

Mr. Steube: I've got a similar question. So I've been in elected politics for almost 10 years. And when I was in the Florida Senate and the State Senate, I never had a problem with my campaign emails being marked as spam or going to junk folders or anything along those lines. And we had 30,000, 40,000, 50,000 people on our email list. And suddenly I get elected to Congress and I'm now up here in Washington, D.C., and my parents who have a Gmail account aren't getting my campaign emails. My supporters, just last week, one of my supporters called me and said, "Hey, I just want you to know this, that my Gmail account suddenly is taking your campaign emails that I've received for almost 10 years and suddenly they're going to spam and junk folders." This appears to only be happening to conservative Republicans. I don't see anything in the news or anything in the press or other Members on the other side of the aisle talking about their campaign emails getting thrown into junk folders in Gmail. So my question is, is why is this only happening to Republicans? And it's a fact it's happening, because I can have my supporters testify that they've received my emails for 8 years, 8, 9 years, and suddenly this last year all of their Gmail my campaign emails in their Gmail are going to their spam folder. So, if you could give me some clarification on that, I would appreciate it.

Mr. Pichai (Google's CEO): In Gmail, we are focused on what users want, and users have indicated they want us to organize their personal emails, emails they receive from friends and family, separately. And so all we have done is we have a tabbed organization, and, you know, the primary tab has emails from friends and family and the secondary tab has other notifications and so on. These things are applied

Mr. Steube: Okay. Well, it was my father who is not receiving now my campaign emails, so clearly that familial thing that you're talking about didn't apply to my emails.

Mr. Pichai: Our systems probably are not able to understand that your campaign--I mean that it's your father. Obviously, we don't have that context there. We just apply it neutrally across, you know, all organizations and, you know.

Mr. Steube: Well, what assurances can you give me that there's my time is short. One last question. What assurances can you give me that any bias amongst your employees isn't influencing your spam folder algorithms?

Mr. Pichai: Congressman, there's nothing in the algorithm which has anything to do with political ideology, and, you know, we do get complaints across the aisle. For example, the World Socialist Review complained in January of this year that, you know, their site wasn't found in Google Search results. And so we get complaints. We look into it, but, you know, we approach our work in a nonpartisan way, and it's in our long-term incentive to serve users across the country. And today that's why we invest in our raters in 49 States across the U.S. so that we can capture all viewpoints.

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