, and how does that vary across culture, medium, or context? How do images (versus text) change how people build and interact within a community?

We don't understand how people, especially when talking about particular communities, regions, or language speakers, "typically" interact with the information environment. The question isn't if we should care about a particular influence operation; it's "Do we even know enough to decide if we should care?" We cannot identify abnormalities if we don't know what normal is. These baseline understandings are a rate-limiting factor in assessing impact.

Understanding the information environment needs to be a collaborative model between all stakeholders involved. Tech companies need to be involved, as do the regulators, academics, civil society, journalists, and people who use the technology. Overarching to all of this is that privacy and ethics must be baked into everything. Accounting for all of these perspectives and concerns is an opportunity for problem-solving and creativity.

There has been a lot of discussion around increasing multi-stakeholder collaboration to reduce some of the issues related to tech and democracy. In your opinion, how can we increase multi-stakeholder collaborations?

Many are at a point where we recognize the importance of addressing these issues, which creates an opening for dialogue. More education and closed-door discussions here are additives as each stakeholder has unique and valid concerns and limitations.

Practically, prioritizing what's solvable most easily can be helpful. Technology is ubiquitous in many democracies, and it's easy to get lost in the breadth of the topic. Acknowledging the history between the stakeholders and addressing common ground first can go a

long way.

Looking five years into the future, how would you hope the conditions have changed related to tech and democracy?

In five years, I hope there's a feedback loop between evidence on the information environment and decision-making. A prerequisite to this feedback loop is that researchers have tools to expand their methodology and understanding to produce radically faster research. I also hope that in five years, collectively, the field has a greater understanding across all stakeholders about each other's constraints and fears in regulating and effectively managing the online commons.

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Technology is ubiquitous in many democracies, and it's easy to get lost in the breadth of the topic. Acknowledging the history between the stakeholders and addressing common ground first can go a long way. -**Jen Rosiere Reynolds, Project Director, Research on the Information Environment, Carnegie Endowment for International Peace**”

Jules Polonetsky

CEO, Future of Privacy Forum

📍 USA



Tell us about your role:

The Future of Privacy Forum (FPF) is a global nonprofit headquartered in Washington, D.C. that catalyzes privacy leadership and scholarship, advancing principled data practices in support of emerging technologies. FPF is supported by the chief privacy officers of more than 200 companies, and several foundations, as well as an advisory board composed of the country's leading privacy and data protection experts from academia, civil society, and industry.

As CEO, I lead and support FPF's initiatives to advance transparency and control of online data use in various emerging technologies. FPF's founder Christopher Wolf, a pioneer in internet law, started FPF in 2008 and asked that I come on as CEO.

Along with the staff at FPF, I've been a part of numerous multi-stakeholder efforts to develop codes of conduct, best practices, and policies in the United States and globally that support data protection and consumer privacy. I am a regular speaker at privacy and

technology events and have testified or presented before Congress and federal agencies. I also serve as Chairman of the International Digital Accountability Council and Co-Chairman of the Israel Tech Policy Institute.

What are the key issues at the intersection of technology and democracy?

Data protection issues are now squarely societal and human rights issues. There is a societal impact on every sector that relies on data, affecting the future of healthcare, transportation, and marketing – the list goes on. Many of these impacts will extend to the future of free speech and, ultimately, our democracy.

How? Evolving data collection and processing practices are driving digital services and socially beneficial research; however, they also pose increasing risks to individuals and communities that America's existing policies insufficiently protect. To date, the U.S. has taken a sectoral approach to privacy that has led to the creation of laws regulating specific sectors, such as surveillance, healthcare, video rentals, education records, and children's privacy.

As a result, U.S. federal laws currently provide strong privacy and security protection for some forms of sensitive data. Still, they often leave other – sometimes similar – data (i.e., Sexual Orientation and Gender Identity data) largely unregulated. Granted the FTC's Section 5 authority does enforce against deceptive or unfair business practices, but that is limited in scope. Rightfully so, concerns have been raised about creating baseline rights and protections for personal data. State laws are starting to fill these gaps, but inconsistently – a national approach is needed.

As data protection law broadens its purview, it becomes the law of everything. We need to come to



discussions with tools of not just legal and technical expertise but with a real understanding of the relevant sectors and an appreciation that these are civil rights and human rights at stake.

What actions can government institutions and/or media companies take to rebuild trust with civil society?

At FPF, we believe both businesses and consumers will benefit from clear standards that provide consumers with needed protections and the technology industry with certainty and guidance.

Rebuilding trust begins with creating uniform protections. Entering 2023, the United States remains one of the only global economic powers that lack a comprehensive national framework governing the collection and use of consumer data throughout the economy.

It is in the best interests of individuals and organizations for national lawmakers to speak in a united, bipartisan voice. We believe that consumers should have the same privacy rights to access, correct, control, or delete their data no matter what state they live in.

There has been a lot of discussion around increasing multi-stakeholder collaboration to reduce some of the issues related to tech and democracy. In your opinion, how can we increase multi-stakeholder collaborations?

FPF was founded to bring together diverse voices — businesses, academics, civil society, policymakers, and others — to explore the real challenges posed by today’s technologies. It’s this multi-stakeholder approach that has helped formulate ethical norms and the advancement of responsible data practices.

The value of the guidance and contributions of multiple supporters and stakeholders is paramount to understanding the risks (and opportunities) of new technologies and data uses for society, now and in the future.

I think we, as leaders in this space, must do everything we can to ensure civil society, academia, and the business community are brought together for this collaboration.

From your perspective, what does a better tech future look like?

Technology and democracy are closely intertwined and should encourage the other to a higher standard. We should continue to discuss the privacy implications that come with technological advances and design protocols and best practices centered in the public interest. We need to start by recognizing that privacy is a fundamental human right. I also believe there is a world where technological innovation and privacy can exist. Under this convention, there is much work that can be done. I hope the future is one where we — policymakers, businesses, and even innovators — can reach a consensus on ethical norms, policies, and business practices to address privacy challenges.

As data protection law broadens its purview, it becomes the law of everything. We need to come to discussions with tools of not just legal and technical expertise but with a real understanding of the relevant sectors and an appreciation that these are civil rights and human rights at stake.

-Jules Polonetsky, CEO, Future of Privacy Forum

Julie Ricard

Director, Technology and Democracy Program,
Data-Pop Alliance

📍 Mexico



Tell us about your role:

I'm the Director of the *Technology and Democracy Program* at Data-Pop Alliance (DPA). Our work at DPA typically entails conducting and translating academic research and state-of-the-art pilots into actionable tools, towards delivering technology solutions to real-world problems. More specifically, I oversee the strategic direction of the program and the implementation of all projects, which focus on three core axes:

-Research on *Infocracy in the*

Global Majority. We focus on ecosystems' approach to mis and disinformation and the rise of techno-populism and polarization. Our underlying goal is to contribute to knowledge creation by and for the global majority, as most highly regarded literature on mis and disinformation largely focuses on North American and Western experiences, particularly those in English.

-Civic Engagement & Advocacy. We leverage *Eureka*, a non-profit "civic tech" platform developed during my time as a Tech and Society fellow at

the Mozilla Foundation, to engage people in conversations about social, environmental, and political issues. *Eureka* is now hosted by DPA under this program and will expand its strategy to promote narratives based on knowledge and empathy, using cultural content (books, films, documentaries) to facilitate complex and/or sensitive conversations in the midst of the infodemic.

-Technology Development. We believe this is the time for bold experimentation, which we will pilot through *Eureka* and make available for replication elsewhere. We will incorporate AI-based features to enhance accessibility and representation (more soon!), and transform *Eureka* into a platform that embodies what Digital Public Goods can be in terms of architecture (decentralized, privacy preserving and open source, etc.).

How is democracy defined in your line of work? How does it influence your approach to technology and democracy?

One of the definitions of democracy that is particularly important for our work is that of "government by discussion," which emphasizes the importance of dialogue and deliberation in democratic decision-making. Coined by J.S. Mill (1861), this definition suggests that democracy is not just about voting or representation, but also about citizens coming together to discuss and deliberate on issues of public concern, and to arrive at collective decisions through a process of mutual persuasion and compromise. If, like Mill, we consider that democracy should be a continuous process of discussion and debate, then the technologies that transformed our relationship with information (e.g., social media, by giving every citizen the ability to broadcast their own views) should be at the core of our work.

Indeed, scholars suggest that the "trust crisis" we live through is connected to the loss of a "shared reality," including the ability to agree on basic facts or to

argue disagreements civilly. Political Scientist Yascha Mounk argues that one of the three core assumptions behind the stability of democracy is the ability to have a “conversation based on shared facts.” This used to be supported by traditional media and was severely “disrupted” by social media platforms. Despite impressive engagement metrics (4.2 billion global users in 2021, DataReportal 2021), most social platforms are not designed to support deeper discussions that require nuance and attention. On the contrary, their addictive immediacy, together with algorithms that optimize user engagement KPIs, have favored the superficial consumption of information.

What are the key issues at the intersection of technology and democracy?

I believe that the key issues at the intersection of technology and democracy are intrinsically related to information. For starters, we live in a continuous infodemic fueled by the growing use of social media as a source of information. The saturation of the public debate is amplified by functions shaped by monetization imperatives of mainstream platforms, adding to rising polarization and reduction of civic space. This makes it difficult for people to find relevant and reliable information and foster in-depth conversations in the online sphere. For civil society organizations working on complex topics, for example, it becomes very challenging to achieve real changes in the conversation and the dominant narrative.

More particularly, dis and misinformation have become unavoidable public concerns, associated with a variety of adverse effects on society, ranging from losing the ability to have “conversations based on shared facts” (Mounk, 2018), to the re-emergence of anti-scientific theories that have regained followers (Motta et al., 2021) and even to acts of violence (Banaji et al., 2019). It’s important to note that, although dis and misinformation are overwhelmingly associated with the rise of social media platforms, they are actually multifaceted phenomena, associated indeed with technology, but also with multiple human, social, political, and economic propensity factors.

What are the key challenges for democracy that technology can exacerbate?

We are particularly worried about the weaponization of social media and artificial intelligence as a tool for “orchestrated disinformation,” which is associated with the rise of extremist political movements (such as the 5 Star Movement in Italy, Donald Trump in the US, Rodrigo Duterte in the Philippines and Jair Bolsonaro in Brazil). Giuliano da Empoli (2019) argues that this digital machinery, driven by algorithms that seek to optimize engagement KPIs, gave rise to the political exploitation of networks by populist and/or extremist groups. In Brazil for example, studies underline the prevalence of dis and misinformation associated with the current Brazilian government, to the point of characterizing the context as “digital populism” (Sair, 2020) and “programmatically obscurantism” (de Castro Azevedo, Lima, 2020). Some of the strategies adopted by the government include the “disqualification of professional journalism as a discursive strategy for mobilizing public opinion” (Vitorino, Renault, 2020) and the use of bots and “digital troops” (Dias, Kampff, 2020). Moreover, the practice of “virtual lynchings” has targeted journalists, activists, and opponent politicians since 2018 (making use of bots, trolls and ‘sockpuppets’) to the point of triggering “informal censorship” (Mello, 2020).

I believe that the key issues at the intersection of technology and democracy are intrinsically related to information. For starters, we live in a continuous infodemic fueled by the growing use of social media as a source of information. -**Julie Ricard, Director, Technology and Democracy Program, Data-Pop Alliance**

Justin Hendrix

CEO and Editor, Tech Policy Press



Tell us about your role:

I run a nonprofit news and analysis site called Tech Policy Press that focuses on the intersection of technology and democracy. With Bryan Jones, I co-founded the site in 2020.

How did you build a career in the tech and democracy field?

I started my career at The Economist, where I worked for about a dozen years. Then, I got interested in technology, got a graduate degree and got a great

job running NYC Media Lab, a university consortium focused on emerging media technology. For the past six years, I've also been teaching and doing research, including a course called *Tech, Media and Democracy* that looks at problems at that intersection. It was in the course of teaching this class alongside other faculty at NYU, Cornell Tech, Columbia, The New School, and CUNY that I decided I wanted to work on these problems full time, and for the remainder of my professional career.

How is democracy defined in your line of work? How does it influence your approach to tech and democracy?

I think of democracy in its most fundamental definition - "power of the people" to govern themselves, and to have the power to make meaningful decisions about their own lives and communities. There are various forms of democracy, and various institutions through which it is exercised, including the State. Increasingly, technology aspect of or medium for systems that have bearing on the "power of the people" - whether to be heard, to have access to economic opportunity and to maintain and exercise civil and human rights, and to engage with one another.

What are the key issues at the intersection of technology and democracy?

There are too many to list, but some of them are the degree to which technology is harming social cohesion, perpetuating bias and discrimination, and reinforcing economic systems that only reward the most elite owners of capital.

What are the key challenges for democracy that technology can exacerbate?

Various forms of information disorder are rather pressing at the moment, but fundamentally technology can reinforce and exacerbate the inequities that have plagued the species for millennia.

What are the key challenges for democracy that technology can ameliorate?

I remain optimistic that we will make advances in engineering and the life sciences that can help us to slow or reverse the climate crisis, and find ways to sustainably support all human beings on the planet to lead healthy and rewarding lives.

From your perspective, what does a better tech future look like?

One in which more people feel they have a meaningful voice in democratic systems that achieve a consensus that supports a sustainable, pluralistic, and equitable society.

Which people, organizations, and institutions are doing valuable work in this space?

Marietje Schaake, Nora Benavidez, Daniel Kreiss, Tressie McMillan-Cottom, Rebekah Tromble, Timnit Gebru, Nathalie Marechal, Michael Running Wolf, Ellen Goodman, Evan Greer, Dia Kayyali, Sam Gregory, Apar Gupta, Desmond Patton, Jillian York, and so, so many more.

Looking five years into the future, how would you hope the conditions have changed related to tech and democracy?

I should hope that in five years or ten years time, we can say that at the beginning of this decade we initiated what truly became a pro-democratic movement in tech, made up of policymakers, technologists, business leaders, civil society and advocacy organizations, and accountability partners like the media.

“
Various forms of information disorder are rather pressing at the moment, but fundamentally technology can reinforce and exacerbate the inequities that have plagued the species for millennia. **-Justin Hendrix, CEO and Editor, Tech Policy Press**”

Karan Lala

Fellow, Integrity Institute



What are the key challenges for democracy that technology can exacerbate?

Technology is a neutral power - it is as capable of elevating human values as well as amplifying humanity's worst impulses. Many of these challenges are a significant risk to our democracy.

By their design, social technologies can have a significant impact on how we view and engage with the people and institutions around us. Although there is a general belief that social technologies are at the root of all polarization, research

indicates that this is not the case. Instead, the type of dialogue incentivized by social media (e.g. evocative words get views), individuals being bombarded by more information than they can ever critically analyze, hyper-personalization of content and "facts", and humanity's intrinsic system of organizing social relationships ("us vs them"), combine together to create a whirlwind of problems. Such problems include misinformation, violence and harassment, a collective race to the lowest level of political dialogue, fatigue and

disengagement, and a more emotionally charged civic ecosystem, and more. Technology didn't make this storm, but it certainly decides how fast the tornado spins.

There are other types of risks that are fully enabled and scaled by technology that pose an equal risk to democratic values. Technology enables omnipresent surveillance, a digital trail that can never be erased. Digital illiteracy, combined with our collective acquiescence to mass data collection, effectively creates a digital class system - where vulnerable populations are significantly more susceptible to exploitation by unscrupulous actors. Each of these risks has drastic implications for democracy.

What are the key challenges for democracy that technology can ameliorate?

In the broadest sense, different types of technology can play a fundamental role in reinforcing the core principles of Liberty, Equality, and Justice - and enable more people to realize these principles in their day-to-day lives. Technology, as a limitless repository of data and a real-time vessel for information, can be an irreplaceable tool to address some of humanity's biggest challenges. For example, before the death of Michael Brown, statistics about police use of deadly force were not tracked in any significant way. Researchers were able to use posts and videos from social media platforms to reconstruct a history that would have been otherwise lost. The open-source intelligence framework facilitated by mapping services has saved countless lives in Ukraine by enabling real-time transmission of information about military movements. Video-conferencing tools were crucial in enabling children around the world to continue learning in the face of a global pandemic. The ability to access news in real-time allows me to hold my political representatives accountable and forces them to be responsive. Machine learning

and Big Data tools are playing a key role in helping us understand our climate, human migration, etc.

Lack of access to education or accurate information, political disengagement, deterioration of norms and trust in institutions - these are persistent threats to democracy; they were not born with the advent of the Internet. However, how these threats manifest has changed. Technology, under the right frameworks and oversight, can help us ameliorate these challenges for this generation.

What are the responsibilities of government and/or media companies when social technologies are used to exacerbate social tensions, threaten democracy, misinform, and destabilize society? How can we hold each of these groups accountable?

Democratic governments need to be better informed and prepared to address the risks posed by social technologies - if for no other reason than self-preservation.

Social technologies have been used by both foreign adversaries and domestic political actors to manipulate public opinion and swing electoral outcomes. These operations are sophisticated and difficult to detect, even for industry experts. So, nothing undermines public confidence in a government's ability to address these threats more than watching elected officials ask Sundar Pichai to explain the most basic elements of their iPhone (notably - not a Google product).

Setting aside these facetious remarks - there is real work to be done. Elected figures must stop treating misinformation as a political football that can be leveraged for personal gain in the next midterm. Governments need to collaborate on a supra-national level to develop frameworks that global platforms can reasonably comply with. This includes engaging in difficult diplomacy with authoritarian regimes that use social media to cement their power, often by twisting the arms of platforms to submit to egregious censorship requests. Governments must engage with academics and experts on defining the best rules of the road, and be willing to iterate more quickly as our understanding of threats evolves.

Social media companies, as some of the richest firms in the world, have a duty to recognize the externalities their products have on society. A good start would be transparency in metrics and a promise to fund their integrity operations as willingly as they fund their money-making teams.

There has been a lot of discussion around increasing multi-stakeholder collaboration to reduce some of the issues related to tech and democracy. In your opinion, how can we increase multi-stakeholder collaborations?

Multi-stakeholder collaboration is beneficial for everyone involved. Governments fare better when constituents see it delivering results in partnership with industry. Most technology companies dream of building robust technologies while delegating thornier decisions to others. Academics and NGOs thrive when they have funding and their research is actually utilized. In theory, this "silicon triangle" of stakeholders should be self-reinforcing - but that's not the case.

How do we fix this? We focus on shared objectives and the indispensable nature of each party involved. Governments should be better informed to speak to industry at their level of detail. They should invest in research and actually use the results when making decisions. Companies must distinguish between actual adversaries and the academics who simply want to advance the technology. They need to recognize the government as a partner, under whose umbrella their business thrives, rather than someone who simply swings by every quarter to collect another multi-million dollar fine as a cost of doing business.

Perhaps this looks like a joint taskforce to address disinformation, where (1) academia helps define and scope the problem based on latest research, (2) government accepts those definitions (without political interference) and clearly outlines implementation standards, (3) industry uses those standards to execute and innovate, which then (4) creates new areas of research and growth. While easier said than done, such a model would force information-sharing and build trust through reliance over time. Furthermore, each party's contribution would reduce another's burden - leading to a small, yet replicable, collective victory.

Kesa White

Violent Extremism Tech Professional

📍 USA



What are the key challenges for democracy that technology can exacerbate?

Technology increases communication and brings users together from around the world, but it can also put users in contact with bad actors with malicious intentions. The various methods we use technology from cell phones to computers provide ample opportunity for encountering foul online content and interactions with bad actors regardless of your location.

What are the roles and responsibilities of the key players in the tech and democracy ecosystem - industry, government and/or civil society?

All demographics and sectors have the responsibility to provide a safe environment for technology users. The key players in the sector cannot be motivated by profit and platform metrics because tech can be used for various functions. Platforms have the responsibility to ban members that do not abide by their guidelines, the government has the role to intervene when it is

necessary, and outside organizations have the responsibility to "call out" tech companies when they are not abiding by their democratic principles.

From your perspective, what does a better tech future look like?

A better tech future would provide an opportunity for children and young people to interact on the internet without hateful content exploiting their online environments. In order to make tech better in the future, we need to ensure we are setting future generations up for success now. The best mechanisms for promoting better tech now would include better content moderation that does not infringe upon free speech and allowing platform users the opportunity to have a voice in changes the platform is looking to implement.


There has been a lot of discussion around increasing multi-stakeholder collaboration to reduce some of the issues related to tech and democracy. In your opinion, how can we increase multi-stakeholder collaborations?

The best mechanism to increase multi-stakeholder collaboration would include working with one another instead of against one another when projects are on similar topics. It's vital to bring all stakeholders to the table from various perspectives to ensure issues are viewed in a holistic manner.

Researchers, academia, non-profits, and other organizations should be invited to conversations held by tech companies because they are the individuals that often see the issues first handedly that a tech platform might be experiencing.

Lorena Regattieri

Senior Fellow, Trustworthy AI, Mozilla Foundation

 Brazil



Tell us about your role:

I'm a social-environmental-climate justice tech and movement builder, and presently a Senior Fellow in Trustworthy AI at the Mozilla Foundation. After completing my PhD, years of research and movement building at the intersection of technology and climate justice, my current project is centered on the role of social media platforms' AI in reorganizing relations, discourses, and power in face of the climate crisis and possible social environmental

reparations. My role at Mozilla entails leading the Eco-Media Project, focused on increasing visibility and promoting climate social-environmental justice discourses through a crawled social-media trends and topic map data-driven platform promotion of awareness; this promotes knowledge sharing and advocacy priorities against AI and algorithmic bias in the context of the global climate crisis.

How did you build your career in the tech and democracy field?
What advice would you give others

looking for a similar career?

As an activist and communications advisor, I've dedicated more than 15 years to campaigns, mobilization, and collective action supporting grassroots movements in Brazil and Latam. In my youth, I got a scholarship for a technical degree in Information Science at a local college. I learned hardware, software, and coding skills early on, but I had a feeling that technology was much more than computational engineering. After 2 years, I gave up and went to get a B.A. in Social Work and MA in Communication and Territoriality from the University of Espirito Santo (UFES/Brasil). What changed my career in tech and democracy was the opportunity to be part of a research lab focusing on building digital methods to investigate social change online.

For six years as research assistant and data analyst at the Laboratory of Image and Cyberculture Studies (LABIC), I was part of multi-disciplinary teams in several projects and was able to develop and manage social analytics frameworks that could track and quantify social impact on core research goals. As a senior project manager, I served as the primary point of contact for cross-functional teams (design, engineering, and computing) for all things social analytics and infrastructure; to accelerate insights for timely decision making, I also spotted trends early and gained predictability in where and how we could invest our research resources.

Overall, my first advice is to be close to academia while navigating other paths. Years of training taught me to use analytics in influencer targeting and develop a data-driven identification process to help determine the democratic trends in the information networked society. Another advice is to connect internationally and engage with different research groups. I've spent a year abroad at the Digital Humanities Program, University of Alberta, Canada.

Lastly, I'm also a member of the Network of Latin American Studies of Surveillance, Technology and Society (LAVITS), Design Justice Network (Allied Media), and the VOX-Pol Network of Excellence (NoE) focused on researching Violent Online Political Extremism. Connecting with groups and coalitions in the intersection of technology, media, and democracy is crucial to broadening your perspective and learning project management and research skills.

How is democracy defined in your line of work? How does it influence your approach to technology and democracy?

Democracy is the baseline for a public sphere and that's the focus of my work. When approaching technology and democracy, I'm investigating issues related to concentration, sovereignty, and data justice in order to shift power. Faced with the authority of big tech corporations and their social media platforms, I'm looking into how social relations are shaped as well as people's relationships with these mediums. I'm interrogating the advertising, cultural, and media ecosystems as a conceptual information program at the core of western democracies.

The mergers and acquisitions of big tech companies over the years are also criticized, with an increased focus on data stewardship and privacy in the name of monopoly and monetization. This seems to be a fundamental problem, a contradiction still far from being defined by the general laws for the protection of personal data, since the protection of users' privacy directly attacks the advertising services at the heart of the revenue of the investors of big tech. The existence of tools, tactics, and strategies for manipulating how public opinion is shaped is not an anomaly, but an almost perfect fit for the monetization architecture of these companies. That's where technology and democracy meet and influence each other in my approach.

What are the responsibilities of government and/or media companies when social technologies are used to exacerbate social tensions, threaten democracy, misinform, and destabilize society? How can we hold each of these groups accountable?

Governments globally have jurisdiction over their challenges as digital transformation scales concentration of power significantly. A key responsibility for governments is to create spaces and assure that civil society participates in discussions related to social media platforms regulation. Platform regulation is urgent, but requires broad, plural, and in-depth debate and shared experiences beyond the juridical propositions at stake. Social tensions, increasing polarization, threats to democracy, institutions, and political activity, plus disinformation at scale cannot only be seen from a legal perspective. Government and media must open the space to listen and invite scholars, practitioners, and advocates/publicly recognized individuals to the table, considering the interdisciplinary nature of technology and its societal impact.

The issue of moderation is far from reaching a feasible solution, because moderation of human content is not scalable and entails a high social cost, but it is essential. Individuals working at third parties and companies responsible for moderation are mostly from Global South countries being hired under precarious conditions. At the same time, automated systems simply cannot consistently and correctly identify content. In addition, the decision on the withdrawal of publication or suspension of accounts on social networking platforms makes us think about the limits and responsibilities of freedom of expression in privatized internet spaces (such as those on platforms).

Which people, organizations, or institutions are doing impactful work at the intersection of technology and democracy?

Considering Global South countries, we must connect the work being done by frontline communities to guarantee internet access and information as a public good considering community needs. Organizations such as Amazon Cosmoteknikas, the Popular Audiovisual Center (CPA), and Foundation Center of Reference in Environmental Education Escola Bosque Professor Eidorfe Moreira (Funbosque) hold a impactful work in the intersection of tech, media, and democracy in the Amazon region, Brazil (particularly Belém and Manaus). In Brazil, there are other organizations such as the Institute for Research on Internet and Society (IRIS-BH), Aláfia Lab, and IP.rec – Recife Law and Technology Research Institute.

Madhawa Palihapitiya

Associate Director, Massachusetts Office of Public Collaboration and Director, Conflict Early Warning Analytics Program

📍 USA



Tell us about your role:

I have been developing technology for early warning of conflicts for over ten years, currently developing a data architecture platform for monitoring political violence in the US.

How did you build your career in the tech and democracy field? What advice would you give others looking for a similar career?

This work started in 2001-02 with conflict early warning. My advice

would be to fully commit your life in a specific area for at least a decade by engaging stakeholders directly.

How is democracy defined in your line of work? How does it influence your approach to technology and democracy?

Democracy is an ideal condition that can be established in the absence of political violence, and can be uprooted by political violence.

What are the key issues at the intersection of technology and

democracy?

In my opinion, online platforms facilitating extremism and political fragmentation via digital bubbles is a key issue.

What are the key challenges for democracy that technology can ameliorate?

The foremost thing to do would be to address digital bubbles and online radicalization.

What actions can government institutions and/or media companies take to rebuild trust with civil society?

Conflict early warning early action [EWEA].

What are the roles and responsibilities of the key players in the tech and democracy ecosystem like industry, government and/or civil society?

Funding, and development of tools for addressing the digital divide and filter bubbles must be top priority for key players in the tech and democracy space.

What are the responsibilities of government and/or media companies when social technologies are used to exacerbate social tensions, threaten democracy, misinform, and destabilize society?

They should work with civil society in predicting and preventing online radicalization and in strengthening social cohesion.

From your perspective, what does a better tech future look like?

A better future would be one that is built on the needs of humans in ways that increase national security and social cohesion.

Mardiya Siba Yahaya

Data and Digital Rights Researcher, Pollicy and Africa Community Lead, Team CommUNITY

📍 South Africa



Tell us about your role:

I refer to myself as a digital sociologist. My role examines the impact of technology on societies and people within the global south, especially on how minoritized communities respond to and experience technologies at the intersection of gender, sexuality, location, race and ethnicity. Most of my work and interest are on surveillance, datafied societies, gig-communities, and education technology. I am also a community movement builder, who collaborates and facilitates

processes and spaces that allow us to build sustainable and meaningful relationships as digital rights and security practitioners.

How did you build a career in the tech and democracy field?

I began my journey as a person who was simply interested in the social impact of technology. This happened from a very optimistic place, until my very first internship required me to lead a campaign on the effects of online violence in 2016. It became increasingly clear that social media spaces, which

many young people were excited to use and be a part of, were inaccessible because of the harms they reproduced and for other exclusionary reasons. So based on a person's socio-political and economic positionality, they either experienced an affordance or disaffordance.

However, my initial interest in surveillance was on gendered and religious surveillance, which I explored during my undergraduate thesis. This gave me a foundational understanding of the subject, which I further studied while tailoring it to researching technology and society, through visual media technologies for a Masters in Sociology. Collectively, these provided me with subject matter expertise. A lot of my professional experience however required me to continuously research and manage technology innovation projects within different African countries. This gave me the opportunity to directly use my subject expertise to inform on-the-ground decisions for research and experience design.

My career in tech and democracy, thus far, has also been the outcome of the constant support and mentorship from many African women and feminists within the field. In addition to my effort to build subject and skills expertise, a large community of women have also contributed to this career journey by providing me opportunities to practice and grow simultaneously.

What are the key issues at the intersection of technology and democracy?

The first issue I see is violence. I consider violence as the systemic harmful actions and practices against civil society actors, individuals, and users of technology. Violence allows people in power to shrink and limit meaningful engagement within civic and public spaces, both of which are important to the fully



democratic design, deployment, and use of technology. People who constantly experience violence through technology are prevented from enjoying the pleasures of the space and their personhood within said environment. Thus, for technology to be truly democratic, we would have to interrogate the different layers of violence it facilitates, reproduces, and enacts on people's bodies and lives.

The second issue is capitalism. I often wonder if we can create technologies that are inclusive and do not further harm marginalized groups or facilitate harm while operating within white supremacist capitalist institutions. When design teams are made up of a socio-economic privileged group, key aspects of harm and exclusion start from the initial phase, forcing us to engage with technologies created with exclusionary core designs.

Also, harm happens when companies center profit over inclusivity, security, and safety. At different levels, we realize that democracy requires meaningful civic participation where decisions are not swayed by people in power. It also protects the interests of the people "at the bottom" and nurtures communities. Yet, with how violence and capitalism collaborate, technology in its current design and use is very anti-community, centers on the needs and wants of a privileged few, and enacts violence on the most vulnerable and marginalized groups.

What are the key challenges for democracy that technology can ameliorate?

An important principle of democracy is meaningful and equitable participation, which has consistently been a significant challenge for democracy. Technology, despite its current issues and risks, has provided diverse spaces to boost community building, engagement, and participation. For example, in Zimbabwe, a group of young people designed a tool that allowed people to track election trends, read about candidates within their constituencies, and learn various ways they too can participate in the entire process while holding the candidates accountable. In a similar way, various communities of digital rights and security workers organize through *Slack*, *Signal*, and *Mattermost*. By providing well-managed, centralized, and decentralized spaces for participation, technologies have allowed more people and interest groups to work together, hold power accountable, and learn and build cross-regional communities in a way that was not easily accessible and implementable previously.

What actions can government institutions and/or media companies take to rebuild trust with civil society?

What would a participatory action or community-based approach to engaging civil society actors look like? The lack of trust is a result of years of constant violence against minoritized communities whom civil society groups are either a part of or advocate for. Perhaps government institutions may have to begin by not creating more policies and laws that facilitate harm and threats against civil society. This will also mean institutions would not participate in threatening civil society groups and their work, but also work to protect them against interpersonal and systemic harm and violence. My suggestion may seem ambitious. However, we should consider it as a starting point where no new harmful and deeply exclusionary policies/system designs are created or implemented. Thus, allowing us to work on historic biases and oppression as well.

On the other hand, transparency would be another step toward building trust. A lot of the mistrust currently between government institutions or media companies and civil society happens because of decision-making and algorithmic black boxes that exist. This also intersects with policy and design decisions because when governments and media companies are not transparent, it allows them to create and deploy harmful technologies into people's lives, furthering the lack of trust. Meanwhile, we would also have to consider trust as not something that is outsourced to a third party but a process where the people who use and are affected by the technology are involved in the research and decision-making processes.

Marta Cantero Gamito

Associate Professor of Information Technology Law, University of Tartu

📍 Estonia



Tell us about your role:

I am an Associate Professor of Information Technology Law at the University of Tartu in Estonia. In Tartu, I contribute to training the lawyers of the future by provoking them to look beyond the law-on-the-books and to think critically, creatively, and outside the box - this way, the learning process is mutual and also more fun. I also recently joined the School of Transnational Governance (STG) at the EUI in Florence, as a Research Fellow on AI & Democracy. My research at both institutions can be

grouped in two main themes/questions (mostly related to AI and online platforms): 1) Private Regulation of Technology (how is law made?) - my research in this area has focused on IT and telecommunications standardization.

Currently, I'm writing on the ongoing process of AI-related standardisation. 2) Decentered justice (how is law applied?) - justice does not only happen in front of a judge; in fact, many disputes are not solved in the judiciary. I explore how technology embeds notions of

justice and how dispute resolution incorporates technology in the process and, more broadly, how automated decision-making in dispute resolution impacts the rule of law. In the long run, my research goal is to develop a normative theory of private regulation of technology. More specifically, I'm about to start a new research project in Tartu with other colleagues from other universities to study fairness in dispute resolution in music platforms. At the STG, I recently launched a new project REDemocracIA, an Ibero-American network for the study of AI and its impact on Democracy to foster a much-needed transatlantic exchange with the Latin-American region.

How did you build your career in the tech and democracy field? What advice would you give others looking for a similar career?

I have always been interested in how private actors produce regulatory frameworks that legislators use to achieve policy objectives. When I'm not teaching or doing research, I enjoy exploring new technology trends and finding ways to apply my knowledge to real-world challenges. It all started with my PhD. Originally, I was interested in the EU regulation of telecommunications' contracts while I was working on a research project on European private law. Very intuitively, this project (led by prof. Hans Micklitz) broadly considered the role of private law to regulate and harmonize the internal market. I then became very interested in reading rules and regulations through those lenses, noticing that the legislator sees private actors as key in the process of making and enforcing rules.

The question is always the same: what is then the role of law and legal procedures? Of course, when left in the hands of private parties, law does not necessarily work as it is written in the books. With that in mind, what is the role of democracy? Then I became obsessed

with systematizing the way in which private regulatory systems are created and applied in practice. This requires empirical research. For a curious mind, empirical research is like entering a fascinating rabbit hole. What first started with telecoms, became a theoretical framework to apply to online platforms (which explains their power), and to the embeddedness of AI in society. Therefore, my advice is: sometimes you learn more through an interesting conversation with someone who has been long working in the field rather than reading the best academic paper. So go out and explore, talk to people and enter the rabbit hole.

How is democracy defined in your line of work? How does it influence your approach to technology and democracy?

As a lawyer, I understand democracy as a manner in which the Law (both with small and capital L) is a manifestation of the power that has been vested in the people and created directly or through elected representatives. This greatly impacts my work as, descriptively, my work tries to identify and describe how democracy is reproduced in private regulative structures. Normatively, it assesses whether private regulation affects interests (e.g., fundamental rights) that should not be left in the hands of private actors alone. Technology in itself is a regulative power - think of Lessig's Code as Law. As a regulative power, technology needs to be scrutinized as to if and how it translates democracy in its regulative function. Also, it naturally requires us to reflect on how democracy is understood in a technology-mediated and ever-more-connected society, something which many philosophers and sociologists have been working on for a while now. Similarly, these considerations are also expected from those who produce the technology, reinforcing the need for interdisciplinarity in this field.

What are the key issues at the intersection of technology and democracy?

This is a question that is both easy and difficult to answer. To begin with, it may refer to pros of technology (even for non-techno-enthusiasts) such as improved participation (e-voting, e-administration, access to information, etc), but we are traditionally biased to focus on the problematic key issues such as mis- and disinformation, privacy violation, cybersecurity risks, ethics, surveillance...The list here is long, and it becomes difficult to draw a line. If I were to consider just one topic that will disrupt our current (still infant) understanding of the relationship between tech and democracy is going to be the spread of quantum computing as the theoretical and remedial models that we are currently building to embed technology in democratic societies might not be useful in the forthcoming scenario.

There has been a lot of discussion around increasing multi-stakeholder collaboration to reduce some of the issues related to tech and democracy. In your opinion, how can we increase multi-stakeholder collaborations?

Absolutely, and efforts should be put in this direction. Standardization is a very illuminating example of this. Within the different standard-making fora, and given that standardization is often a consensus-based procedure, multi-stakeholder governance approaches have proved more successful. While "success" in this context generally refers to the wide adoption of a standard, a multi-stakeholder approach presumes greater inclusivity. On the contrary, under a multilateral approach, the consensus is oftentimes obscured by geopolitical interests. From the perspective of democracy, this is often seen as less representative (fewer people sit at the table), and perceptions of accountability get diluted in seemingly governmental participation (in reality, not governments but national corporations holding the pen).

From your perspective, what does a better tech future look like?

I think it could be interesting to use this chance to ask ChatGPT (OpenAI) to answer this question - you are free to publish this little exercise or not. I used the following question as a prompt: "Could you contribute to a better tech future? and, how?" I copied and pasted the answer:

"As an AI, I am a product of technology and my capabilities are determined by the data and algorithms that were used to train me. However, I can contribute to a better tech future in the following ways:

- *I can assist in the development of safe and ethical AI, by providing accurate and comprehensive information on the best practices, guidelines, and ethical principles to be followed while developing AI systems.*
- *I can help in promoting transparency and accountability in the use of technology, by providing accurate and unbiased information on the implications of technology on society, and the measures that can be taken to mitigate any negative effects.*
- *I can be used to improve access to information, by providing accurate and up-to-date information on a wide range of topics, which can help people make informed decisions and stay informed about current events.*



- *I can also assist in the development of decision-making tools that are safe, transparent, and accountable, by providing information on the best practices and guidelines for developing such tools.*
- *I can assist researchers and experts in their work, by providing relevant and accurate information on a wide range of topics, and by helping to identify areas where further research is needed.*

Overall, as an AI, I can assist in the development of safe and ethical technology and promote transparency and accountability in the use of technology. I can also be used as a tool to improve access to information and decision-making.”

Based on the answer provided, I leave it to the readers to reflect on whether this signals a better tech future and whether there are any problems with this self-referential view of technology.

As a regulative power, technology needs to be scrutinized as to if and how it translates democracy in its regulative function. Also, it naturally requires us to reflect on how democracy is understood in a technology-mediated and ever-more-connected society, something which many philosophers and sociologists have been working on for a while now. -**Marta Cantero Gamito, Associate Professor of Information Technology Law, University of Tartu**

Martin Rauchbauer

Global Governance of Technology Fellow,
The Berggruen Institute

📍 Austria, USA



Tell us about your role:

I am a senior Austrian diplomat and a tech governance fellow at the Berggruen Institute in Los Angeles. At Berggruen, I study new and innovative ways to reorganize the relationship between governments and tech companies. Analyzing the growing trend of tech diplomacy in global tech hubs such as Silicon Valley, I am working on launching a tech diplomacy network supported by various stakeholders in the private and policy sector.

How did you build a career in the

responsible tech space?

As a diplomat, I am currently on a sabbatical in the San Francisco Bay Area after having served for two years as Austria's first Tech Ambassador to Silicon Valley, and more than five years as Head of Open Austria and Austrian Consul in San Francisco. I shaped the emerging field of tech diplomacy, engaged in transatlantic tech diplomacy and digital human rights. I also developed digital humanism as a strategic focus of Austrian foreign policy. In Silicon Valley, I co-founded Open Austria's Art + Tech

Lab, and the European Art + Tech + Policy initiative - *The Grid*.

How is democracy defined in your line of work? How does it influence your approach to tech and democracy?

Democracy is a value-based form of government centered on human rights, the rule of law, and full participation of all citizens in the political decision-making process. Digital technologies can both enhance as well as undermine our democratic principles and institutions. In order to protect democracy we need to therefore look at technology's impact on our underlying values and institutions.

What are the key challenges for democracy that technology can exacerbate?

Technology brings people together, but it can also drive people apart. Ideological polarization and radicalization are enhanced by an increasing transfer of our public and political life into the digital realm.

What actions can government institutions and/or media companies take to rebuild trust with civil society?

Civil society must regain the belief that it can shape, and to a certain extent control the ongoing digital transformation.

What are the responsibilities of government and/or media companies when social technologies are used to exacerbate social tensions, threaten democracy, misinform, and destabilize society? How can we hold each of these groups accountable?

Governments need to provide the necessary regulatory frameworks that hold media companies accountable. They also need to improve their own capacities in order to adequately shape and channel technological innovation. Tech diplomacy is one of the instruments governments can use to dialogue with

the private sector on the challenges and opportunities of new technologies.

Looking five years into the future, how would you hope the conditions have changed related to tech and democracy?

I would hope that our democracies emerge stronger and more tech-savvy out of the current crisis.

There has been a lot of discussion around increasing multi-stakeholder collaboration to reduce some of the issues related to tech and democracy. In your opinion, how can we increase multi-stakeholder collaborations?

Since private sector tech companies have encroached on areas traditionally reserved to the public sphere, and largely control and determine our public discourse and conversations, they need to comply with a higher regulatory standard that takes the safeguarding of democracy and our institutions into account.

Civil society must regain the belief that it can shape, and to a certain extent control the ongoing digital transformation. -Martin Rauchbauer, Global Governance of Technology Fellow, The Berggruen Institute

Matthias C. Kettemann

Professor of Innovation, Theory and Philosophy of Law, University of Innsbruck

📍 Austria, Germany



Tell us about your role:

I work on the rules of power and the power of rules in the online world. I lead research groups on Global Constitutionalism and the Internet at the Humboldt Institute for Internet and Society, Berlin, and private communication orders at the Leibniz Institute for Media Research, Hamburg. With my teams there I study how we can make platforms more democratic and more accountable. I'm also a Professor of Innovation, Theory and Philosophy of Law and head of the Department for Theory and

Future of Law at the University of Innsbruck, Austria. There, I teach students to become more responsible online citizens and help governments make better rules for a digital future.

How did you build your career in the tech and democracy field? What advice would you give others looking for a similar career?

I've been working on legal aspects of tech for 15 years. I would counsel anyone starting in tech and law to be curious and to see regulation as a challenge for innovation, and the

lack thereof as a challenge for human rights. Think beyond the law, but keep the normative power of technology in mind. Look around for projects that fascinate you. Get a solid tech education in addition to your legal career.

How is democracy defined in your line of work? How does it influence your approach to technology and democracy?

Democracy is the rule by the people for the people. I specifically work on the power of platforms and how they can be made for democracy, especially on platform councils. These new bodies can greatly improve the legitimacy of platform rules, practices, and decisions. And they are popular. A major social network, Meta, has created an Oversight Board to help with content decisions and algorithmic recommendations. The same social network is experimenting with deliberative processes at scale. A gaming label is experimenting with player councils to help programmers make exciting choices. The world's largest online knowledge platform has, since its inception, let users (and user-editors) decide upon content-related conflicts.

All of these examples share one fundamental goal: ensuring that decisions on communication rules, for people and/or mediated through algorithms, are better, more nuanced, and considered more legitimate through broader involvement.

What are the key issues at the intersection of technology and democracy?

States are too often forgotten. But they matter. In today's complex society, at least democratic states are not primarily seen as a threat to freedom, but are also its guarantor. Indeed, states have human rights-based obligations to respect, protect and fulfill/enable/ensure human rights. It is not enough not to censor opinions for a state to fulfill its obligations.

What are the key challenges for democracy that technology can exacerbate?

Technology cannot "solve" political challenges. Securing free speech is a regulatory challenge that cannot be solved; it is a so-called wicked problem. Nor can public health or climate change be solved. In order to ensure freedom of expression and a lively political discourse (because the institutional dimension of free speech is often forgotten), it is precisely not less regulation and just more freedom that is needed. If Elon Musk allows Donald Trump and Kanye West (whose content on Instagram was reduced or removed because of anti-Semitic statements) back on Twitter (where his content was removed because of anti-Semitic statements within one day of his return), this is only formally a gain in freedom of expression.

What are the key challenges for democracy that technology can ameliorate?

The lack of involvement by civil society. Designing digital democracy is a project for all stakeholders. Experts may develop and provide innovative concepts for a democracy-friendly design of online communication spaces, but citizens and users have to participate in populating it and providing input.

What actions can government institutions and/or media companies take to rebuild trust with civil society?

States have to actively design media orders to enable democratic discourses. Democracies are based on the communicative interaction of their citizens. This requires – constitutionally – a communication order that is institutionally protected. Freedom of communication and media freedoms are thus to be located within a system of various institutional guarantees. Media companies should experiment with platform councils.

From your perspective, what does a better tech future look like?

A better tech future recognizes the hybrid nature of online communication spaces. These are hybrid because private rules and private algorithmic recommendation regimes shape and influence communications that are relevant for public values and interests. And it is precisely in these spaces that the future of digitally mediated democracy is being negotiated – and designs for digital democracy are being piloted. These orders need to be reoriented towards public values - and in a good tech future they are.

Technology cannot "solve" political challenges. Securing free speech is a regulatory challenge that cannot be solved; it is a so-called wicked problem. Nor can public health or climate change be solved. In order to ensure freedom of expression and a lively political discourse, it is precisely not less regulation and just more freedom that is needed.-**Matthias C. Kettemann, Professor of Innovation, Theory and Philosophy of Law, University of Innsbruck**

Miah Hammond-Errey

Director, Emerging Tech Program, US Studies
Centre Sydney University

 Australia



Tell us about your role:

I run the emerging technology program at the USSC. The Emerging Technology Program focuses on the most critical emerging technology challenges facing Australia, the United States and our allies and partners. The program explores the threats and opportunities of technologies still in development or where the practical applications are largely unrealised ranging from artificial intelligence and quantum to big data and electronic warfare. The program collaborates with others to solve national security

and social challenges arising from new technologies. We do this by conducting original and unique research and by convening government, industry and academia to collaboratively identify solutions.

How did you build your career in the tech and democracy field?
What advice would you give others looking for a similar career?

My career started in government, moved to academia and now to think tanks. I have always been interested in emerging technologies and how they impact national

security and democracy. In my early career, this included operationally looking at protecting democratic institutions and through academia on disinformation, information operations and big data. My work now, running the Emerging Tech program at USSC, tries to bring together key players from tech, government and industry to find solutions to difficult problems. What I found useful, some of which may resonate for others, is to build some base experience (in my case in government initially) adding professional and further tertiary education over time. I then moved to think tanks to broaden my experience and build a career in a way that aligns with my values and builds on personal and professional strengths. Follow your instinct, as over time the threads of opportunities and experience will form a narrative and story that sets you up for a role you want to be in and will thrive in.

What do you think are the key issues at the intersection of technology and democracy?

The role of technology in democracies varied and there are lots of key issues. Some of these range from privacy, cybersecurity, trust in technologies, through to technologies that can be used to harm individuals and society through misinformation and disinformation. Also important to consider are the ways to mitigate technologies that can be used for oppression, surveillance and targeting of individuals, groups and businesses as well as influencing and interfering in the political and civic discourse that is essential to democracy.

Moira Whelan

Director, Democracy and Technology,
National Democratic Institute

📍 USA



Tell us about your role:

I lead the Democracy and Technology team at NDI, which is a global NGO that promotes democracy around the world. Our team addresses all technology issues such as information integrity, cyber security, open internet and other issues. We assist democracy activists, parliaments, and political parties around the world in integrating technology tools into their work and promoting an internet that works for all people.

How is democracy defined in your

line of work? How does it influence your approach to tech and democracy?

NDI believes there is no single democratic model, but that certain core values are essential to all democracies, including Accountability, Transparency, Equity, Inclusion, Pluralism, Civic Participation and Rule of Law. We promote these ideals the technology space by adhering to open internet principles and democratic information space principles.

What are the key issues at the intersection of technology and democracy?

Authoritarians continue to exploit the internet and manipulate information to retain power and suppress democracy, especially targeting women and marginalized groups. At the same time, the technology sector is experiencing its largest upheaval in a decade: revenue is down, Twitter is imploding, and crypto is crashing. New technologies are emerging and global governments are struggling to keep up and develop multi-stakeholder frameworks to ensure rights are respected. At the same time, civil society actors need tools to mobilize political movements and share information safely. Looming large is the "super election year" of 2024 when 80% people who live in the democratic world will vote (the United States, the EU, India, Indonesia etc), and the concern that smaller, fragile democracies will be overlooked.

From your perspective, what does a better tech future look like?

We recently conducted a global survey that envisioned a tech-empowered democratic future. What we learned is that people globally want an internet that includes all people, and are willing to do the work to make it work. They expect that governments and companies that govern these spaces be responsive to their needs and know that these needs will change and evolve over time. Although technologies will continue to be new, a traditional multi-stakeholder model is what will work to realize the promise of a democratic right to internet access and full participation. We also know that people who are denied this by authoritarian actors want it. This is why NDI will keep this central to our mission going forward. In the words of our former chair, Madeleine Albright, we are optimists, but worried optimists!

Which people, organizations, and institutions are doing valuable work in this space?

The most impactful work is local. NDI's global network of hundreds of civil society organizations around the world are doing cutting-edge work addressing online harms in the local context, supporting an open internet in digital spaces that are closing, working with refugees, LGBTQI+ groups, women's organizations, and others. The biggest gap is that they often don't have the time or financial resources to share their work. They don't have access to large global companies that can provide research and enable their often complex challenges. NDI works to fill that gap by escalating their concerns, convening them, and elevating their voices on a global level.

There has been a lot of discussion around increasing multi-stakeholder collaboration to reduce some of the issues related to tech and democracy. In your opinion, how can we increase multi-stakeholder collaborations?

Although the *Freedom On the Net* report is full of doom and gloom, we also have evidence that multi-stakeholder frameworks are the "secret sauce" to make the internet work for democracy.

At NDI, we focus on bringing networks together with the objective of creating a democratic internet. We do this through "info/tegrity" working groups globally, supporting Open Internet Leaders to advocate for a free and open internet and the Design for Democracy Coalition.

NDI has developed partnerships with parliaments, political parties, and activists around the world. These individuals and institutions are both the target of authoritarian actors as well as the key to creating a more democratic information space. That is why this work is part of our efforts around the world.

What we learned is that people globally want an internet that includes all people, and are willing to do the work to make it work. They expect that governments and companies that govern these spaces be responsive to their needs and know that these needs will change and evolve over time. -Moira Whelan, Director, Democracy and Technology, National Democratic Institute

Nathaniel Lubin

RSM Fellow, Berkman Klein Center and
Founder, The Better Internet Initiative

📍 USA



Tell us about your role:

I'm currently a Fellow at the Berkman Klein Center, where I'm working on a framework for incorporating public health metrics into product evaluation decisions. This work stems from experiences in several of my recent projects, specifically non-profit work with *Fellow Americans*, the *Better Internet Initiative*, and *Survey 160*.

How did you build your career in the tech and democracy field? What advice would you give others looking for a similar career?

I started my career working in digital and technology teams for Barack Obama. I began as a volunteer and ended up running the digital strategy office in the White House. If you want to work in those roles, the best way to get started is to find a leader you like and find a way to work for them early. Since then, I have transitioned to work with technology and media companies, and philanthropy.

How is democracy defined in your line of work? How does it influence your approach to technology and democracy?

As someone who used to work for the Federal Government, my orientation is around functioning institutions that operate in the interest of the public. A functioning democracy requires not just participation from the public, but meaningful feedback between the interests of the people and the actions of leaders. Technology and media tools that obfuscate those relationships, or that make it harder for straightforward incentives to direct decision-making, result in the undermining of democratic systems.

What are the key issues at the intersection of technology and democracy?

As long as attention-based business models remain central, we need meaningful constraints that protect the public from structural harms. That is distinct from content moderation challenges: we need to differentiate harmful effects that happen to individuals from harmful effects on populations. System reductions in interpersonal trust, for example, produce real long-term challenges for democratic practices. I believe that appropriate limits will be placed on abuse if we have strong, demonstrable evidence, but at the moment we do not have good enough methods for understanding these effects.

At the same time, the current incentive structures in large platforms are for enabling the small minority of users who are the loudest -- since those tend to be the ones who drive the most engagement (and revenue). Because those loudest users also tend to be the most abusive and most likely to spread hate and misinformation, we need to reorganize incentives so that large platforms are more aligned in their interest to limit the distribution and exposure to the most objectionable content.

What are the key challenges for democracy that technology can exacerbate?

The best forms of democratic institutions often are slow, thoughtful, and deliberate. Social media tends to prioritize the opposite. When the most strident and divisive messages are the most likely to generate broad reach, finding common ground is disincentivized. For example, we see this in practice when the most objectionable candidates tend to be among the most prolific fundraisers using small-dollar donations fueled by social media.

What are the key challenges for democracy that technology can ameliorate?

Meaningful connections can be and are sourced using digital technology tools. We see this in the best versions of communities with moderation, like Wikipedia or well-monitored niche communities, or even some subreddits. The more that tools foster connection and meaningful communication oriented around positive relationships rather than the promotion of outrage, the more they will foster democracy.

There are also direct opportunities to use tools in support of democratic practices, such as organizing tools, event building, and direct feedback in government. We have seen cases where engagement with comments for public rulemaking, such as some of the currently pending rules by the FTC, can be greatly fostered by technology tools.

What actions can government institutions and/or media companies take to rebuild trust with civil society?

This requires a longer answer. But meaningful connections between product development and regulation need to be the end result. To get there, greater access to the internal decision-making processes in companies, including more access to data for researchers, would go a long way. Audits tied to duty-of-care principles are interesting approaches now being explored in some other countries.

What are the roles and responsibilities of the key players in the tech and democracy ecosystem like industry, government and/or civil society?

I think the industry's longer-term interests would be well served by engaging more directly with short-term painful choices that might result in reductions in shorter-term revenue. Those are hard choices to make in the abstract without shifted incentives provided by competition from new entrants, and direct engagement by the government/civil society. More competition among products would help, as would clearer red lines for what kinds of activities cross lines. Academia and civil society are best positioned to advocate for those standards, but they must be implementable in product development and/or regulation.

There has been a lot of discussion around increasing multi-stakeholder collaboration to reduce some of the issues related to tech and democracy. In your opinion, how can we increase multi-stakeholder collaborations?

I'm interested in some of these approaches, such as the Bridging Systems work. At the end of the day, though, I think we need to rely on existing systems of governance more than building brand-new ones, and we need to do that by empowering those systems with better levers to make choices. I don't think there is a silver bullet for making the broader public feel a part of this -- the best way would be for them to feel that institutions are looking out for them.

Which people, organizations, or institutions are doing impactful work at the intersection of technology and democracy?

I've been impressed by many of the groups represented in the Council for Responsible Social Media, of which I've been lucky enough to be a member. I've been lucky enough to see many great academics through Berkman Klein and am excited to see what is coming. And of course, in government, the FTC has really stepped up enforcement in exciting ways.

Looking five years into the future, how would you hope the conditions have changed related to tech and democracy?

I hope that digital spaces feel calmer and slower. The drive toward reducing friction in all digital spaces is not always productive, and I think many people are coming around to that view. I hope that the dominant systems increasingly take that to heart, with near 100% freedom/very limited restrictions for small communities and conversations, and more measured/limited reach for societal-scale feeds and systems absent protections of real structural harms.

Nusrat Farooq

Technology Associate, Global Internet Forum to Counter Terrorism

📍 USA



Tell us about your role:

I work as Technology Associate at Global Internet Forum to Counterterrorism (GIFCT). I lead the evolution of GIFCT's Incident Response (IR) Framework, which is how GIFCT and our 22 member companies respond to terrorism and mass violence events. I also deliver open source intelligence (OSINT) investigative work and lead GIFCT's multi-stakeholder Incident Response Working Group to improve our IR Framework. GIFCT is a small team, so I also function as an analyst for a range of other issues including evaluating

our impact in delivering GIFCT's mission to prevent terrorists and violent extremists from exploiting digital platforms.

How did you build your career in the tech and democracy field? What advice would you give others looking for a similar career?

I was a science (physics, chemistry, mathematics) student in high school, then I studied civil engineering as an undergraduate student. While an undergraduate, I realized I wanted to bring social and political change to my society, so I started working in a public policy

think tank that worked on household data collection to improve education, property rights, and rule of law in India. India is the largest democracy in the world, so my data collection and data analysis work in multiple states connected me with local grassroots-level challenges in a democracy. At this stage, I learned how authentic data is collected and analyzed. Still, the gap in my knowledge was how this analysis then turns into evidence-based policies that inform government decisions. To fill the gap in my knowledge, I graduated with a Master of Public Administration from the School of International and Public Affairs (SIPA), Columbia University. I am now working at Global Internet Forum to Counterterrorism (GIFCT) which is headquartered in one of the most powerful democracies in the world, the United States of America.

One piece of advice that I would give to tech and democracy enthusiasts is to take a pen and paper, write 100 words about where you see yourself in the tech and democracy field five and ten years from now, and answer why. Actively seek opportunities to engage with the teams you want to work with and learn from in this field. Gaining 2- 3 months of internship experience at various organizations working at the cross-section of tech and democracy will also help you to see what you like and dislike.

What do you think are the key issues at the intersection of technology and democracy?

There are a few key issues at the intersection of technology and democracy in counterterrorism. First, there is no one agreed-upon definition when it comes to terrorism or violent extremism (TVE). The government definitions and legislations we find are from a period when TVE was limited to mainly offline incidents, and when TVE hardly had an online component. It is only recently that we see a shift in efforts to define online TVE. Second, the lack of



consensus on different government regulations makes it challenging for tech platforms to regulate TVE content. For example, while the European Union’s law on content removal directs tech companies to remove harmful content immediately, the new Texas law bars companies from blocking or moderating any content.

Third, it is challenging to protect everyone’s freedoms of speech and expression while moderating content related to TVE –the questions that arise are what human rights and whose human rights would get violated if and when content is removed.

What are the key challenges for democracy that technology can ameliorate?

Technology can shrink the social universe for terrorists and violent extremists. While on one hand technology has reduced physical distance, on the other hand—like any other human interaction— it has allowed terrorism and violent extremism to be transnational and expand its social universe. If all tech platforms across the globe come together to shrink the social universe of terrorists and violent extremists (TVE), that is how technology can ameliorate TVE challenges in a democracy. One of the out-of-box solutions to shrink TVE’s social universe is Global Internet Forum to Counterterrorism (GIFCT). At GIFCT, we fight TVE by cross-platform collaboration. Through our Incident Response Framework (IRF), GIFCT acts as a communication hub for our 22 member companies to share situational awareness regarding each incident, so that members can in turn respond according to their internal policies and processes. Since the initial development of GIFCT’s Incident Response Framework in 2019, GIFCT and our members have initiated communications to share situational awareness and information in response to over 306 terrorist or mass violence events and significant online terrorist developments in 44 countries across 6 continents.

There has been a lot of discussion around increasing multi-stakeholder collaboration to reduce some of the issues related to tech and democracy. In your opinion, how can we increase multi-stakeholder collaborations?

At Global Internet Forum to Counterterrorism (GIFCT), we operate in a multi-stakeholder collaboration setting to fight terrorism and violent extremism (TVE) online. Through multi-stakeholderism at GIFCT, we are able to bring diverse and even different perspectives to work together to find solutions to the many challenges in the TVE and tech space. To increase multi-stakeholder collaboration, we practise efficient and transparent communication with stakeholders, mindfulness, and empathy as different experts join the conversations from different time zones, and most importantly we ensure respect and openness towards diverse perspectives.

Looking five years into the future, how would you hope the conditions have changed related to tech and democracy?

I hope to see human rights due diligence embedded into new technology innovations and government regulations. In the past decade, we have seen unintended human rights consequences of new tech innovations and government dictum over tech platforms. So, while designing new technologies or government regulations, it is important to ask in the process whose human rights will get affected and how. At Global Internet Forum to Counterterrorism (GIFCT), even though we are a multi-stakeholder non-government organization that helps tech platforms fight terrorism and violent extremism on digital platforms, we have embedded a Human Rights Policy into our work.

I also hope to see movement from multilateralism to multi-stakeholderism when it comes to resolving issues related to tech and democracy. Nation-states alone can not resolve the terrorism and violent extremism problem, which is transnational both in the real as well as the virtual sense. It is a multi-stakeholder issue.

More importantly, I hope to see the involvement of youth into new tech product designs and evidence-based government policy and regulation making. Young people are the current and future consumers of the new innovations and the policies and regulations that governments make. These will directly affect the future they will live in.

From your perspective, what does a better tech future look like?

From my perspective, a better tech future looks like where we are able to function as a well-oiled machine working in a cross-platform and multi-stakeholder ecosystem to shrink the social universe for terrorist and violent extremists online. This is possible to achieve with empathy, mindfulness, openness, flexibility, and respect towards diverse perspectives in the tech and democracy field. In this process, we have to constantly keep asking what and whose human rights might be affected by our work.

Renee Black

Founder and Executive Director, GoodBot

📍 Canada



How did you build your career in the tech and democracy field? What advice would you give others looking for a similar career?

You could say that I took the scenic route. I started in the private sector working on the beginning of big data and commercial applications of data mining for marketing, but I became disillusioned with the impacts on privacy. I left and went travelling, and at some point ended up in Rwanda where a chance encounter got me interested in the role of women peacebuilders in preventing and ending conflict. I

then completed an MA in Peace & Security and became an expert on Social Media & Democratisation (remember how optimistic we all were during the Arab Spring?) and UN Women, Peace & Security.

I briefly worked for the UN, but I could see a critical gap in the capacities of peacebuilders to leverage tech in their work. An encounter with Leymah Gbowee who had not yet won the Nobel Peace Prize for her work in Liberia eventually led me to found PeaceGeeks, which works at the intersection of conflict and

technology. This work in turn brought me into the violent extremist space, where I became fixated on the role and accountability of social media platforms in contributing to violence. That brings me to today as the founder of GoodBot, which is focused on the governance needed to build a better tech future. Looking back, it almost seems like I had a plan. So my advice is this: Follow your interests when you can, develop transferable skills along the way, and be open to where opportunities may lead you!

What are the key issues at the intersection of technology and democracy?

Promoting Trust: Trust has emerged as a key currency in recent years. Do I trust who I am talking/ listening to and what they say? Am I safe? Is my privacy respected? Do governments have the policies, capacities, and enforcement mechanisms needed to curb predatory behaviour and harmful impacts? Are incentive structures for companies and VCs better aligning with consumer and public interest? Do emerging companies implement effective policies to identify and mitigate risks? We need trust everywhere.

Building Healthy Ecosystems: The rapid proliferation of tech requires balancing competing ideas like limiting harmful impacts of speech, promoting freedom of expression, limiting surveillance, strengthening security, promoting trusted information sources, etc. We need to do this not just at a company level, but at a systems and society level. Using a Health analogy, we now understand that health promotion is smart and we are starting to understand the social determinants of a healthy tech ecosystem, but getting there requires long-term systems change in design, policy, capacities and oversight.

Strengthening Choice: Big Tech uses predatory behaviour to dominate markets, squeezing more money from

consumers and paying less to intermediaries (content creators, authors, drivers, etc.). We need to strengthen and enforce antitrust laws, but consumers/producers also need to be able to vote with their feet when companies violate trust. This requires a competitive marketplace and the ability to easily move from one service to another with full control over data, which in turn requires fairer terms of service, open protocols, portability, interoperability, and stronger privacy laws, including the right to be forgotten.

There has been a lot of discussion around increasing multi-stakeholder collaboration to reduce some of the issues related to tech and democracy. In your opinion, how can we increase multi-stakeholder collaborations?

Beyond stronger and more coherent global policies, we need better operationalization, oversight, and enforcement mechanisms. Some sectors like universities, nonprofits, and medicine have built-in mechanisms to ensure ethical reviews take place but there are few consistent standards and approaches, and the tech sector is often not subject to these requirements. Instead, profit motives that do not align with public interest risk worsening the privatizing of profit and socializing of harm. Several initiatives have emerged to respond to specific market failures created by tech. First Draft News developed collaborative responses to prevent the spread of misinformation in the media. The Global Internet Forum to Counter Terrorism works to prevent extremist use of the internet through multistakeholder Working Groups that shape collective action. But there are many asymmetrical disadvantages at play. It is easy to get people and communities to believe lies they want to believe. It is tough to get them to unbelieve it. This is digital guerilla warfare.

Second, asymmetric access for nonprofits, including money, talent, knowledge, resources, infrastructure, and data for oversight can limit their impact. Sometimes, they invest significant resources to uncover what platforms already know. Corporate transparency on harm assessment and mitigation would be an extremely valuable step. We also need well-resourced oversight mechanisms upfront - that are inclusive of tech, nonprofit, and government perspectives - to help rebalance these asymmetries.

These problems cannot be solved in isolation. Trust-based partnerships rooted in transparency can go a long way to strengthening collective problem-solving.

Looking five years into the future, how would you hope the conditions have changed related to tech and democracy?

Tackling asymmetries of power is key. Getting there partly requires better choices. Big Tech platforms increasingly attempt to dominate parts of the digital landscape and prevent disruptors. Network effects, winner-takes-all dynamics, inequitable access to capital, problematic terms of access, predatory pricing models, and the ability to lock in users in proprietary ecosystems further contribute to limit competition and concentrate power. This impacts privacy, the distribution of wealth, and the functioning of markets, and contributes to the decline of innovation, small businesses, and local journalism.

Stronger and enforced antitrust and consumer protection laws could make a big difference. Policies on the Right to be Forgotten, interoperability, portability, and open standards strengthen the ability of consumers to vote with their feet and wallets when platforms break trust. Competitive marketplaces create incentives for companies to align decisions with the public interest.

Getting companies to create transparent and sustainable businesses that align with public interest is another goal. In an ideal world, companies would proactively and transparently share information on algorithms they develop, data usage practices, and impact assessments. Their work would be readily auditable and sectorally standardised so they can't cherry-pick the numbers that suit them. To avoid the tech equivalent of greenwashing, we would have well-resourced oversight mechanisms to: 1) flag inaccurate or incomplete risk assessments, 2) advise companies on corrective measures, and; 3) hold companies accountable when they fail to act in good faith. Additionally, we need to invest in research and development of technologies that prioritise social sustainability.

Ridwan Oloyede

Co-Founder, Tech Hive Advisory
 📍 Nigeria



Tell us about your role:

I currently lead the technology policy team at Tech Hive Advisory, where I coordinate and supervise our work. A typical day entails, among other things, reviewing legislation, contributing to policy proposals, contributing to research or reports, participating in global expert sessions, and identifying regulatory trends in collaboration with our regulatory intelligence team.

How did you build a career in the tech and democracy field?

Early in my career, I worked in a traditional law firm, but I quickly became interested in policy. A close friend, Tomiwa Ilori, was instrumental in igniting an early interest in policy, and specifically digital rights. I followed my interest with a good number of massive online open courses on a variety of topical areas, read published research papers and reports, attended events, and met interesting people, all of whom played and continue to play a crucial role in my career. In addition, I began writing, contributing to policy proposals and, later, to expert sessions. In

I made the decision to co-found Tech Hive Advisory, where I have spent the majority of my working life on various aspects of technology policy.

What are the key challenges for democracy that technology can exacerbate?

Information disorder and surveillance are two issues that are central to some of the work I do. Both problems have been exacerbated by the proliferation of technology. In particular, government-led surveillance, in the absence of safeguards, is increasingly rationalized in the name of national security. Similarly, the existence of social media has enabled information disorder to occur on a large scale, which is sometimes exacerbated by the actions of government actors. In the opposite direction, democratic governments are closing civic space or opposing conversations.

What actions can government institutions and/or media companies take to rebuild trust with civil society?

The government and the media will need to improve their transparency and accountability. They are crucial for establishing trust and closing the gap. Depending on where you are in the world, confidence and trust in the government are declining, and it will take more than promises to reverse this trend. For example, is the government willing to be more transparent with its citizens about surveillance, or should the public wait for a major news story to learn about surveillance programmes that violate human rights and disregard safeguards? However, these stories are never exhausted.

Looking five years into the future, how would you hope the conditions have changed related to tech and democracy?

A future in which innovation is not used as a tool for repression or to build a "dystopianverse," and in which technology's designed for the common good and used responsibly.

Roberta Braga

Director, Counter-Disinformation Strategies,
Equis Institute

📍 USA



Tell us about your role:

I am Director of Counter-Disinformation Strategies at Equis, a set of organizations working to create a better understanding of Latinos, innovate new approaches to reach and engage them, and invest in the leadership and infrastructure for long-term change and increased engagement. The changing nature of Latino media ecosystems, voids in reputable Spanish-language information, and insufficient action by social media platforms make disinformation and misinformation problematic in

Latino and Spanish-dominant communities. We invest in understanding how Latinos receive and engage with information online in both English and Spanish, to combat false or misleading narratives and to provide better messaging, digital, and communications support where needed. Our work is focused on (1) tracking key trends and narratives in Latino and Spanish-language spaces online, (2) holding platforms more accountable when it comes to addressing violations to terms of service, and (3) providing support to organizations looking to combat

the corrosive effects of problematic information on democracy. At Equis, we believe false or misleading information needs to be countered by an ecosystem permeated with contextualized messaging, delivered by trusted messengers, inside an information environment where Latinos see themselves and their experiences reflected. That belief underpins a lot of the work I do at Equis.

How did you build a career in the responsible tech space?

My career and interests have always fallen at the intersection of communications, technology, and foreign policy (Latin America and Europe), in part because I moved to the United States from Brazil at a very early age and thus always had my feet planted in two worlds (my family was one of few from a different country in the small town in Wisconsin, where I grew up). My academic background is in journalism, global security, and public diplomacy, and I've ping-ponged between those areas of focus in my professional career for the past decade. Prior to joining Equis, I managed global content and campaigns at the law firm Baker McKenzie, and before that served as Deputy Director for Programs and Outreach at the Atlantic Council's Adrienne Arsht Latin America Center. Over my five years in the think tank world, I helped shape the intellectual framework for the Council's Latin America programming, and led/supported work on democracy-building, countering disinformation and misinformation in elections, and trade integration in Brazil, Mexico, Colombia and Venezuela. I've also worked at the US Department of Homeland Security and the Federal Communications Commission.

What are the key challenges for democracy that technology can exacerbate?

Distrust and polarization are two key

challenges for democracy that are constantly at the top of my mind. In the United States, Latinos, like many voters, are targeted by and exposed to false, misleading and harmful information online - a symptom, by-product, and tool of a growing, global crisis of trust. In the United States (and in Brazil, Colombia, Mexico, etc.), this has affected free and fair democratic discourse and sowed doubt in political leaders, the electoral system, and US institutions.

Research shows that about half of Americans (48%) get their news from social media at least sometimes. Our research shows however, that Latinos and Hispanics in the US over-index at news consumption on social media, especially on Facebook, YouTube and WhatsApp. The true danger is not that these communities are believing false or misleading information more than others - rather, per Equis research, Latinos are reacting with rational skepticism to any new information they receive, true or false. As a result, as is the case with many voters overall, Latino communities are losing trust in news, information and institutions - far too many people are unsure what to believe.

What are the key challenges for democracy that technology can ameliorate?

Our research shows that Latinos in the United States often do not feel able to or encouraged to actively engage in politics or society more broadly; that many still feel like guests in this country. At Equis, we believe that creating a sense of belonging and power requires deep investment in engagement with Latino communities. With the rapid growth of both digital media consumption and the U.S. Latino population, technology can open new doors for leaders to forge effective, inclusive, two-way communications with Latino audiences online. At Equis, our teams are focused on, among other things, developing and testing new and better tools and tactics to reach and engage Latino audiences. Specifically in my department, we are exploring how we can harness tested, trusted messengers to advance narratives that are fact-based, contextualized, and culturally relevant, and that can effectively reduce uncertainty and belief in false information spread with intent to deceive.

What are the roles and responsibilities of the key players in the tech and democracy ecosystem - industry, government and/or civil society?

Civil society organizations are best positioned to continue building trust with Latino communities. Building trust with Latino communities at the grassroots level includes strengthening a robust and year-round engagement infrastructure both online and offline, investing in Spanish, and adhering to good messages on issues of key importance to Latino voters.

Industry leaders, including social media companies and messaging applications have an opportunity to expand resources dedicated to content moderation in non-English languages, and at the bare minimum, take the same actions on non-English-language violations of terms, as they do for English. Additionally, many social media companies disseminate transparency reporting on different aspects of actions taken to address violations of terms of service. These transparency reports should provide more information on non-English language content by allowing for segmentation by country and language, showcasing top accounts and posts across languages and regions, as some already do for English-language accounts.

Government should continue to thoughtfully consider data privacy and transparency legislation. Legislation that outright criminalizes disinformation is not the solution. The focus of attention should be on enhancing data transparency, preventing discrimination by algorithms, limiting businesses' ability to collect and use our personal information, and enhancing protections for researchers.

There has been a lot of discussion around increasing multi-stakeholder collaboration to reduce some of the issues related to tech and democracy. In your opinion, how can we increase multi-stakeholder collaborations?

As someone with an eye to Latin America and to Latinos in the United States, I see a huge opportunity in better connecting stakeholders working in both spaces to share lessons learned, best practices, and findings. Too often, those of us working on borderless, cyclical issues such as those related to information integrity are studying the problem more broadly, but applying solutions more locally. With our heads down, we still fail to coordinate at scale, and thus end up recreating wheels without realizing how often patterns repeat across borders. We can increase multi-stakeholder collaborations by better aligning missions, methodologies and partnerships across borders.

Salla Westerstrand

*AI Ethicist, AI and Democracy and
PhD Researcher, Future Ethics*

 Finland



Tell us about your role:

I am an AI ethicist focusing on intersections between AI and democracy, aiming to make future technologies more ethical. I work as a Project Researcher and a PhD Researcher in Turku School of Economics (Information Systems Science). I'm part of the leading research group of IT ethics in Finland, Future Ethics. In my PhD research, I study the current ethical directions of AI and their impacts on democracy, applying ethics theories to the use of AI and reflecting the ways in which AI could shape today's democracies in

theory and in practice. My work is multidisciplinary and draws from practices of Information Systems Science, IT Ethics (applied ethics), Political Science and humanities. I have also just founded Harmless, an ethical tech consultancy. Besides, I currently work for a project that aims to strengthen worker wellbeing in data economy ecosystems. We map our partnering SMEs' most important needs in terms of data skills and offer them tools for capacity development based on a participatory model. The ultimate goal is to reach a happier data economy for all. In addition to

academic work, I volunteer with Women in AI Finland and All Tech is Human, with a goal of sharing knowledge and bringing insights from academic research to the use of the AI industry. Creating platforms and opportunities for multidisciplinary and inter-sectorial knowledge sharing is something I will be increasingly working on in the future.

How is democracy defined in your line of work? How does it influence your approach to technology and democracy?

My work embraces the plurality of ways to define democracy. My work discusses both democratic ideals by democratic theorists and real-life democracies around Europe, which all represent different combinations of characteristics, values, and democratic processes. Some highlight the importance of elections and party politics, some continuous political participation and consensus-seeking deliberation, and some embrace antagonisms and dissent. This perspective allows me to dig deep into the roots of how emerging AI technologies are affecting different aspects of democracies and evaluate what it could mean for the future of democracy. This enables deeper understanding of the phenomenon, stepping aside from mere dichotomies, such as utopias and dystopias, threats and opportunities. For example, AI driven platforms for political participation, such as Pol.is, could offer ways to scale up political deliberation and direct participation, which could direct democracies towards scenarios such as Open Democracy described by H el ene Landemore. On the other hand, relying on current algorithms could erode the quality of the discussion through biases and spreading of mis- and disinformation, eventually leading us to prefer more minimalist forms of democracy that rely on representation through traditional elections. The research is, however, in its early stages. In order to truly understand the relationship between tech and democracy and how these different aspects relate to each other, more research is needed – and we are on it!

What are the key issues at the intersection of technology and democracy?

From my perspective, the key issues are related to the way in which we take control of our digital futures. First, we need to understand what kind of future we want for democracy, and seek to safeguard the fundamentals, such as values and processes, that are likely to lead us to that direction. When developing and using new technologies, we should ask ourselves: What kind of impacts could adopting this technology have on democratic values, institutions and processes? Are we ok with the potential tradeoffs, or is there something we want to change? If so, who is responsible for the implementation of the changes? Second, we seem to forget why we have democracies in the first place: we want people to have control over their own lives and to decide who has the right to rule and how. In the world driven by algorithms and data economy, the power over shaping our lives, deciding upon the services we use and the way we communicate with each other lies in the hands of the Big Tech. Their way of using power is not based on democracy. I think we should ask ourselves: why would we accept an authoritarian rule by the Big Tech if we would never accept it by the State?

What are the roles and responsibilities of the key players in the tech and democracy ecosystem like industry, government and/or civil society?

In my opinion, the more power, the more responsibility. When it comes to technology and democracy, industry actors have an immense power over the ongoing course of events, which is why they should be assigned responsibility accordingly. On the other hand, our governments have the power to regulate the businesses to protect democratic values and the rights of their citizens, and this is a power they should not be too afraid to use. Both industry and governmental actors are run by human individuals, which is why we should also remember to take responsibility for our own actions and choices. Even though businesses and governments have a major role in shaping our societies and hence should be appropriately held responsible, every individual is to an extent responsible for consciously aligning their own actions with their values. This is something to keep in mind even when feeling powerless as a small individual.

There has been a lot of discussion around increasing multi-stakeholder collaboration to reduce some of the issues related to tech and democracy. In your opinion, how can we increase multi-stakeholder collaborations?

Collaboration is an important aspect in enabling better tech futures. I think we need a good mix of events with specific problems to solve but also events meant for dialogue and increasing mutual understanding. Firstly, the upcoming Global Responsible AI Hackathon by the Women in AI is a good example of an event where different stakeholders come together to solve AI-related issues with a solution-oriented mindset. Similarly, working groups formed around specific questions aim to produce recommendations, guidelines and summaries which can inform legislators, citizens and businesses when developing and using technology in a democratically conscious way. On the other hand, dialogues such as the gatherings and summits organized by All Tech is Human have a crucial role in continuous discussion that increases our understanding of the relationship between technology and democracy. In my opinion, all of us could contribute to the increase of multi-stakeholder dialogue in our own environment by organizing meetups and actively looking for opportunities to listen and to share knowledge with people outside one's everyday bubble. These encounters are the brightest sparks for further collaboration and tend to expand into meaningful events and forums for incredible, societally sustainable innovation.

From your perspective, what does a better tech future look like?

In my tech utopia, people have a range of tools to choose from to design their lives in a way that best suits them and their values. In such a society, technology serves the people, which means it also serves the societal structures that safeguard key democratic values, such as the many forms of human autonomy and equality. Our current democracies function on standardized processes and services, because the existing tools cannot embrace the plurality of needs and preferences. I think this is something technology can change. This, however, does not mean personalisation of everything on the terms of profit-seeking companies. A better tech future for me requires limitations to the freedom of making profit from restricting others' autonomy and opportunities to seek happiness. I do not believe one can truly become happy by undermining others. We cannot always predict every impact of technology, which is why we need processes to address arising issues and disrupt technologies, even if it means loss of monetary profit for a business. I think it is the responsibility of the business to take and to mitigate such risks when launching a business with potential negative consequences for human lives.

My utopia has a common goal of developing technologies that enable happy lives for all, and I believe this cannot be attained by following the goal of mere profit maximization. For me, the true value of technology is not monetary but an experienced value it brings to us as humans.

Santana Muthoni

*Ecosystem Builder and Lead Connector
(Africa), Founders Lair*

 Kenya



Tell us about your role:

I am a business development and policy analyst working at the nexus of technology, policy, and gender. Over the course of my career, I have worked on and led initiatives and projects across healthcare, academia, and nonprofits. I now work with Fortune 500 companies, philanthropists, NGOs, and governments to provide expertise on contemporary Africa-China relations, emerging issues in international development, and how to leverage startup ecosystems.

My current research interests are on how China's Digital Silk Road is influencing Africa's internet governance norms, the gendered impacts of these digital transformations, and how these are shaping the continent's technological future.

What are the key issues at the intersection of technology and democracy?

The proliferation of fake news and propaganda on social media platforms has and continues to undermine trust in democracy and

government institutions through misinforming and disinforming citizens. Online platforms have also made it easier for political campaigns to target specific groups of voters with personalized messaging based on their stated or inferred political views, preferences, and characteristics, thus raising concerns about the transparency and accountability of political advertising.

As our relationship with and use of technology evolves, there is an ongoing challenge in protecting the personal information of data subjects from ongoing government surveillance, and corporate data collection and weaponization. Social media platforms, for example, have been used by advertisers to prioritize profit overall while at the same time sowing discord and fueling hatred among communities.

Additionally, the costs associated with accessing the internet bring forth significant disparities that limit certain groups' ability to fully participate in democratic processes. Known as the "digital divide," this growing gap results in inequalities in access to information and opportunities, as well as participation in the democratic process.

Lastly, cyber attacks, which have become more common today, pose a threat to the integrity of democratic processes as they infiltrate critical infrastructure, where personal and sensitive data is stored, and expose electoral processes to interference from political parties, foreign state actors, ad tech companies, and other private and state actors.

What are the key challenges for democracy that technology can ameliorate?

The key challenges for democracy that technology can ameliorate include inclusivity and increased voter participation through helping people overcome barriers to political participation like geographic distance or

physical disabilities by providing alternatives like online voting systems and voting applications. Citizens can also establish direct contact with their representatives and hold them accountable for promises made to them during campaign seasons, through online platforms and apps that can track the progress of legislation and provide a forum for public debate and engagement.

Technology can also promote better and increased civic engagement through the use of social media and other online platforms that help organize protests against oppressive regimes and empower political activists to do their work better. We have also witnessed fact-checking algorithms and machine-learning systems being used in the last decade to identify and flag false or misleading information online. These have and can continue to help promote media literacy among the general public while also combating the spread of misinformation and disinformation, a key challenge facing democracy as we know it today.

However, it is important to note that technology is not a panacea and poses challenges to democracy. As it is, the technologies that we use are controlled by a few and are fashioned to serve their interests. As a result, addressing these challenges and ensuring that technology is used for the common good is imperative.

There has been a lot of discussion around increasing multi-stakeholder collaboration to reduce some of the issues related to tech and democracy. In your opinion, how can we increase multi-stakeholder collaborations?

To increase multi-stakeholder collaborations, it is important to start with a clear focus and shared understanding of the key issues facing democracy among the stakeholders, who include governments, social media corporations, the media, civil society, and non-governmental actors. In my opinion, they must all start from within and ensure that they are well-equipped to recognize the key issues and their role in promoting democratic principles and improving democratic processes. In order to make these stakeholder engagements meaningful, it is important to also consider their interests, capabilities, and value systems.

For example, when it comes to combating issues like disinformation and misinformation, social media corporations need to recognize that they play a complex and central role in tackling these issues, and their consumers are now expecting them to do better, be it through enforcing content monitoring policies, de-platforming inciting and conspiratorial accounts, educating and protecting their staff, while also learning from previous lawsuits. On the other hand, governments need to enhance their capacity to recognize key issues facing democratic processes by working with their citizens and funding experts, including those in policy and academia, whose research will help determine what tools and approaches can best increase multi-stakeholder collaboration in solving these challenges. They also need to strengthen legislation and ratify international agreements that hold them and other stakeholders accountable to technology governance norms and common binding norms and policies.

The media also have a role to play in ensuring that fact-checking and analysis are prioritized over merely reporting on issues in order to build and widen trust with the general public. They should also seek to work with civil society and academia on digital media literacy programs that also serve as an avenue for them to learn more about emerging issues within the tech and democracy spaces. Finally, non-governmental actors should work to fund and collaborate with other local actors who are often traditionally marginalized but understand the local context better in order to reduce siloed and duplicated efforts and maximize the intended impact of their work.

Looking five years into the future, how would you hope the conditions have changed related to tech and democracy?

It is difficult to predict with certainty how the intersection of technology and democracy will evolve over the next five years, but there are several changes that I would hope to see. These include an increased focus on responsible tech governance and education on what it entails for the relevant stakeholders, a narrowed digital divide, especially among the Global Majority, improved data security and privacy protections, and digital media literacy campaigns that will combat the spread of misinformation and disinformation.

I would also like to see more governments take a more proactive approach to cybersecurity by attracting a diverse and younger workforce in order to maximize their efforts in protecting themselves from cyber attacks and other forms of online sabotage. All of these, I hope, will bring greater transparency and accountability that will allow for more inclusive conversations and meaningful civic engagement so that governments are more responsive to the needs and concerns of their citizens.

Vandinika Shukla

Practicing Democracy Project Fellow, Harvard Kennedy School and Former Strategist, Center for Constructive Communications, MIT Media Lab

USA



How is democracy defined in your line of work? How does it influence your approach to technology and democracy?

We often think of democracy as something binary - you have it or you don't. But in my line of work, democracy is something you do, over and over again. The pursuit of democracy is closely tied to justice, equal voice and agency, and consequently equal representation. So, when I consider the implications of the current and future technological infrastructure and digital media ecosystem, I have to

ask - is it representing the unheard and underrepresented, and is it nimble enough to respond to how democracy is constantly created and uncreated?

What do you think are the key issues at the intersection of technology and democracy?

Emerging technology will always be surrounded by not only thorny ethical dilemmas but tradeoffs and choices about design, legal frameworks, accessibility, privacy, safety, and so much more. I think the key issue at the intersection of

technology and democracy is who makes those choices and how.

Transparency about choices is absent in the current paradigm of technology and democracy. As a Harvard Belfer Fellow, I interviewed over two hundred journalists and UX designers across the world on how dark patterns weaponize trust on social media platforms. A dark pattern confuses users to make choices they don't want to make. What does it say about the state of our democracy if journalists are not safe to do their job? When technology consistently gets in the business of deliberately deceiving its users, trust is hard to rebuild.

From a platform policy perspective, we need more transparency, accountability mechanisms, more nuanced privacy controls, and participatory design. But at a systems level, as users and members of civil society, we need to ask who makes the platform (design, legal, policy, business etc.) choices and where is power situated. That latter question often can be traced to where pockets of money are concentrated or flow to and from.

What actions can government institutions and/or media companies take to rebuild trust with civil society?

Government institutions and media companies need to create spaces for real dialogue and relationship-building with the public instead of simple tokenism or clientelism to rebuild trust with civil society. Government institutions and media companies need to think of civil society as their constituency or people they serve instead of people they provide one-time services to.

This needs cross-functional partnerships between researchers in AI and emerging technology, computational social science, digital interactive design with software engineers, journalists, political scientists, policymakers, designers, and community organizers to collectively diagnose the problems and build a new type of civic



infrastructure. Rand Corporation's new research on civic infrastructure defines it as the places, policies, programs, and practices that undergird strong communities and foster civic engagement. Among many forms, this can look like what we created at Real Talk for Change at MIT Media Lab, where we captured facilitated conversations with community leaders and used machine-powered tools to mine over 3000 minutes of conversation for themes and trends, which were then made available to the public and electoral candidates for the Boston Mayoral and City Council elections.

Furthermore, in the specific domain of building tools to combat misinformation and disinformation, my research on how to navigate design and policy trade-offs among news platforms, tech platforms, and users' needs revealed that this new civic infrastructure needs civic education. Instead of playing whack-a-mole with fake news, we need “accuracy priming”, i.e. prompting users to engage their critical faculties, to inoculate them against misinformation.

Looking five years into the future, how would you hope the conditions have changed related to tech and democracy?

I hope that tech and democracy respond to and represent the multiracial, multicultural, and intersectional community they are designed for. And in return, I hope that as individuals we develop what my former research advisor Bruce Schneier – in his new book *A Hacker’s Mind* – calls a hacking mindset to rebuild our economic, political, and legal systems to counter those who would exploit our society. This would mean that we have successfully 1) bridged the gap in translating the risks, threats, and opportunities of emerging technology to users, policymakers, and legislators; 2) cultivated a practice of human-centered design in how technology policy choices are made; and 3) thoughtfully redistributed decision making power from the few at the top to the many - particularly underrepresented and at-risk users.

From a platform policy perspective, we need more transparency, accountability mechanisms, more nuanced privacy controls, and participatory design. But at a systems level, as users and members of civil society, we need to ask who makes the platform (design, legal, policy, business, etc.) choices and where is power situated. That latter question often can be traced to where pockets of money are concentrated or flow to and from. -Vandinika Shukla, Practicing Democracy Project Fellow, Harvard Kennedy School and Former Strategist, Center for Constructive Communications, MIT Media Lab

Zamaan Qureshi

Policy Advisor, *The Real Facebook Oversight Board*

📍 USA



Tell us about your role:

I am a policy advisor for the Real Facebook Oversight Board (RFOB), a global group of over 30 academics, journalists, researchers, and thought-leaders who criticize Facebook's role in our society.

Working on policy for RFOB means I contribute to the board's decision-making around what policy issues we decide to weigh in on. I also spearhead our Congressional outreach with lawmakers on Capitol Hill connecting them to our board members and facilitating conversations that help elevate

understanding of technology policy and laws. While we have a very public-facing Twitter presence that I also help run, much of our work is done behind the scenes such as our investigative and legal work which I help to run.

How did you build your career in the tech and democracy field?
What advice would you give others looking for a similar career?

In the spring and summer of 2020, I was a senior graduating from high school during lockdown and deep into the pandemic. The early

months of online learning were not educationally stimulating and I began looking elsewhere for outside challenges. I remembered I had watched *The Great Hack*, a documentary on Netflix about the Cambridge Analytica scandal, when it came out, and picked it up again that summer. I was always interested in politics, having worked on a Congressional campaign, and the impact of social media on our democracy fascinated me. I started researching and learning more about Cambridge Analytica, Facebook, and social media's role in the 2016 election, purely out of curiosity. But by the end of that summer, I began discovering missing pieces to that saga and I began trying to find ways to get answers including learning how to file Freedom of Information Act requests or write to legislators. On one such occasion, I wrote to a parliamentary committee that was scrutinizing Facebook and Cambridge Analytica. Maybe out of pure luck or even some tenacity, a staffer wrote back. Overjoyed and completely unaware of the consequences, I tweeted out the staffer's reply on Twitter. Within a few hours, it started to get noticed and within a few days, the award-winning Guardian journalist Carole Cadwalladr DM'd me inquiring about my interest in joining RFOB.

What are the roles and responsibilities of the key players in the tech and democracy ecosystem like industry, government and/or civil society?

Government has a crucial role to play in regulating and overseeing the tech and democracy ecosystem. We need strong regulators to do this including Congress, the FTC, and the DOJ to enforce competition policy, and privacy standards, and create protections for children. People like to dunk on Congress saying that they don't know what's what but we've come a long way since Senator Orrin Hatch's "How do you make your money; Senator we sell ads" from 2018. The challenge is tech moves a million



miles a minute and Congress does not. Big Tech and its front groups spent almost \$200 million lobbying against privacy, antitrust, and child protection laws. But a colleague, Alex Harman at the Economic Security Project, put it best, "Big tech is delaying the inevitable, and the bigger fight continues. They aren't winning, they are just losing in slow motion." We can see from a slate of antitrust bills from Rep. Cicilline and Buck and Sens. Klobuchar and Grassley, that there is an impetus for updating and giving our regulators more tools. It's now just about getting these bills over the line.

Looking five years into the future, how would you hope the conditions have changed related to tech and democracy?

My experiences working in the tech policy space have given me a perspective on what people really care about. Data collection and privacy worry people but to an extent. But when the outcomes of data collection get creepy, that's where people draw the line and that's also when it gets scary. So values of privacy, integrity, and accountability have to be sacrosanct to online usage.

In this space, we often have discussions about giving people more tools, controls, and power over their data. But when given those tools people don't know what to do with them because protecting your data is not intuitive. Platforms are deliberately deceptive so for the average user, it's hard to know what you are agreeing to. But the harms are real. People in this space often talk about them all the time but in somewhat of a bubble. We also have to understand that people have been socialized, in large part by these companies, to believe that they have no power over their information and data, or that the task is too great so they choose to ignore the problem. And the outcome of this is that our generation seems content to ignore these harms until individuals are directly affected by them. I actually think the values of most digital citizens are clear—privacy, accountability, controls, and power in the hands of the user—but the practice of actually building these into companies or platforms is the real challenge. We also have to help break the cycle of thought where people think they have no control and these harms won't ever hurt them and to me that starts with education. Letting people know how to protect themselves and bringing that conversation to the kitchen table and the classroom.

I actually think the values of most digital citizens are clear—privacy, accountability, controls, and power in the hands of the user—but the practice of actually building these into companies or platforms is the real challenge. We also have to help break the cycle of thought where people think they have no control and these harms won't ever hurt them and to me that starts with education. Letting people know how to protect themselves and bringing that conversation to the kitchen table and the classroom.
-Zamaan Qureshi, Policy Advisor, The Real Facebook Oversight Board

100 Organizations in Tech and Democracy

There is an incredible array of resources related to Tech & Democracy. Below you can find our curated list of 100 orgs doing valuable work.

Are we missing an organization and/or resource? Submit resources through AllTechIsHuman.org or directly to Sandra Khalil at Sandra@AllTechIsHuman.org.



ORGANIZATIONS AND RESOURCES

Access Now (@accessnow) “Access Now defends and extends the digital rights of users at risk around the world. By combining direct technical support, comprehensive policy engagement, global advocacy, grassroots grantmaking, legal interventions, and convenings such as RightsCon, we fight for human rights in the digital age.”
Accessnow.org Resource(s): [Digital Security Helpline](#), [RightsCon](#)

Access Partnership (@accessalerts) “Global technology policy consulting dedicated to the mission of leading countries to Fair Tech.” [AccessPartnership.com](#) **Resource(s):** [Metaverse Policy Lab](#)

Accountable Tech (@accountabletech) “Accountable Tech is a nonprofit that advocates for structural reforms to repair our broken information ecosystem and foster a healthier and more equitable democracy. We aim to remove or recalibrate the financial incentive for platforms to spread disinformation, discrimination, hate, extremism, etc. and incentive structural reform that centers and elevates the health and wellbeing of individuals and communities. “We are facing a crisis of truth. Accountable Tech advocates for the social media companies at the center of today’s information ecosystem to strengthen the integrity of their platforms and our democracy.” [Accountabletech.org](#) **Resource(s):** [Politics of an Antitrust Vote This Fall](#), [Global Implications of EU Digital Reforms](#), [How Big Tech Boosts Autocrats](#)

ACLU; American Civil Liberties Union (@ACLU). “The ACLU is an non-profit, non-partisan organization of people who believe in the power of action. We are united by the quest – “We the people dare to create a more perfect union.” Whether in the courts, statehouses, Congress or communities, we fight to defend the rights that the Constitution guarantees to all of us – regardless of who we are, where we come from, whom we love, or what we believe. Together, we take up the toughest civil rights and liberties challenges of our time. We seek to inspire those who want change to become the ones who make change.” [aclu.org](#) **Resource(s):** [Privacy and Technology](#)

Africa Digital Rights Hub (@hub_adr) “The Africa Digital Rights’ Hub is a not-for-profit think tank registered in Ghana that advances and promotes research and advocacy on digital rights across the African continent. Interested in the impact of digital technology on people living in the Continent, the Hub brings together academic researchers, stakeholders, policy makers, regional and international bodies to address digital rights issues in Africa.” [Africadigitalrightshub.org](#) **Resource(s):** [ADRH Blog](#)

AI for Peace (@AI4Peace) “Using AI for Creating Lasting Peace The AI for Peace is a San Francisco based nonprofit organization focused on studying and understanding the impacts of artificial intelligence (AI) and related exponential technologies on society.” [Alforpeace.org](#) **Resource(s):** [AI Explained: Non-Technical Guide for Policymakers](#)

AI Now Institute (@AINowInstitute) “The AI Now Institute at New York University is an interdisciplinary research center dedicated to understanding the social implications of artificial intelligence.” [ainowinstitute.org](#) **Resource(s):** [How to Interview a Tech Company](#)



ORGANIZATIONS AND RESOURCES

Alfred Landecker Foundation (@alfredlandecker) *"The Alfred Landecker Foundation focuses on securing the future of democratic and open societies in which individuals have the space and knowledge to participate and unfold their potential. We believe in the values on which the European Union was founded and are determined to foster democratic structures. Our team is committed to upholding the memory of the Holocaust and to translating the lessons of the past into active engagement in the present. We want to contribute to shaping the debate on key challenges of our time."* alfredlandecker.org **Resource(s):** [Strengthen Democracy Projects](#)

Algorithm Watch (@algorithmwatch) *"AlgorithmWatch is a non-profit research and advocacy organization that is committed to watch, unpack and analyze automated decision-making (ADM) systems and their impact on society."* algorithmwatch.org/en **Resource(s):** [AutoCheck](#)

Alliance4Europe (@alliance4EU) *"In 2019, we set out a strategy based on three pillars of action: Community Building, Digital Intelligence, and Campaign Creation. In the meantime we have put this plan into action. We support groups of actors to come together to cooperate. Then we develop the effective digital tools for impact. Then, we roll out campaigns for impact with those communities. What we have seen that these pillars do not operate separately, but rather in tandem, one step amplifying another like cylinders driving the motion of an engine for European democracy."* alliance4europe.eu

All Tech Is Human (@AllTechIsHuman) *"Non-profit committed to building the Responsible Tech pipeline; making it more diverse, multidisciplinary, and aligned with the public interest. We believe that we can build a better tech future by diversifying those involved in it. By uniting a broad range of stakeholders, we can co-create a tech future aligned with the public interest."* AllTechIsHuman.org **Resource(s):** [HX Report](#), [Responsible Tech Talent Pool and Job Board](#), [community Slack group](#), [all projects](#)

Asian American Disinformation Table *"The Asian American Disinformation Table is a national table that coordinates research, strategies, policy recommendations, pop culture, messaging interventions, & corporate accountability around issues of domestic & transnational misinformation and disinformation impacting Asian Americans. We are an interfaith, inter-caste, multi-ethnic, multi-language coalition that builds shared intergenerational resilience across Asian American communities. We support individual member organizations working on issues against polarization & harmful narratives, sharing learnings, and coordinating with allies outside the U.S."* asianamdisinfo.org **Resource(s):** [Power, Platforms and Politics: A Landscape Report on Asian Americans & Disinformation](#)

Aspen Tech Policy Hub (@AspenPolicyHub) *"The Aspen Tech Policy Hub is a West Coast policy incubator, training a new generation of tech policy entrepreneurs. Modeled after tech incubators like Y Combinator, we take tech experts, teach them the policy process through an in-residence fellowship program in the Bay Area, and encourage them to develop outside-the-box solutions to society's problems."* AspenTechPolicyHub.org **Resource(s):** [Aspen Tech Policy Hub Projects](#)



ORGANIZATIONS AND RESOURCES

Association of Technology, Education, Development, Research, Communication (TEDIC) (@TEDICpy) *"We seek full compliance with civil rights on the Internet. We investigate, disseminate information and train on issues of privacy, personal data, cybersecurity: digital care, freedom of expression and demonstration, net neutrality, copyright, artificial intelligence, biometrics, among others with a cross-gender approach. We develop open civic technology: We promote the use and development of free software and hardware, open design and open data."* tedic.org/en **Resource(s):** [Democracy Projects](#)

Atomium European Institute for Science, Media and Democracy (EISMD) (@Atomium_EISMD) *"AI4People was launched at the European Parliament, as the first multi-stakeholder forum bringing together all actors interested in shaping the social impact of new applications of AI, including the European Parliament, civil society organizations, industry and the media."* [Eismd.eu](https://eismd.eu) **Resource(s):** [Post-Covid Summit](#)

The Berggruen Institute (@berggruenInst) *"We live in a time of great transformations. From capitalism, to democracy, to the global order, our institutions are faltering. The very meaning of the human is fragmenting. The Berggruen Institute was established in 2010 to develop foundational ideas about how to reshape political and social institutions in the face of these great transformations. We work across cultures, disciplines and political boundaries, engaging great thinkers to develop and promote long-term answers to the biggest challenges of the 21st Century."* berggruen.org **Resource(s):** [The Future of Democracy](#)

California Polytechnic State University, Institute For Advanced Technology and Public Policy (@CalPoly) *"At the Institute for Advanced Technology and Public Policy, we explore today's most complex challenges in arenas such as energy, the environment, agriculture and government transparency. We identify and develop ways to use emerging technology to influence related public policy, and we partner with industry and government leaders to craft effective, real-world solutions ripe for implementation. Led by Founding Director and former State Senator Sam Blakeslee, the Institute's integrated approach to solving society's toughest problems engages the best and brightest students and faculty at Cal Poly, steeped in the University's Learn by Doing tradition and motivated to make a real and tangible difference in the world."* iatpp.calpoly.edu **Resource(s):** [Digital Democracy](#)

Center for Democracy & Technology (@CenDemTech) *"The Center for Democracy & Technology is a 501(c)(3) working to promote democratic values by shaping technology policy and architecture, with a focus on the rights of the individual. CDT supports laws, corporate policies, and technological tools that protect privacy and security and enable free speech online."* cdt.org **Resource(s):** [CDT Reports and Insights](#)

Center for Humane Technology (@HumaneTech_) *"We are a team of deeply concerned technologists, policy experts, and social impact leaders who intimately understand how the tech industry's culture, techniques, and business models control 21st century digital infrastructure. Together with our partners, we are dedicated to radically reimagining technology for the common good of humanity."* [Humanetech.com](https://humanetech.com) **Resource(s):** [Foundations of Humane Technology](#)



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Center for Security and Emerging Technologies, Georgetown University (@CSETGeorgetown) *“CSET produces data-driven research at the intersection of security and technology, providing nonpartisan analysis to the policy community. CSET is currently focusing on the effects of progress in artificial intelligence (AI), advanced computing and biotechnology. We seek to prepare a new generation of decision-makers to address the challenges and opportunities of emerging technologies.”*
cset.georgetown.edu **Resource(s):** [AI and National Security](#)

Center for Technology & Society at the ADL (@ADL) *“ADL’s Center for Technology and Society (CTS) leads the global fight against online hate and harassment. In a world riddled with antisemitism, bigotry, extremism and disinformation, CTS acts as a fierce advocate for making digital spaces safe, respectful and equitable for all people.”*
adl.org/research-centers/center-technology-society **Resource(s):** [The Online Hate Index](#), [Center on Extremism](#), [Center for Technology and Society](#), [Resource Library](#), [Hate on Display™ Hate Symbols Database](#)

Citizen Lab, University of Toronto (@citizenlab) *“The Citizen Lab is an interdisciplinary laboratory based at the Munk School of Global Affairs & Public Policy, University of Toronto, focusing on research, development, and high-level strategic policy and legal engagement at the intersection of information and communication technologies, human rights, and global security.”* citizenlab.ca **Resource(s):** [Citizen Lab Tools and Research](#)

Civics Unplugged (@CivicsUnplugged) *“Civics Unplugged has built an ecosystem dedicated to training, funding, and connecting young people who are using new approaches to solving issues in democracy, climate, our lives online, and so much more.”*
civicsunplugged.org

Clean Up the Internet (@InternetClean) *“Independent, UK-based organisation concerned about the degradation in online discourse and its implications for democracy.”* cleanuptheinternet.org.uk **Resource(s):** [Blog](#)

Code for America (@codeforamerica) *“We are a network of people making government work for the people, by the people, in the digital age. How do we get there? With government services that are simple, effective, and easy to use, working at scale to help all Americans, starting with the people who need them most.”*
Codeforamerica.org **Resource(s):** [Code for America Summit](#)

Cornell Tech, Digital Life Initiative (@dlicornelltech) *“The Digital Life Initiative (DLI) was launched in 2017 to analyze the societal tensions arising from existing and emergent digital technologies. Inspired by the core values of justice, democracy, privacy, responsibility, security, and freedom, we support collaborative research projects that explore ethics, policy, politics and quality of life within prevailing socio-technical systems.”* dli.tech.cornell.edu **Resource(s):** [Digital Correctives in Civic Spaces](#)



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Credibility Coalition (@credcoalition) *"The Credibility Coalition is a research community that fosters collaborative approaches to understanding the veracity, quality and credibility of online information that is a foundation of civil society. We are journalists, researchers, academics, students, policy-makers, technologists and engaged non-specialists. We aim to develop common standards for information credibility by incubating activities and initiatives that bring together people and institutions from a variety of backgrounds. Credibility Coalition's core values are diversity, collaboration and thoughtfulness."* Resource(s): [Research from digital threats. We are collaborative campaigners, catalysing movements that will protect people across the world from digital harms.](#) [digitalaction.co](#) Resource(s): [The People's Declaration](#)

Cybersecurity and Infrastructure Security Agency (CISA) (@CISAgov) *"We lead the National effort to understand, manage, and reduce risk to our cyber and physical infrastructure. Our multi-faceted mission is home to more than 15 career fields including business administration, cybersecurity, program management, communications, data science. We play a vital role in protecting the homeland. Please visit our official website ([cisa.gov](#)) to learn how you can contribute to our mission."* [cisa.gov](#) Resource(s): [Cyber Hygiene Services](#)

Data for Black Lives (@Data4BlackLives) *"Data for Black Lives is a movement of activists, organizers, and mathematicians committed to the mission of using data science to create concrete and measurable change in the lives of Black people."* [d4bl.org](#) Resource(s): [D4BL Conference](#)

DataEthics (@DataEthicsEU) *"DataEthics is a politically independent ThinkDoTank based in Denmark with a European (and global) outreach. We work to promote data ethical products and services and provide knowledge, collaboration and consultation on data ethics for businesses, educational institutions, organizations, individuals and decision-makers from a technical, organizational, legal as well as social perspective."* [dataethics.eu](#) Resource(s): [International Forum on Digital and Democracy](#)

Democracy Fund (@democracyfund) *"Democracy Fund works toward an open and just democracy that is resilient in the face of change and worthy of the American people's trust. We support partners and ideas from across the political spectrum in pursuit of a vibrant and diverse public square, free and fair elections, effective and accountable government, and a just and inclusive society. We hope you'll join us on this journey."* Resource(s): [Voter Study Group](#)

Democracy, Human Rights, and Governance, U.S. Agency for International Development (USAID) (@USAID) *"For decades the American people, through USAID, have partnered with countries, communities, and people around the world to strengthen resilient democratic societies."* [usaid.gov/democracy-is](#)

DemocracyLab (@DemocracyLab) *"DemocracyLab helps tech for good projects launch by connecting skilled volunteers to projects that need them. We are open to projects from individuals, community organizations, non-profits, social purpose companies and*



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government agencies. Our platform helps volunteers give back and develop new skills, while accelerating the evolution of new technologies that empower citizens and help institutions become more accessible, accountable, and efficient.” [Democracylab.org](https://democracylab.org)
Resource(s): [Tech For Good Projects](#)

Design for Democracy (@D4DCoalition) “D4D Coalition is an international group of democracy and human rights orgs committed to ensuring that tech embraces democracy as a core design principle.” d4dcoalition.org
Resource(s): [Coalition Resources](#)

Digital Action (@DigitalActionCo) “Digital Action is a globally connected campaigning organisation established in 2019 to protect democracy and human rights from digital threats. We are collaborative campaigners, catalysing movements that will protect people across the world from digital harms.” digitalaction.co
Resource(s): [The People's Declaration](#)

The Digital Democracy Project (@Digitaldemocracy) “Our mission is to embed democratic values into the digital governance policies and statutes of nation states and the private corporations that operate the public squares of the 21st century. In service of that goal, we bring good ideas in digital democracy to light, document who’s making a difference, and help codify what’s working to achieve maximum positive public impact. We believe democracy works best when we are best informed, so we seek to educate the public, press, and lawmakers about how and where disruptive technologies strengthen societies instead of dividing them.” governing.digital

Digital Forensics Research Lab (DFRL), Atlantic Council (@DFRLab) “The Atlantic Council’s Digital Forensic Research Lab (DFRLab) has operationalized the study of disinformation by exposing falsehoods and fake news, documenting human rights abuses, and building digital resilience worldwide.
atlanticcouncil.org/programs/digital-forensic-research-lab
Resource(s): [Democracy and Tech Initiative](#), [Task Force for a Trustworthy Web](#)

Digital Freedom Fund (@df_fund) “The Digital Freedom Fund supports strategic litigation to advance digital rights in Europe. DFF provides financial support and seeks to catalyse collaboration between digital rights activists to enable people to exercise their human rights in digital and networked spaces.” digitalfreedomfund.org
Resource(s): [Digital Rights for All](#)

Digital Life Initiative (@dlicornelltech) “We explore societal perspectives surrounding the development and application of digital technology, focusing on ethics, policy, politics, and quality of life...Embedded within the progressive teaching mission of Cornell Tech on Roosevelt Island, the Digital Life Initiative (DLI) was launched in 2017 to analyze the societal tensions arising from existing and emergent digital technologies. Inspired by the core values of justice, democracy, privacy, responsibility, security, and freedom, we support collaborative research projects that explore ethics, policy, politics and quality of life within prevailing socio-technical systems.”
dli.tech.cornell.edu Resource(s): [Active Projects](#)



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Disarm Foundation (@disarm_disinfo) “Our mission is in the context of the risks and harms posed to free, open, and democratic societies, enabled by social media and the internet, and often coordinated within malicious or pernicious information campaigns. The risks/harms are distributed, diffuse, and often difficult to define and describe, making it challenging to effectively coordinate responses. The DISARM Foundation’s mission is to protect, enhance, promote and support the framework – titled DISARM (DISinformation Analysis & Risk Management) – as a free and open resource for the global counter disinformation community.” disarm.foundation **Resource(s):** [Disarm Framework](#)

Disinfo Defense League “The Disinfo Defense League (DDL) is a distributed national network of organizers, researchers and disinformation experts disrupting online racialized disinformation infrastructure and campaigns that deliberately target Black, Latinx, Asian American/Pacific Islander and other communities of color. DDL was created by and for these communities and is supported by services and insight provided by expert partners and organization.” **Resource(s):** [Policy Platform](#)

Electronic Frontier Foundation (@EFF) “The Electronic Frontier Foundation is the leading nonprofit organization defending civil liberties in the digital world.” eff.org **Resource(s):** [Privacy Without Monopoly: Data Protection and Interoperability](#)

Equitat Digital “We want educational digitization to be a real source of opportunity for everyone. Working especially close to those communities that are too often left out of the advantages offered by technologies, and at the center of their risks. We also know that guaranteeing digital access is necessary, but that it will in no way be sufficient to reverse the deep and persistent socio-educational inequalities. It is necessary to go further, to open uncertain paths of a digital revolution that is here to stay. This means exploring in those spaces where technologies intersect with education and social justice. We call all this digital equity. A horizon of change that calls to us all, from various positions and expertise.” equitatdigital.cat **Resource(s):** [Unfake](#), [Learn to Check](#)

Eticas Foundation (@EticasFDN) “Tech and data are permeating all aspects of our lives. But while innovation in medicine or food follows protocols and is required to prove its usefulness or impact through studies and processes, innovation in tech and data is arriving at our homes, streets, wrists and pockets with very little oversight. We love technology, but such love is coming at the expense of a healthy public debate, transparent data processes and accountability mechanisms. But tech does not have to be like this. We believe that there is space for better tech. Tech that is aware of its impact and the power imbalances that permeate our societies. Tech that can bring transparency and accountability instead of “black boxes” of secret algorithms. We believe that the best tech is yet to come, and would like to contribute to making it happen.” eticasfoundation.org

EU Digital Rights (EDRi) (@edri) “The EDRi network is a dynamic and resilient collective of NGOs, experts, advocates and academics working to defend and advance digital rights across the continent. For almost two decades, it has served as the



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backbone of the digital rights movement in Europe.” edri.org Resource(s): [Decolonising Digital Rights](#)

EU Disinfo Lab (@DisinfoEU) *“EU DisinfoLab is a young independent NGO focused on researching and tackling sophisticated disinformation campaigns targeting the EU, its member states, core institutions, and core values.” disinfo.eu Resource(s): [Tools to Monitor Disinformation](#)*

Facing Facts (@FacingFactsEU) *“Facing Facts is an innovative programme aiming to tackle the issue of hate crime and hate speech in Europe. Due to increasing demand for capacity building programmes in this field by EU Member States, the Facing Facts training offer is now available online and is used by law enforcement and civil society representatives. Multiple courses in multiple languages address specific aspects of identifying, monitoring and countering hate crime and hate speech.” facingfactsonline.eu Resource(s): [Facing Facts Courses](#)*

Fight for the Future (@fightforthefttr) *“The last decade presented many new challenges and has made uncompromising, strategic organizing, like that of Fight for the Future, ever more essential...We’ve continued to run hard-hitting campaigns that keep runaway Big Tech in check.” fightforthefuture.org Resource(s): [Projects](#)*

Forum on Information & Democracy (@forum_infod) *“In a context of structural technological change, the International Initiative on Information and Democracy aims at bringing democratic guarantees to the global communication and information space. This initiative is a structural response to the global information chaos that is threatening democracy, universal freedoms and the pursuit of the Sustainable Development Goals (SDGs). The Initiative has led to two main outcomes: The endorsement of the International Partnership on Information and Democracy by 43 countries which defines the principles of the global communication and information space and calls structuring platforms to implement them. The creation of the Forum on Information and Democracy by 11 organisations from civil society to expand these principles and issue concrete recommendations for regulation and self-regulation.” informationdemocracy.org*

Foundation for the Defense of Democracies (@FDD) *“The Foundation for Defense of Democracies (FDD) is a Washington, DC-based nonpartisan 501(c)(3) research institute focusing on national security and foreign policy. FDD conducts in-depth research, produces accurate and timely analyses, identifies illicit activities, and provides policy options – all with the aim of strengthening U.S. national security and reducing or eliminating threats posed by adversaries and enemies of the United States and other free nations.” fdd.org Resource(s): [Projects](#)*

Freedom House (@freedomhouse) *“Freedom House is founded on the core conviction that freedom flourishes in democratic nations where governments are accountable to their people; the rule of law prevails; and freedoms of expression, association, and belief, as well as respect for the rights of women, minority communities, and historically marginalized groups, are guaranteed.” freedomhouse.org Resource(s): [Tracking Freedom and Democracy Around the World](#)*



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Full Fact (@FullFact) “We fight bad information in different ways. First, we fact check claims made by politicians, public institutions and journalists, as well as viral content online. We all deserve information we can trust. We follow up on our fact checks. By asking people to correct the record when they get things wrong, we can stop and reduce the spread of bad information. We’re developing world-leading technology and new research to spot repeated claims, and find out how bad information can be tackled at a global scale. And we campaign for change that will make bad information rarer and less harmful. Updating our election laws to protect against misleading claims online, for example.” fullfact.org **Resource(s):** [Fact Checks](#)

Fundación Vía Libre (@fvialibre) “Fundación Vía Libre is a non-profit civil organization established in Córdoba, Argentina, in 2000. Initially focused on Free Software public policies, dissemination of knowledge and sustainable development, the Foundation reoriented its mission to broader issues such as the impact and influence of digital technologies on Human Rights, with special attention to social, economic, and cultural rights and civil liberties. Our mission is to promote and defend fundamental rights in environments mediated by information and communication technologies, with special emphasis on the monitoring and development of public policies, public awareness on issues on our agenda, capacity building and the promotion of debates on issues related to technologies that impact on the exercise of Human Rights.” vialibre.org.ar **Resource(s):** [Electronic Voting](#), [Privacy](#)

German Marshall Fund (@gmfus) “The German Marshall Fund of the United States (GMF) is a non-partisan policy organization committed to the idea that the United States and Europe are stronger together. GMF champions the principles of democracy, human rights, and international cooperation, which have served as the bedrock of peace and prosperity since the end of World War II, but are under increasing strain. GMF works on issues critical to transatlantic interests in the 21st century, including the future of democracy, security and geopolitics, alliances and the rise of China, and technology and innovation. By drawing on and fostering a community of people with diverse life experiences and political perspectives, GMF pursues its mission by driving the policy debate through cutting-edge analysis and convening, fortifying civil society, and cultivating the next generation of leaders on both sides of the Atlantic.” gmfus.org **Resource(s):** [Future of Democracy](#), [Technology and Innovation](#)

The Global Disinformation Index (@DisinfoIndex) “GDI provides independent neutral and transparent data and intelligence to advise policymakers and business leaders about how to combat misinformation and its creators.” disinformationindex.org **Resource(s):** [Ad-funded Elections Integrity Disinformation](#)

Global Internet Forum to Counter Terrorism (GIFCT) (@GIFCT_official) “The Global Internet Forum to Counter Terrorism (GIFCT) is an NGO designed to prevent terrorists and violent extremists from exploiting digital platforms. Founded by Facebook, Microsoft, Twitter, and YouTube in 2017, the Forum was established to foster technical collaboration among member companies, advance relevant research, and share knowledge with smaller platforms.” gifct.org **Resource(s):** [Resource Guide](#)

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Global Network on Extremism & Technology (GNET) (@GNET_research) “The Global Network on Extremism and Technology (GNET) is the academic research arm of the Global Internet Forum to Counter Terrorism (GIFCT) and aims to better understand the ways in which terrorists use technology.” gnet-research.org **Resource(s):** [The Role of Perceived Injustice and Need for Esteem on Incel Membership Online](#)

GovLab (@TheGovLab) “Deepening our understanding of how to govern more effectively and legitimately through technology.” thegovlab.org **Resource(s):** [Projects](#)

History Communications Institute (@HistComm) “The History Communication Institute (HCI) unites a diverse range of individuals across civil society, government, journalism, tech, philanthropy, museums, public history and academia who recognize that the impact of technology on our understandings of the past have been profound, and that we must co-create a future of history together in order to ensure accurate historical information serves the educational needs of the public. Together, we seek to create a media literate and historically literate world that utilizes new technologies and communications tools to ensure a healthy online information ecosystem that promotes history and its vital role in society.” historycommunication.com
Resource(s): [Global Research for a 21st Century Media Environment](#)

Institute for Security and Technology (@IST_org) “The Institute for Security and Technology builds solutions to enhance the security of the global commons. Our goal is to provide tools and insights for companies and governments to outpace emerging global security threats. Our non-traditional approach is biased towards action, as we build trust across domains, provide unprecedented access, and deliver and implement solutions.” securityandtechnology.org **Resource(s):** [Future Digital Threats to Democracy](#)

International Institute for Strategic Studies (@IISS_org) “For 60 years, the International Institute for Strategic Studies (IISS) has helped to shape the strategic agenda for governments, businesses, the media and experts across the world. We earn our revenue from the sale of our databases and publications, host-nation support for conferences, corporate sponsorship, research work, consultancy, and donations from private individuals and foundations.” **Resource(s):** [Blogs and Podcasts](#)

The Internet Commission (@iNetCommission) “We promote ethical business practice to counter hate speech, abuse, fraud, algorithmic bias, and misinformation, whilst protecting privacy and freedom of expression. Our independent evaluation, knowledge sharing, and accountability reporting services help organisations to advance digital responsibility and tackle online harms.” inetco.org **Resource(s):** [Accountability Report 2.0: An Independent Evaluation of Online Trust and Safety Practices](#)

Internet Freedom Foundation (@internetfreedom) “The IFF is an Indian digital liberties organisation that seeks to ensure that technology respects fundamental rights. Our goal is to ensure that Indian citizens can use the Internet with liberties guaranteed by the Constitution.” internetfreedom.in **Resource(s):** [Campaigns and Projects](#)



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Integrity Institute (@Integrity_Inst) “We advance the theory and practice of protecting the social internet, powered by our community of integrity professionals.” [Integrityinstitute.org](https://integrityinstitute.org) **Resource(s):** [Resources](#), [Fellows](#)

Internet Society (@internetociety) “The Internet Society supports and promotes the development of the Internet as a global technical infrastructure, a resource to enrich people’s lives, and a force for good in society. Our work aligns with our goals for the Internet to be open, globally connected, secure, and trustworthy. We seek collaboration with all who share these goals.” internetociety.org **Resource(s):** [Action Plan 2023](#)

Issue One (@IssueOneReform) “Issue One is the leading crosspartisan political reform group in Washington, D.C. We unite Republicans, Democrats, and independents in the movement to fix our broken political system and build an inclusive democracy that works for everyone. Our mission is more critical than ever: Our democratic republic is under greater stress than it has been in generations, as the fates of democracies all over the world face uncertain futures. We educate the public and work to pass legislation on Capitol Hill to bolster U.S. elections, strengthen ethics and accountability, increase government transparency, and reduce the corrosive influence of big money in politics. No major political reform has passed Congress without support from both political parties in the past 70 years. That’s why we work in a crosspartisan manner – inside and outside of Congress – on all of our priorities.” **Resource(s):** [Reformers Caucus](#)

Just Tech Fellowship (@ssrc_org, @ssrc_just_tech) “The Just Tech Fellowship supports and mobilizes diverse and cross-sector cohorts of researchers and practitioners to imagine and create more just, equitable, and representative technological futures. Fellows will identify and challenge injustices emerging from new technologies, and identify solutions that advance social, political, and economic rights. Fellows receive two-year awards of \$100,000 per year, robust supplementary funding packages to subsidize additional expenses, and seed funding to work on collaborative projects with other Just Tech Fellows. The fellowship will provide the space and time necessary for deep reflection, as well as an engaged community and opportunities to facilitate ambitious co-creation.” ssrc.org/programs/just-tech/just-tech-fellowship

Karisma Foundation (@Karisma) “We are a Colombian civil society organization, we want to ensure that digital technologies protect and advance fundamental human rights and promote social justice.” web.karisma.org.co **Resource(s):** [GUÍA BÁSICA para la discusión sobre auditorías tecnológicas al proceso electoral en Colombia 2022](#)

Knight Foundation (@knightfdn) “We are social investors who support a more effective democracy by funding free expression and journalism, arts and culture in community, research in areas of media and democracy, and in the success of American cities and towns where the Knight brothers once published newspapers.” [Knightfoundation.org](https://knightfoundation.org) **Resource(s):** [Technology and Democracy](#)

La Red en Defensa de los Derechos Digitales (@r3dmx) “The Network in Defense of



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Digital Rights (R3D) is a Mexican organization dedicated to the defense of human rights in the digital environment. We use various legal and communication tools to conduct policy research, strategic litigation, public advocacy, and campaigns to promote digital rights in Mexico. In particular, freedom of expression, privacy, access to knowledge and free culture.” r3d.mx **Resource(s):** [Publications](#)

Lincoln Network (@JoinLincoln) *“Lincoln Network believes that when technology meets and supports the cause of liberty, our society wins and our future becomes brighter.”* joinlincoln.org **Resource(s):** [The Realignment Podcast](#)

McGill University, Center for Media, Technology and Democracy (@MediaTechDem) *“The Center produces critical research, policy activism, and inclusive events that inform public debates about the changing relationship between media and democracy, and that ground policy aimed at maximizing the benefits and minimizing the systemic harms embedded in the design and use of emerging technologies.”* mediatechdemocracy.com **Resource(s):** [Public Policy and Advocacy Initiatives](#)

Meedan (@meedan) *“Meedan is a global technology not-for-profit that builds software and programmatic initiatives to strengthen journalism, digital literacy, and accessibility of information online and off. We develop open-source tools for creating and sharing context on digital media through annotation, verification, archival, and translation.”* meedan.com **Resource(s):** [Content Moderation Toolkit](#)

National Democratic Institute (@NDI) *“NDI believes all people have the right to live in a world that respects their dignity, security, and political rights—and the digital world is no exception. NDI's Democracy and Technology (DemTech) division seeks to foster an inclusive and global digital ecosystem in which: Democratic values are protected, promoted, and can thrive; Governments are more transparent and inclusive; and All citizens are empowered to hold their government accountable.”* ndi.org **Resource(s):** [Dem Tools \(Democracy and Technology Initiative\)](#)

National Endowment for Democracy (@NEDemocracy) *“The National Endowment for Democracy (NED) is an independent, nonprofit foundation dedicated to the growth and strengthening of democratic institutions around the world. Each year, NED makes more than 2,000 grants to support the projects of non-governmental groups abroad who are working for democratic goals in more than 100 countries. Since its founding in 1983, the Endowment has remained on the leading edge of democratic struggles everywhere, while evolving into a multifaceted institution that is a hub of activity, resources and intellectual exchange for activists, practitioners and scholars of democracy the world over.”* ned.org **Resource(s):** [Publications](#)

New York University, Center for Social Media and Politics (@CSMaP_NYU) *“Through cutting-edge research, NYU’s Center for Social Media and Politics works to understand politics, inform public policy, and strengthen democracy in the digital age. Over the past two decades, social media and other digital technologies have transformed our society. It’s made it easier than ever to find information, engage with politics, and connect with people across the globe. But it’s also helped fuel misinformation, enable harassment, and foment polarization, presenting urgent*



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challenges to democratic governance. NYU's Center for Social Media and Politics (CSMaP) is a leading academic research institute studying how this ever-shifting online environment impacts politics, policy, and democracy." csmapnyu.org **Resource(s):** [Data Collections and Tools](#)

The News Literacy Project (@NewsLitProject) "The News Literacy Project, a nonpartisan national education nonprofit, provides programs and resources for educators and the public to teach, learn and share the abilities needed to be smart, active consumers of news and information and equal and engaged participants in a democracy." newslit.org **Resource(s):** [The News Literacy Project resources Hub](#)

Our Common Purpose (@OCP_Amacad) "The bipartisan Commission on the Practice of Democratic Citizenship, a project of the American Academy of Arts and Sciences, was launched in 2018 to explore how best to respond to the weaknesses and vulnerabilities in our political and civic life and to enable more Americans to participate as effective citizens in a diverse 21st-century democracy. In June 2020, the Commission issued 31 recommendations for strengthening democracy in the report 'Our Common Purpose: Reinventing American Democracy for the 21st Century,' including reform to political institutions, investment in civil society, and transforming our political culture. With the publication and broad distribution of Our Common Purpose, the focus is now on advancing its recommendations to achieve empowerment for all, responsive and effective governance, and a resilient and healthy civic culture, characterized by a shared commitment of Americans to one another and constitutional democracy. Work is underway to pursue significant progress on all of its recommendations by 2026, the nation's 250th anniversary. [Amacad.org](https://amacad.org) **Resource(s):** [Recommendations](#)

University of Oxford, Oxford Internet Institute (@oiioxford) "The Oxford Internet Institute (OII) is a multidisciplinary research and teaching dept at University of Oxford, dedicated to the social science of the Internet." oii.ox.ac.uk **Resource(s):** [Industrialized Disinformation 2020 Global Inventory of Organized Social Media Manipulation](#)

Partnership for Public Service (@publicservice) "We are a nonprofit, nonpartisan organization that is building a better government and a stronger democracy." [Ourpublicservice.org](https://ourpublicservice.org)

Policy Monks (@PolicyMonks) "Policy Monks is a public policy research and advocacy organisation working at the intersection of technology, policy and development." Based in New Delhi, India. [Policymonks.com](https://policymonks.com) **Resource(s):** [Policy Briefs, Reports](#)

Pollicy (@PollicyOrg) "Pollicy functions at the intersection of data, technology and design to improve government service delivery." [Pollicy.org](https://pollicy.org) **Resource(s):** [Projects, Toolkit, Reports, Webinars](#)

Project Liberty "Project Liberty aims to create a new civic architecture for the digital world that returns the ownership and control of personal data to individuals, embeds



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ethical values into technology, and expands economic opportunities for web users and developers alike. The initiative seeks to accelerate the world's transition to an open, inclusive data economy that puts citizens in control – a future in which all people, not just the few, directly benefit from their participation and contribution. The success of this work depends on many people and organizations actively working together to shape a better future.” [Projectliberty.io](https://projectliberty.io)

Prosocial Design Network (@DesignProsocial) “We curate and research evidence-based design solutions to bring out the best in human nature online.” [Prosocialdesign.org](https://prosocialdesign.org) **Resource(s):** [Case Studies](#), [Research Compendium](#)

Protect Democracy (@protctdemocracy) “Protect Democracy is a cross-ideological non-profit group dedicated to defeating the authoritarian threat, building more resilient democratic institutions, and protecting our freedom and liberal democracy. Our experts and advocates use litigation, legislative and communications strategies, technology, research, and analysis to stand up for free and fair elections, the rule of law, fact-based debate, and a better democracy for future generations.” protectdemocracy.org **Resource(s):** [Shaping the Democracy of Tomorrow](#)

Public Democracy “Public Democracy America works with partners across the country to use digital tools to improve access and outcomes for communities traditionally undervalued by markets and institutions. We believe everyone has value and we strive to eliminate systemic biases in order to achieve more equitable and just systems and policies.” publicdemocracyamerica.org **Resource(s):** [Vet the Vote](#)

Radicalization Awareness Network (@RANEurope) “The Radicalisation Awareness Network (RAN Practitioners) connects frontline practitioners from across Europe with one another, to exchange knowledge, first-hand experiences and approaches to preventing and countering violent extremism in all its forms.” home-affairs.ec.europa.eu/networks/radicalisation-awareness-network-ran_en **Resource(s):** [RAN Young Platform](#), [Publications](#)

Ranking Digital Rights (@rankingrights) “Evaluating the world's most powerful digital platforms and telecommunications companies on their commitments to #digitalrights.” RankingDigitalRights.org **Resource(s):** [Recommendations for governments and policymakers](#), [2020 RDR Corporate Accountability Index](#)

Reset (@resetdottech) “At Reset, we want to change the way the internet prioritises the spread of news and information so that Big Tech’s business model serves the public good instead of purely corporate interests. The world has never been more polarised – and the digital media monopoly companies, which use algorithms to curate content to hold our attention, are largely to blame. Their willingness to allow extremism and disinformation to flourish online in this process of attention capture is jeopardising the very foundation of representative self-government. With society no longer operating off a shared set of facts, how are members of the public to engage in informed civic debate or deliberation? Where is compromise to come from?” reset.tech **Resource(s):** [How the dangers of emerging technologies are reshaping democracy, the economy and society](#)



ORGANIZATIONS AND RESOURCES

Soliya (@Soliya) *"Soliya is an international, not-for-profit organization, pioneering the field of Virtual Exchange, seamlessly integrating technology and global education for public diplomacy. We combine the power of interactive technology with the science of dialogue to offer proven cross-cultural exchanges, and empower new generations with social and emotional skills to thrive in digital spaces and build a more human-centered future. Its dynamic dialogue program, Global Circles, consists of small face-to-face exchanges among young people from North America, Europe, the Middle East, North Africa and South Asia, and Southeast Asia. Soliya's innovative approach to these virtual exchanges goes beyond conventional online education. Through facilitated discussions on timely topics and interactive activities, participants develop greater global awareness while building critical 21st century skills and attitudes in cross-cultural communication, cooperation, and conflict resolution, such as empathy and critical thinking. [Soliya.net](https://www.soliya.net) Resource(s): [Global Circles Program](#) (Free to All Tech Is Human community members!)"*

Southern Poverty Law Center (SPLC) (@splcenter) *"The SPLC is a catalyst for racial justice in the South and beyond, working in partnership with communities to dismantle white supremacy, strengthen intersectional movements, and advance the human rights of all people. We focus our legal, advocacy, and public education efforts on four major areas representing some of the most significant challenges facing the South and beyond: protecting voting rights and civic engagement; eradicating poverty in our Southern communities; dismantling white nationalism and protecting democracy; and decriminalizing and decarcerating Black and Brown people." [splcenter.org](https://www.splcenter.org) Resource(s): [Building Networks & Addressing Harm: A Community Guide to Online Youth Radicalization](#)*

Tactical Tech (@Info_Activism) *"Tactical Tech is an international NGO that engages with citizens and civil-society organisations to explore and mitigate the impacts of technology on society." tacticaltech.org Resource(s): [Influence Industry Explorer](#), [Voter's Guide](#)*

Tayo (@tayohelp) *"A project of the Filipino Young Leaders Program (FYLPRO), Tayo initially launched in 2020 as an online help desk to debunk COVID misinformation in the Filipino American immigrant community and assist them in navigating the pandemic by delivering culturally-tailored content specifically geared towards connecting seniors, the unemployed, and frontline workers to vital resources. Tayo's current strategic pivot involves expanding our activities from content creation to building out an innovative data hub that improves data collection and publishes relevant insights about the Filipino American community, thereby filling in long standing research gaps."*

Tech Against Terrorism (@techvsterrorism) *"an initiative launched and supported by the United Nations Counter Terrorism Executive Directorate (UN CTED) working with the global tech industry to tackle terrorist use of the internet whilst respecting human rights." [Techagainstterrorism.org](https://techagainstterrorism.org) Resource(s): [Research](#), [Podcast](#)*

TechCongress (@congressfellows) (Incubated at the Open Technology Institute at



ORGANIZATIONS AND RESOURCES

at New America) *"We place computer scientists, engineers, and other technologists to serve as technology policy advisors to Members of Congress through the Congressional Innovation Fellowship, the Congressional Innovation Scholars program, and the Congressional Digital Service Fellowship. We bridge the divide of knowledge and experience between DC and Silicon Valley for better outcomes for both."*

techcongress.io **Resource(s):** [Policy Opportunities for Technologists](#), [Events](#), [Podcast](#), [Policy Opportunities](#)

Tech Policy Press (@TechPolicyPress) *"The goal for Tech Policy press is to provoke new ideas, debate and discussion at the intersection of technology, democracy and policy. We invite you to submit essays, opinion, reporting and other forms of content for consideration."* techpolicy.press **Resource(s):** [Podcast](#), [New Voices](#)

Tony Blair Institute for Global Change (@instituteGC) *"We're working to reinvigorate the centre ground of politics, reframing debates and providing solutions to issues from extremism to the challenges presented by the technological revolution."* institute.global **Resource(s):** [Technology and Digitalisation](#)

University of California - Berkeley, Center for Effective Global Action (@CEGA UC) *"CEGA's mission is to improve lives through innovative research that inspires positive social change...CEGA supports activities at all stages of the innovation-research-policy impact cycle...With close ties to Silicon Valley, we embrace the transformative power of technology while recognizing that it is not a silver bullet."* cega.berkeley.edu **Resource(s):** [CEGA-funded research projects](#)

University of California - Los Angeles, Center for Critical Internet Inquiry (@C2i2 UCLA) *"UCLA Center for Critical Internet Inquiry (C2i2) is an intersectional research community committed to reimagining technology, championing racial justice, and strengthening democracy through a mix of research, culture, and policy."* c2i2.ucla.edu/home **Resource(s):** [Minderoo Initiative on Tech and Power](#)

University of Michigan, Center for Social Media Responsibility (@UMSI) *"[A]ddresses the negative effects of broad access to the means of public communication, while amplifying positive effects. Technologists at social media companies (product managers, designers, and engineers) are the day-to-day policymakers of today's social media landscape. CSMR, established in 2018, articulates principles and creates metrics and tools that empower technologists to set responsible policy. We are devoted to understanding how the contemporary information environment is influencing the public and what we can do about it. Our mission is to help media platforms meet their public responsibilities."* esc.umich.edu **Resource(s):** [Platform Health Metrics](#)

THANK YOU to the Responsible Tech Community

The reason why our non-profit is able to release so many resources at such a quick pace is because we benefit from the involvement of thousands of individuals around the globe who participate in our activities. These activities, in turn, lead to insights that we then share out with the community. By having a flywheel-type structure, we continuously receive a feedback and new insights that we then incorporate into future reports.

Thank you to the hundreds of individuals who have been interviewed for our reports, spoken at our summits and livestreams, and participated in our mentorship program. And thank you to the thousands of individuals who have attended our gatherings, given our organization feedback, and taken part in our large open Slack group for the Responsible Tech community.

The material of this report was developed by our small-but-mighty team, with the assistance of a volunteer cohort of over 100 individuals. Our non-profit was founded in 2018 and is based in NYC. All of our activities are made freely available to the community; we are supported by foundations that see the value in having an expanded and more-cohesive Responsible Tech ecosystem.

Have an idea for our organization? Email Hello@AllTechIsHuman.org.

A big thank you to the volunteers who helped with this report, and a special thank you to Andrew McAdams, Elisa Fox, and Nidhi Sudhan for editing.

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Roles related to building a better tech future.

*All Tech Is Human curates hundreds of roles through our **Responsible Tech Job Board**. We also serve as a connective tissue between those hiring and those looking for positions through our **Responsible Tech Talent Pool** and tailored matchmaking services.*

20 RECENT JOB POSTINGS RELATED TO TECH AND DEMOCRACY

Responsible Tech is made up of many sub-fields! Here are 20 real job titles to illuminate some of the many ways that you can co-create a better tech future, pulled from the various job openings posted on the Responsible Tech Job Board over the past year and a half. This is just a sampling of the available options related to Tech and Democracy at various experience levels and areas of expertise from industry, government, NGO's, academia, and civic organizations.

Accountable Tech - Senior Campaign Manager for Youth Initiatives

ADL - Program Associate, Center for Technology and Society

AlgorithmWatch - Project Lead "Auditing Platforms for Systemic Risks"

AlgorithmWatch - Senior Policy & Advocacy Manager

Center for Democracy & Technology (CDT) - Policy Analyst or Counsel, or Senior Policy Analyst or Counsel, Disability Rights in Technology Policy

Center for Democracy & Technology (CDT) - Deputy Director, Security & Surveillance Project

Citizenlab - Customer Support Intern (US)

Democracy Fund - Senior Associate, Digital Democracy Initiative

Freedom House - Policy and Advocacy Officer or Senior Policy and Advocacy Officer, Technology and Democracy

Freedom House - Deputy Director of Policy and Advocacy for Technology and Democracy

Tech Against Terrorism - Project Manager

German Marshall Fund of the United States - Digital Innovation and Democracy Initiative (DIDI), Research Assistant

German Marshall Fund of the United States - Alliance for Securing Democracy (ASD), Investigative Data & Research Analyst

Institute for Security and Technology (IST) - Research Associate for Technology and Geopolitics

Institute for Security and Technology (IST) - Information and Democracy Intern

Knight Foundation - Officer/Media and Democracy

National Democratic Institute - Program Officer: Democracy and Technology - Information Strategies

National Endowment for Democracy - Center for International Media Assistance, Assistant Program Officer

Protect Democracy - Technology Policy Advocate

U.S. Agency for International Development (USAID) - Democracy Specialist

WorkMoney - Director of Civic Tech Products

Positive change happens from the inside (large tech companies), outside (civil society organizations providing research, oversight, best practices), and reimagining our tech futures (startups, experimental models). Our organization attracts and provides resources for all methods for change.

25 PODCASTS RELATED TO TECH AND DEMOCRACY

1

ACCIDENTAL TECH

“Three nerds discussing tech, Apple, programming, and loosely related matters.”

2

AI: DECODES THE SYSTEM

“AI: Decodes the System is a series of podcast interviews with industry experts and everyday people who help explain topics related to policy, tech, data, and law in plain language.”

3

ARTIFICIAL INTELLIGENCE & EQUALITY PODCAST

“Can AI be deployed in ways that enhance equality, or will AI systems exacerbate existing structural inequalities and create new inequities? The Artificial Intelligence & Equality podcast seeks to understand the innumerable ways in which AI affects equality and international affairs.”

4

ALL TECH IS HUMAN LIBRARY PODCAST

The All Tech Is Human Library Podcast is a special 16-part series featuring a series of rapid-fire intimate conversations with academics, AI ethicists, activists, entrepreneurs, public interest technologists, and integrity workers, who help us answer: How do we build a responsible tech future?

5

DATA AND SOCIETY

“Presenting timely conversations about the purpose and power of technology that bridge our interdisciplinary research with broader public conversations about the societal implications of data and automation. For more information, visit datasociety.net.”

6

DECODER WITH NILAY PATEL

Decoder is a show from The Verge about big ideas — and other problems. Patel talks to a diverse cast of innovators and policymakers at the frontiers of business and technology to reveal how they’re navigating an ever-changing landscape, what keeps them up at night, and what it all means for our shared future.

7

MOZILLA IRL

“Online life is real life, and with artificial intelligence it’s getting even more real. In Season 6, IRL zooms in on data, machine learning and algorithms, as host Bridget Todd shares real life stories from around the world about AI. This season doubles as Mozilla’s 2022 Internet Health Report which explores who is reclaiming power to make online life healthier for everyone.”

8

OFFLINE WITH JON FAVREAU

Offline with Jon Favreau is a different kind of Sunday show – a chance to step away from our Twitter-fueled news cycles to hear smarter, lighter conversations about all the ways that our extremely online existence is shaping everything from politics and culture to the ways we live, work, and interact with one another.

9

PIVOT

“Every Tuesday and Friday, tech journalist Kara Swisher and NYU Professor Scott Galloway offer sharp, unfiltered insights into the biggest stories in tech, business, and politics. They make bold predictions, pick winners and losers, and bicker and banter like no one else. After all, with great power comes great scrutiny. From New York Magazine and the Vox Media Podcast Network.

10

RABBIT HOLE

“What is the internet doing to us? The Times Tech columnist Kevin Roose discovers what happens when our lives move online.

25 PODCASTS RELATED TO TECH AND DEMOCRACY

11 RADICAL AI

“Our mission is to center radical ideas in a world transformed by technology through engaging, collaborative, and accessible media. Using dialogue and storytelling we seek to probe and advance the field of Artificial Intelligence Ethics.”

12 REGULATE TECH

Spark explores how technology, innovation and design affect our lives.

13 SPARK WITH NORA YOUNG

Spark explores how technology, innovation and design affect our lives.

14 THE SUNDAY SHOW

“Tech Policy Press is a nonprofit media and community venture intended to provoke new ideas, debate and discussion at the intersection of technology and democracy. The Sunday Show is its podcast.”

15 TECH'D UP

“What’s happening right now on the frontlines of tech? Silicon Valley veteran Niki Christoff hosts zippy conversations about trending technology with experts, enthusiasts, regulators, policymakers, CEOs, and reporters. New episodes drop every other Thursday.”

16 TECHNICALLY HUMAN

Technically Human is a podcast about ethics and technology that asks what it means to be human in the age of tech. Each week, Professor Deb Donig interviews industry leaders, thinkers, writers, and technologists, and asks them about how they understand the relationship between humans and the technologies we create. We discuss how we can build a better vision for technology, one that represents the best of our human values.

17 TBD: TECHNOLOGY BY DESIGN

“A podcast devoted to exploring the tech industry, the products and policy decisions that shape it, and its impact on our everyday lives. Join Matt Perault, the director of the Center of Science & Technology Policy at Duke University, as he hosts guests from all corners of the industry.”

18 TECH POLICY GRIND

“On the Tech Policy Grind Podcast, we discuss the most pressing issues at the intersection of law and technology. We chat with friends and fellows of the Internet Law and Policy Foundry about their perspectives on emerging topics in tech law and policy.”

19 THERE ARE NO GIRLS ON THE INTERNET

Marginalized voices have always been at the forefront of the internet, yet our stories often go overlooked. Bridget Todd chronicles our experiences online, and the ways marginalized voices have shaped the internet from the very beginning. We need monuments to all of the identities that make being online what it is. So let’s build them.

20 TRUST IN TECH

“The Trust in Tech podcast is a project by the Integrity Institute — a community driven think tank advancing the theory and practice of protecting the social internet, powered by our community of integrity professionals.”

25 PODCASTS RELATED TO TECH AND DEMOCRACY

21 TWO THINK MINIMUM

"Podcast of the Technology Policy Institute of Washington, D.C. The Technology Policy Institute is a think tank that focuses on the economics of innovation, technological change, and related regulation in the United States and around the world.

22 UNTANGLED

Untangled is a podcast about technology, people, and power. Hosted by Charley Johnson.

23 VERGECAST

Hosted by Nilay Patel, David Pierce, and Alex Cranz, Vergecast is the only podcast you need to make sense of the week in tech news. The weekly show gives an irreverent and informative look at what's happening right now (and next) in the world of technology and gadgets.

24 WSJ TECH NEWS BRIEFING

"Tech News Briefing is your guide to what people in tech are talking about. Every weekday, we'll bring you breaking tech news and scoops from the pros at the Wall Street Journal, insight into new innovations and policy debates, tips from our personal tech team, and exclusive interviews with movers and shakers in the industry."

25 YOUR UNDIVIDED ATTENTION

"In our podcast, Your Undivided Attention, co-hosts Tristan Harris and Aza Raskin explore the incredible power that technology has over our lives — and how we can use it to catalyze a humane future"

10 WAYS TO STAY INVOLVED WITH OUR ORGANIZATION

1 JOIN OUR COMMUNITY SLACK GROUP

Did you know we have 5k members from 61 countries in our community Slack group? Coming from all different backgrounds, career levels, and perspectives, our Slack group is a melting pot for the Responsible Tech movement! Join us at bit.ly/ResponsibleTechSlack

2 BE PART OF OUR MENTORSHIP PROGRAM

No matter where you are on in your career, our organized is designed to help! People entering the ecosystem need assistance from mid-career, and mid-career need help from senior level individuals.

3 ATTEND A RESPONSIBLE TECH MIXER

All Tech Is Human has been hosting both in-person (NYC, DC, SF, expanding elsewhere) and online Responsible Tech Mixers. These are are excellent opportunity to meet others that are deeply passionate about co-creating a better tech future, one aligned with the public interest.

4 READ OUR PREVIOUS REPORTS

In recent months, our organization has released *AI & Human Rights: Building a Tech Future Aligned With The Public Interest*, *HX Report: Aligning Our Tech Future With Our Human Experience*, and *Improving Social Media: The People, Organizations, and Ideas for a Better Tech Future*. Check them out!

5 JOIN AN OPEN WORKING GROUP

Our open working groups attract a broad range of backgrounds from across the globe; both veterans in the ecosystem and those looking to grow their careers come together to collaborate, learn from each other, and build a greater sense of community while creating a valuable report.

6 PARTICIPATE IN OUR SUMMITS & GATHERINGS

Our organization puts together impactful summits that draw a global audience across civil society, government, industry, and academia. Directly following this Tech and Democracy report, we have summits in NYC and in London to continue learning (videos to be freely available).

7 ADD TO OUR KNOWLEDGE HUB

Our newly-launched Knowledge Hub on our website is a curated mix of key topics and organizations related to tech and democracy (along with other areas). Do you know of resources that should be shared with the community? Let us know.

8 LEARN ABOUT ROLES WITH THE RESPONSIBLE TECH JOB BOARD

You have to first KNOW about a career in order to participate in it! Our organization has been busy illuminating newish careers and pathways for a broad range of backgrounds to get involved.

9 JOIN OUR RESPONSIBLE TECH TALENT POOL

Our newest initiative, the [Responsible Tech Talent Pool](#) is designed to surface opportunity matches based on your interest, location, and career level.

10 TAKE PART IN OUR LIVESTREAMS

Livestreams are an excellent way to not only hear about the latest topics, organizations, and Responsible Tech advocates, but is an ideal opportunity to join in the conversation and meet others who care about these issues as much as you do.

MULTISTAKEHOLDER CONVENING

Community Slack group

Summits and Mixers

Multi-sector working groups

MULTIDISCIPLINARY EDUCATION

Community reports

Responsible Tech
University Network

Tech Stewardship
Practice Program

DIVERSIFYING THE PIPELINE

Responsible Tech Guide

Job Board and Talent Pool

Mentorship Program

Get involved with All Tech Is Human! Our non-profit is committed to co-creating a better tech future, and our wide range of activities is designed to expand and connect the Responsible Tech ecosystem across different stakeholders, disciplines, career levels, and perspectives.

