Newsroom Takes Proactive Steps to Protect Investigative Journalists from Harassment

CUSTOMER PROFILE

Leading independent newsroom focusing on investigative journalism. Run by a non-profit organization, the newsroom employs over 100 individuals.

CHALLENGE

For this organization, groundbreaking investigative reports were taking a human toll. As they uncovered stories that some would rather not see made public, the newsroom's journalists faced continuous harassment from disgruntled individuals and groups. Terrifyingly, reporters found that threats against them were becoming increasingly personal, and the prospect of malicious release of their personal information online through doxxing was becoming an ever-present worry.

Threats, which often focused on reporters' personal lives, were causing significant damage to staff morale. Talented reporters found themselves reluctant to cover particular stories, and some even felt compelled to leave their positions.

Finding a way to reduce staff harassment and improve staff retention became a critical priority for the newsroom. Newsroom management needed a way to keep reporters' personally identifiable information (PII) out of the hands of malicious individuals and groups to help journalists feel safe.

SOLUTION

With reporters under pressure from threats that weaponized their PII, the newsroom's HR team deployed DeleteMe's online employee PII monitoring and removal service as a proactive response.

Immediately after deployment, DeleteMe got to work, autonomously finding and removing journalists' PII, including home addresses, personal phone numbers, and family details.

DeleteMe was able to provide the newsroom with the ability to extend coverage proactively, protecting staff working on major stories. As they went about their critical investigative work, covered staff could also see the progress of DeleteMe's efforts through monthly removal reports

RESULTS

Deploying DeleteMe meant that rather than waiting for threats to happen, the newsroom was able to give its journalists genuinely proactive protection against targeted harassment. With DeleteMe providing a transparent PII monitoring program, covered staff felt more confident to continue reporting on important issues, knowing that their employer was taking steps to protect them from harassment.

INDUSTRY	SITUATION	CHALLENGES	SOLUTION
Investigative Journalism	Award-winning investigative newsroom covering stories in the US and internationally.	Journalists under pressure from PII based threats • Poor staff morale • Talent churn	DeleteMe coverage for key staff Removal of journalist's PII from online source Reduction in cases of harassment and doxxing

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