



# Dating Safety Guide





**Launched in 2012, Tinder is the world's most popular app for meeting new people and has been downloaded more than 530 million times and created more than 75 billion matches.**

The safety of our members is paramount to everything we do. Our long-standing commitment to safety started with the Swipe feature, ultimately requiring mutual interest to send a message.

We know that safety is complex and personal - and we approach it from several different angles. We're constantly investing in ways to keep members safe while they're using Tinder – including a robust suite of safety features and in-app education, fraud detection technology, and working directly with law enforcement when needed.

Harassment of any kind has always been against Tinder's House Rules. We have built a number of harm prevention features to encourage healthy, respectful conversations on the app, before you're comfortable with meeting IRL.

We also work with external partners and experts to find innovative solutions, determine best practices and to create a trauma-informed support program for members if they do experience harm.



**Established in 1992, WESNET is the national peak body for specialist women's domestic and family violence services across Australia and the leading sector expert on the intersection of technology and violence against women.**

Established in 1992, WESNET is the national peak body for specialist women's domestic and family violence services across Australia and a leading NGO expert on the intersection of technology and violence against women. We also play an important role in bringing the voice of survivors and grass-roots services to national policy and legislative reform.

WESNET represents around 350 specialist women's services across Australia who provide direct relief to women and children affected by domestic and family violence (DFV) and other forms of gender-based violence. Our members are Australia's specialist women's DFV services, including women's refuges, shelters, crisis services, safe houses and information/ referral services amongst others service organisations that assist women and children experiencing or escaping violence.

Our work is focused around upskilling our members through specialised advanced training and education on emerging issues such as technology-facilitated abuse (tech abuse) and the ways that technology impacts women experiencing DFV. We provide frontline practitioners with specialist training and resources to assist them provide the best care and support for the thousands of women seeking support for DFV and other forms of gender-based violence. WESNET also provides a range of direct relief programs in partnership with technology companies to assist women leaving violence.

WESNET also provides training and works proactively with a wide variety of corporations and technology companies in Australia and globally to ensure women can access technology safely and we are all working together to end gender-based violence.

Learn more about WESNET and its programs at [wesnet.org.au](https://wesnet.org.au).

Tinder and WESNET have partnered to provide this guide to safe dating. Check out this all-in-one guide on how to make the most of your dating experience, while also staying careful, both online and offline.



# Online dating and Tinder

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Nearly overnight, Tinder transformed the way the world meets by introducing a revolutionary new product experience: The Swipe. In the last 10 years, Tinder has led a societal shift of seismic proportions and there's no doubt that Tinder changed how we meet, forever.

It's no surprise that Tinder took off fast. The Swipe took a large, diverse set of potential partners from all over the world and put them right at your fingertips. Tinder made meeting someone new stunningly simple and surprisingly fun, and you could do it all right from your couch. That's how we went from 1 swipe to 1 billion swipes a day, in 2 years. No technology grows that fast unless it fills a powerful human need.

Tinder continues to make it easy and fun for every new generation of singles to connect with someone new in whatever form they wish. That relationship could last for the span of just a set of messages exchanged on the app, a day or night, or a lifetime.

Safety goes hand in hand with fun; it's not fun or safety, it's fun AND safety. People are looking for spaces to represent their authentic selves and to do that they need to feel safe and they expect the platforms they spend time on to be investing in their safety and if they aren't.

At Tinder, we believe that healthy and safe dating begins from the moment you create your Tinder profile and your first swipe and we're focused on creating industry-leading ways for people to connect and to remain safe both online and offline.

# Tinder's House Rules

When people first sign up for the app, they agree to the House Rules before they start swiping. This is the first message members receive from Tinder - and it's focused on safety and respect. Providing this simple code of conduct also directs new members to Tinder's safety tips.



## Be Yourself

Make sure your photos, age and bio are true to who you are



## Stay safe

Don't be too quick to give out personal information



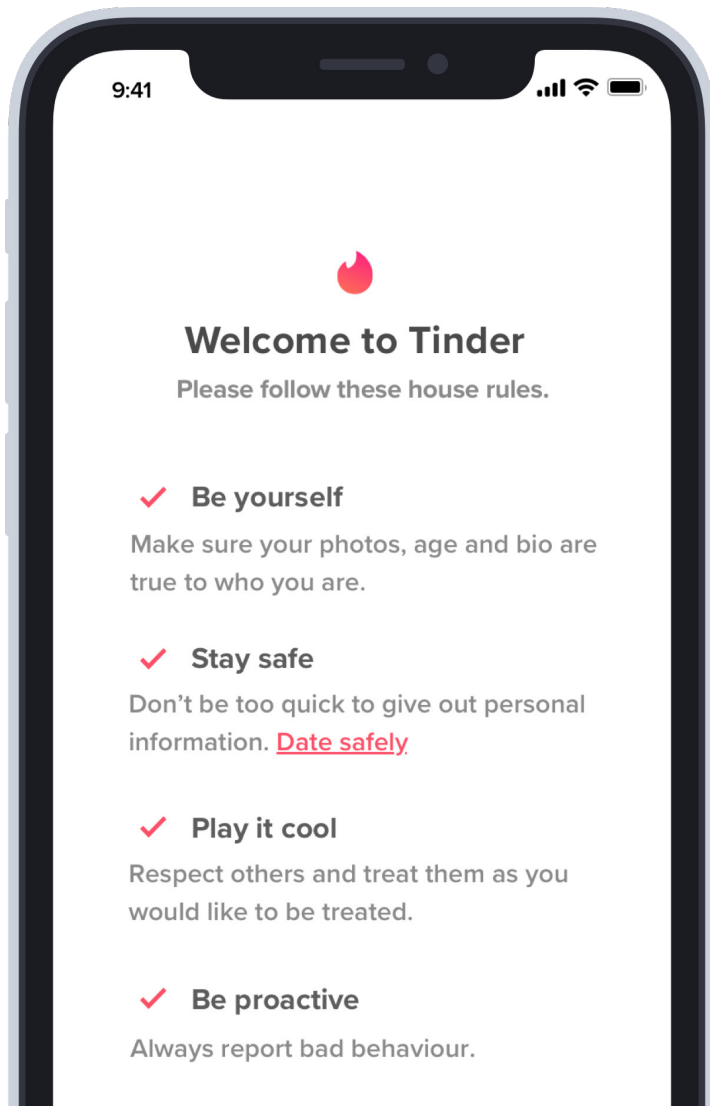
## Play it cool

Respect others and treat them as you would like to be treated



## Be proactive

Always report bad behaviour



# Tinder's Community Guidelines

**(what you can't do on Tinder)**

If you're honest, kind and respectful to others, you'll always be welcome on Tinder. If you choose not to be, you may not last. Our goal is to allow members to express themselves authentically as long as it doesn't offend others. Everyone is held to the same standard. We're asking you to be considerate, think before you act, and abide by our community guidelines both on and offline. You heard that right: your offline behaviour can lead to termination of your Tinder account.

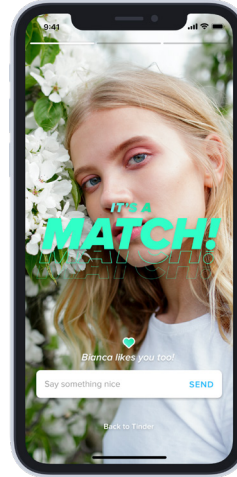
Here's a list of our community policies. If you breach any of these policies, you might be banned from Tinder and there will be no do-overs once we do.

- ✗ Nudity / sexual content
- ✗ Harassment
- ✗ Violence and physical harm
- ✗ Hate speech
- ✗ Private information
- ✗ Spam
- ✗ Promotion of solicitation
- ✗ Third party apps
- ✗ Prostitution and trafficking
- ✗ Scamming
- ✗ Impersonation
- ✗ Be a minor
- ✗ Copyright and Trademark infringement
- ✗ Illegal usage
- ✗ Multiple account owners



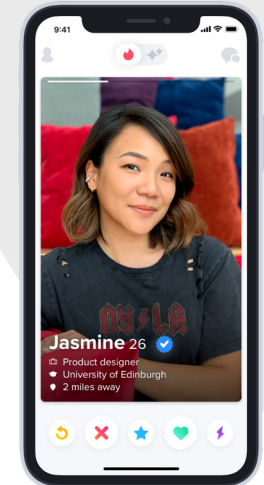
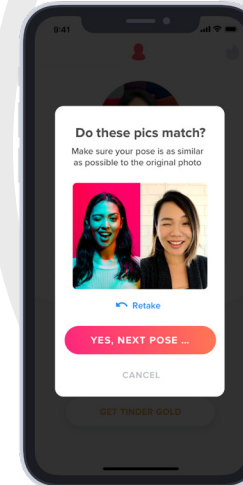
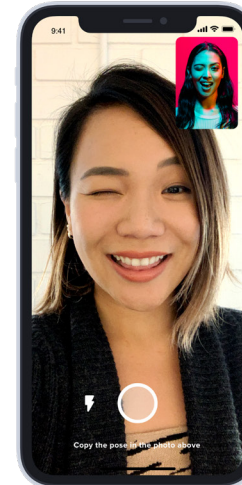
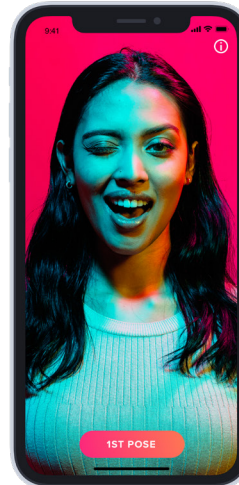
# Tinder's safety features in Australia

Every day, people trust Tinder to introduce them to new people. With this comes an essential responsibility, and the app is constantly evolving to help make every experience feel safe, respectful and positive. From swiping to messaging to video chatting, here are the top safety-focused features on Tinder in Australia.



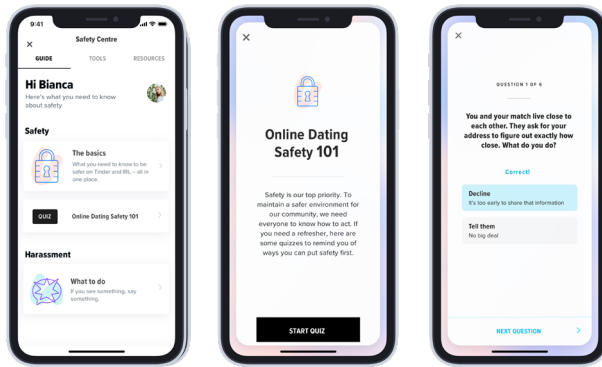
## **Mutual Matching**

To start a conversation, two people must have mutually liked each other, thanks to the Swipe Right, meaning nobody is getting unsolicited messages from someone they haven't expressed interest in.



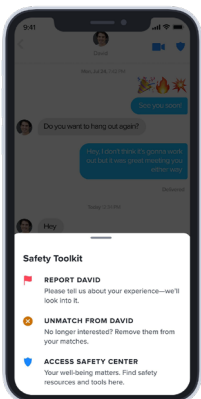
## **Photo Verification**

Once someone has created their Tinder profile, and added their photos during the sign-up process, they are encouraged to utilise Tinder's Photo Verification feature. It helps confirm that they are the person in their profile by comparing profile photos with a series of posed photos taken in-app in real time. Members who verify their profile get a blue tick and are more likely to get a match, too.



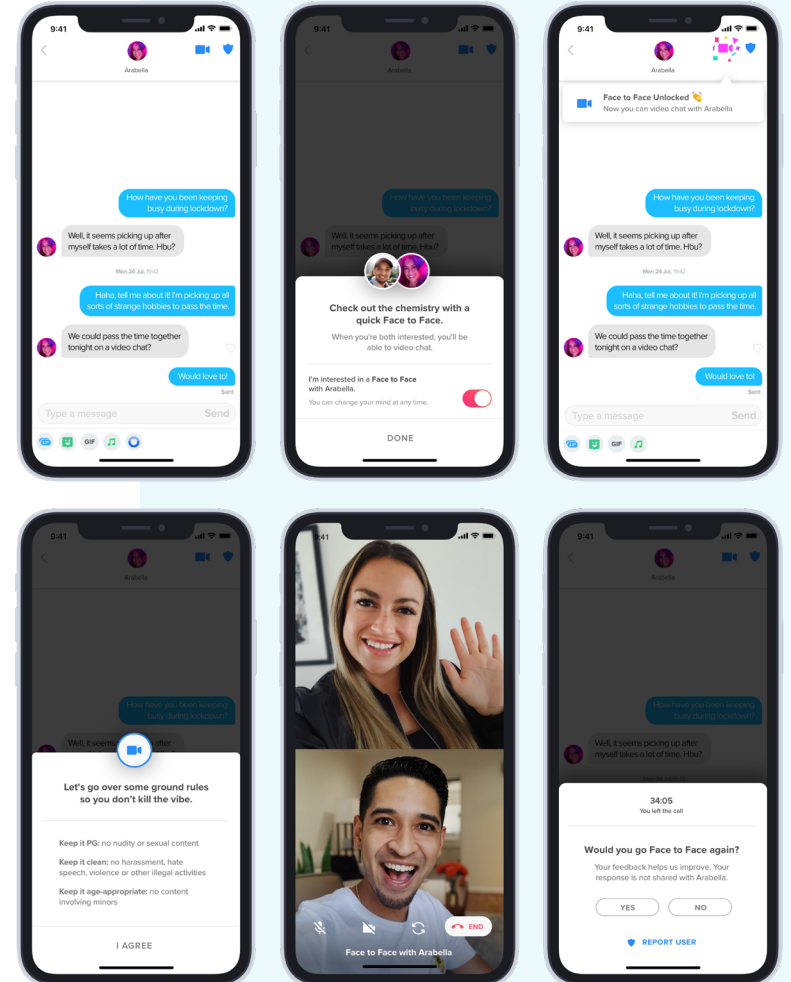
## Australian Safety Centre

Tinder's Safety Centre is an interactive part of the app that includes local resources, articles, tips, quizzes and information about safety and privacy features. It's available at any time - from settings and from the safety shield that appears when members are chatting. The Safety Centre was developed in collaboration with the Match Group Advisory Council and additional NGO partners to not only help protect, but also to educate members so they can make more informed choices on the app and IRL.



## Unmatch

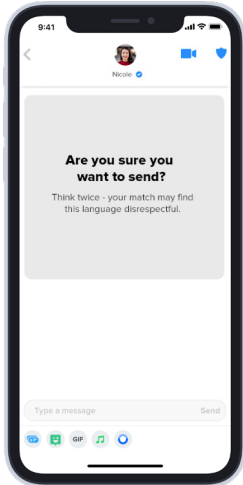
Tinder members are able to unmatch or block someone at any time for any reason, whether it wasn't a good fit or something more serious. Once unmatched, that person will no longer appear in the match list or message list, and they won't be able to see you or message you anymore. Members can report someone they have either chosen to unmatch, or have been unmatched with, at any time.



## Video Chat

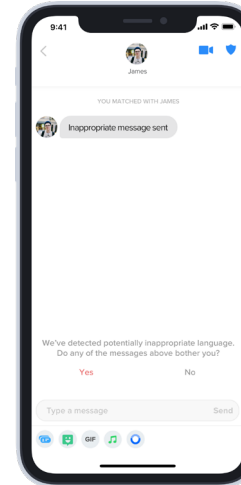
Tinder's video chat feature was built with control and comfort as its first priority. The in-app video calling feature allows members to meet digitally, verify their match is genuine and better assess whether the chemistry is there before an IRL date - all without giving out personal contact details.





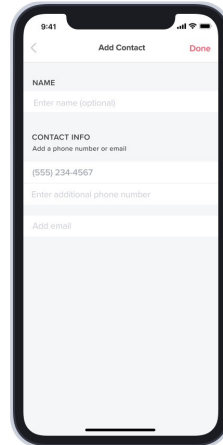
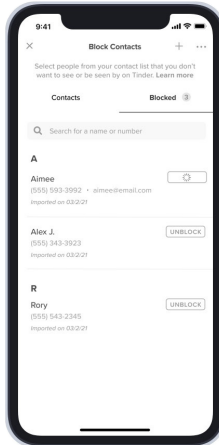
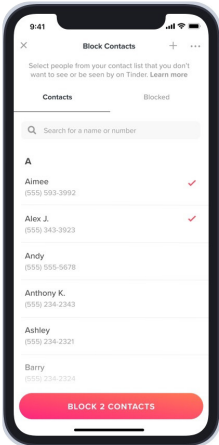
### ***Are You Sure?***

This feature prompts the sender ‘Are You Sure?’ if they are about to share a potentially offensive message. Tinder not only relies on people reporting inappropriate content, it works to catch it proactively too. As always, bad behaviour and patterns of inappropriate content can result in someone’s removal from Tinder.



### ***Does This Bother You?***

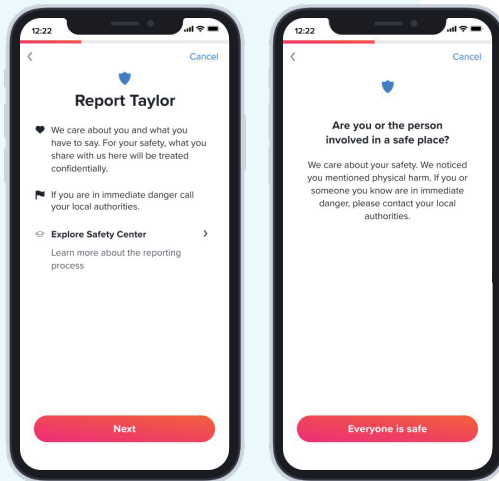
Similar to Are You Sure?, Does This Bother You? asks members this question when they receive a potentially offensive message on Tinder. When someone responds ‘yes’ to the “Does This Bother You?” prompt, they have the option to report the sender for their behaviour. This feature has helped increase reporting of harassment.



### ***Block Contacts***

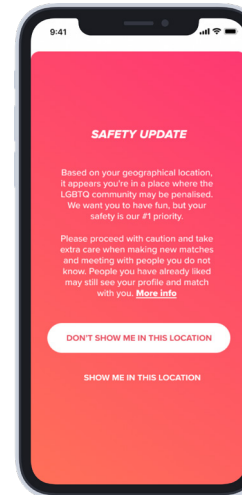
Block Contacts allows members to block personal contacts they’d rather not see nor seen by, in the app – empowering them to confidently “like” their way to new connections without any unwanted surprises. Whether those contacts are already on Tinder or decide to download it later using the same contact info, they won’t ever appear as a potential match.





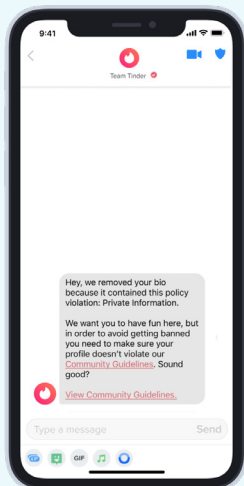
## Reporting

Tinder uses a robust reporting framework that combines technology and human review to swiftly evaluate member behaviour, ensuring it adheres to our Community Guidelines. Members can report someone directly from a profile or reach out through the Safety Centre in the app at any time. We take reports very seriously.



## Traveller Alert

When LGBTQIA+ members travel IRL or use Tinder's Passport feature to swipe in a country with laws that penalise their community, they are alerted and given a choice to opt out before their profile is shown in the area. Tinder can be a great way to meet people when travelling, but safety comes first.



## Bio Guidance

Offering Bio Guidance is an additional step in ensuring members understand what's acceptable on Tinder, while also helping protect their personal information. For instance, one common mistake members make involves including personal information, like phone numbers, in their profile. Bio Guidance removes these details, and lets members know why and gives them another shot at writing their bio.



# Green Flags

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We all know there are red flags to look out for in the world of dating, but DYK there are also plenty of green flags, or positive signs, that could suggest you're onto a winner? Focusing on green flags can ensure you're always in control and help confirm that you've found a keeper.



You feel comfortable being your true self around your date



Your date validates your feelings



Your date is consistent and follows through



Your date respects your boundaries



Your date prioritises making time for you



Your date is attentive to your needs



Your date asks insightful questions



Your date makes it clear how they feel about you in a positive way



Your date can process their own emotions



Your date pushes to meet in a public place the first few times you meet

# Online Safety



## ***Protect what's yours***

Never share ANY personal information with people you don't know. Your personal identifying information (PII), address, and details about your daily routine (e.g., that you go to a certain gym every Monday) along with any info about your family and friends should be kept private.



## ***Stick to Tinder***

Getting to know someone new? Staying on the Tinder platform is a great (and safe) idea! We only allow texts, emojis and video calls so don't worry about receiving any unwanted pictures. Be cautious and alert if your match tries to move the conversation to phone calls or other apps right away - they could be trying to bypass Tinder's Safe Message Filters.



## ***Keep it secure***

Your Tinder password should be stronger than the chemistry with your match, and that's saying something. Make sure you're careful when logging in from a public/shared computer and beware of any Tinder emails that ask for your username and password information (we wouldn't send emails like this) — if you receive an email asking for account info, report it immediately! You can find details on how to write to us to report this type of behaviour in the in-app safety centre.



## ***Be wary of scams***

Watch out for scammers who ask for financial help and anyone who won't talk on a phone/video call—they may not be who they say they are. If someone is avoiding your questions or pushing for a serious relationship without meeting or getting to know you first, that's probably a red flag (red flags are warning signs of potentially ongoing troubling or negative behaviour).

# Meeting in person



## ***Don't rush it!***

Before you shift things to IRL, take your time and get to know the other person. Want to snuff out the red flags? Don't be afraid to ask questions or get on a video chat to screen your match before meeting them! Tip: Meet in a populated, public place! Good Spots: Happening bars, good restaurants or chill cafes. Bad Spots: Your home, your date's home or any secluded or private location.



## ***Be in control and have a backup***

In case you need to make a quick exit, always have a backup plan and be safe! Keep your friends in the loop or tell a family member where you're going and when. When in a taxi or rideshare, always share your ride with a friend or family member, and if possible, ask a friend to pick you up! It's also a good idea to keep your phone charged or carry a power backup, just in case. Tip: If your date tries to insist on accompanying you when you're not interested, say no and hold your ground or end the date.



## ***Beware drink spiking***

Be aware of drink spiking and keep track of your drink! Many substances that are slipped into drinks to facilitate sexual assault are odourless, colourless, and tasteless so only accept drinks poured or served directly by the bartender or waiter. It's also good to know your limits - both alcohol and drugs can impair your judgement and alertness. Lastly, keep your phone, purse, wallet, and anything containing personal information with you at all times. Tip: If your date tries to pressure you to drink more than you're comfortable with, abort (the date) and report (the match)!



## ***Comfort is key***

Got a gut feeling that something isn't right? Listen to your instincts and end the date early if you're feeling uncomfortable. Tip: If it's challenging to end the date or you need some extra support, ask the bartender or waiter for help.

# Sexual Health and Consent

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Relationships should be rooted in respect and communication. Every person is unique and has different preferences when it comes to affection and boundaries. Mutual consent between all parties should be agreed upon, without pressure, guilt or coercion. In partnership with safety experts and advocates, we have created tips on how to navigate obtaining consent and setting boundaries - both online and IRL.

Every person you meet will have their own boundaries and expectations — communication is key. This is where consent comes into play. It's a necessary part of any connection. Consent is pretty simple, really. It just means getting permission for any intimate activity. If you are meeting someone in person, you have a responsibility to respect their boundaries, and they must respect yours. If you aren't absolutely sure what they're comfortable with, just ask.

If you're meeting up with someone, remember: You must be comfortable and actively consenting for any sexual activity to happen. And if you're ready to take the next step with them, you must make sure you receive their consent at every step of the way.

Affirmative consent is where you've taken active steps to ensure the other person is consenting before any sexual activity takes place. Affirmative consent laws now exist in most states in Australia, so make sure you're up to speed with the laws in your state.



### There's nothing sexier than consent

Agreement between people deeming what behaviour is comfortable and acceptable, and what behaviour is crossing a personal boundary makes dating easier and more fun.



### It's your journey, be you

Everyone has different likes and dislikes so active communication is important when you're getting to know someone.



### Feel empowered

We all change our minds and moods, so it is important to check in about intimate interactions regularly, both online and in person, and feel empowered to say yes or no.



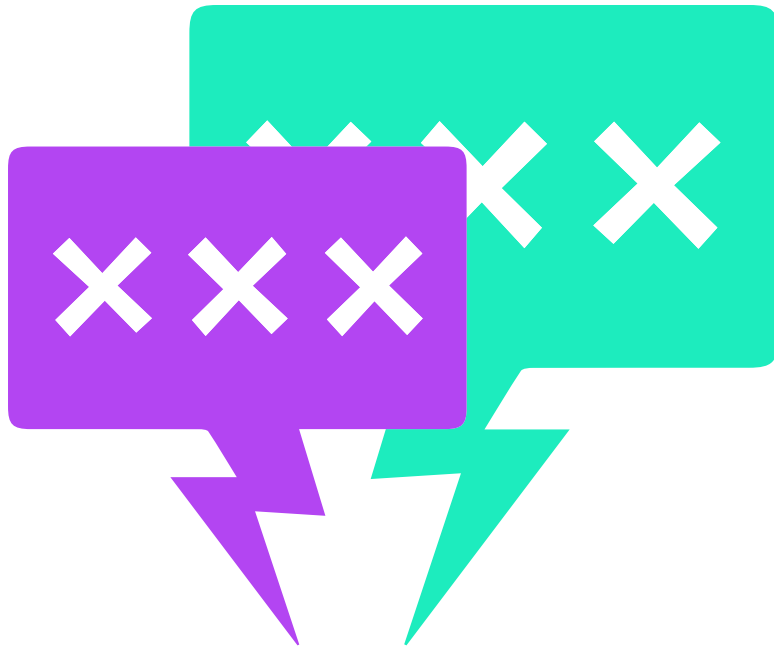
### Respect boundaries

If someone says no, be understanding of their feelings, and respect and accept their decision.



### Always trust your gut

Don't feel pressured to say yes to something that you don't feel 100% comfortable with.



# Harassment

If you see something, say something. You know when someone's crossed the line and when they do — we want to know about it because we want to help make Tinder the safest way to meet new people: You can report anyone on the app that makes you uncomfortable or breaches our guidelines, has committed a serious crime or you know from personal experience has committed such behaviours before. We'll walk through how to report on the next few pages.

We're here for you. We take harassment very seriously and we don't want it on Tinder. Here are some examples of why we ban people:



Racial slurs or other derogatory language



Sending threats or offensive messages to someone on and off the app



Harassing your matches on or off the app



Sending sexually explicit content off the app without your match's consent



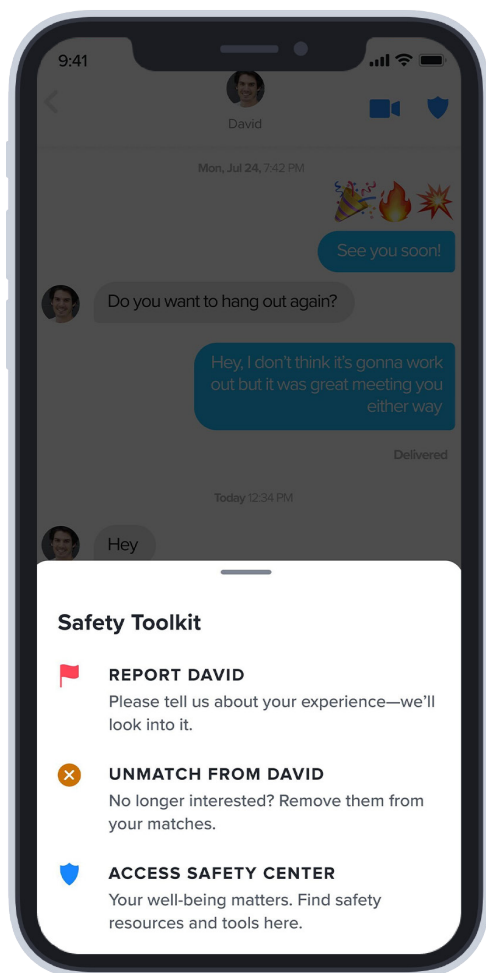
Sending spam or solicitation, including links to commercial websites or attempts to sell products or services

We take all reports of harassment seriously and so should you. But we won't know if someone is harassing you when you take things offline. If someone sends you harassing messages, on or off the app, let us know via the in-app safety centre and we'll take it from there.



# Unmatching and Reporting

While most people have a positive experience, sadly not everyone has good intentions. When you come across something suss or when someone crosses the line, we want you to let us know and encourage you to unmatch and/or report anyone that breaches our terms.



## **Tinder is not for:**

- ❌ Nudity/Sexual Content
- ❌ Harassment, hate speech threats, and offensive messages (both on and off the app)
- ❌ Fraudulent profiles
- ❌ Requests for money or donations
- ❌ Violence or inappropriate and harmful behaviour during or after meeting in person
- ❌ Underage users or impersonation
- ❌ Private Information Broadcasts - yours or anyone else's
- ❌ Spam or solicitation including links to commercial websites or attempts to sell products or services

## **How to unmatch**

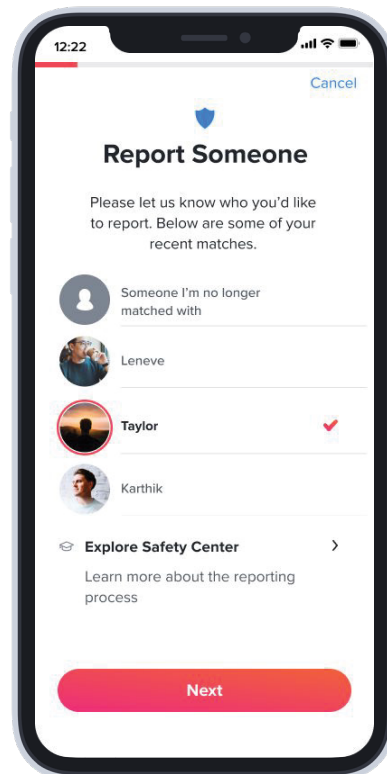
Whether you realise you just aren't that interested or your match starts acting inappropriately, you can always unmatch them.

When you unmatch someone, you'll disappear from their match list and vice versa, and they won't be able to see you or message you anymore.

To unmatch someone, open your chat with that person > tap the flag icon (iOS) or the ellipses icon (Android) in the top right-hand corner > Unmatch.

# How to report

You can report anyone regardless of if you've matched with them or not and can select from a number of reasons for reporting such as abusive or threatening behaviour, nudity/ something sexually explicit, or a fake profile. The details will not be shared with the person you're reporting.



## Before you match

Click on the profile of the person you want to report. Click on the three dots on the top left or scroll down and tap the “Report” button to select your reason and send us a quick, confidential report.

## After you match

From your message screen, click on the shield icon on the top right and then tap the following icon to select your reason and send us a quick, confidential report.

## Reporting someone you unmatched with or who unmatched you

Even if your match no longer appears on your message screen, you can still report them in the app.

Make sure you follow your instincts and keep your safety first in every situation, whether online or offline. Trust your gut and the minute something feels suss? Repeat after us - Abort and Report!

# What happens after I report?

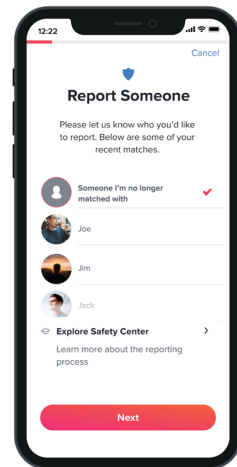
You've done your part by letting us know something is up — now it's our turn. Here's what to expect after you report someone on Tinder:

- The specific account will no longer be shown in your match list or appear while swiping
- None of the details you provided will be shared with the person you reported
- A member of our Trust & Safety team will look into the matter to determine next steps and take action based on our Community Guidelines
- If you submitted a report via email/form during the reporting flow, you may reply to the automated response to follow-up

Because of privacy guidelines, we may not always be able to share the details of a report with you, but every report is taken seriously and handled with care. Sharing your experience through reporting isn't always easy, and we appreciate it when you do.

# Recent Changes to In-app Reporting

Our enhanced reporting process is designed to give survivors more control over what step they want to take next — whether it's making a formal report immediately, unmatching and making a report later, or reaching out to Tinder's network of support resources.

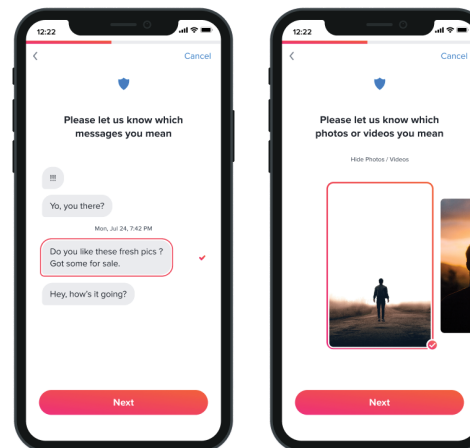
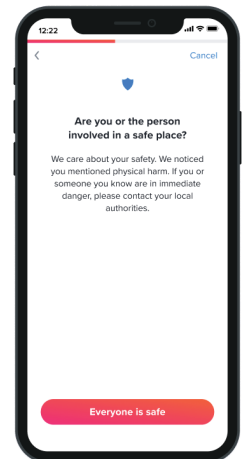


## ***Easier to Unmatch & Report***

Continuing to see a former abuser in a match list can be triggering and traumatising, which is why we've designed our reporting system to allow members to unmatch and yet still easily report directly from the app. The ability to make a report after unmatching someone may be necessary for a few reasons. Members should feel confident they can hold someone accountable, even if they are unmatched, so we have created a more direct way to report directly in the app.

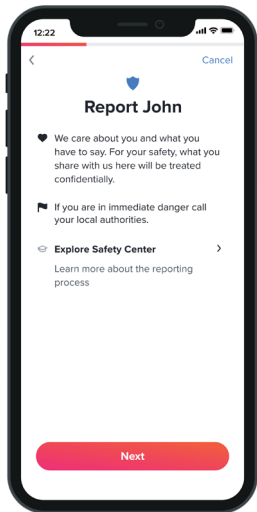
## ***Confirming a Member is Physically Safe***

A new screen has been introduced that inquires about physical safety and encourages outreach to law enforcement, if needed.



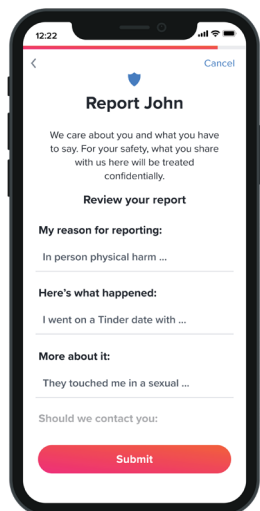
## ***New options to report images or messages so we can take quick action***

One of the many reasons for not reporting inappropriate behaviour is the fear that action won't be taken after a report has been made. To ensure we can take the appropriate action quickly with minimal follow up needed, we've added new options to report individual images or messages, and more space for open-ended responses. We do not proactively share this information with anyone.



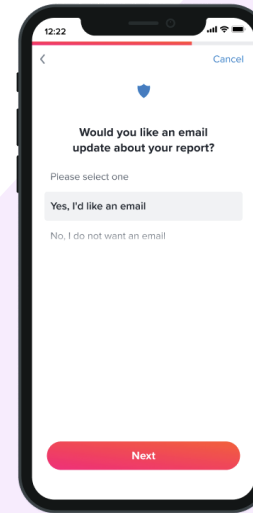
## ***Greater Transparency about the Reporting Process***

To encourage survivors to complete the reporting process, a new progress bar has been added to the reporting flow to give a sense of how much more time and information will be required. Access to the Safety Centre has been added in this first screen, which offers more information about how reporting works on Tinder and what happens to a report once it's complete.



## ***Adding a Final Review Screen***

Reporting on Tinder has historically been a two-tap process, and feedback has suggested this didn't give members the opportunity to add additional details. This new review screen gives members the opportunity to add any additional information and review the details of their report so they can submit with confidence.



## ***Giving members choice over the information they receive***

The final step in reporting is receiving follow-up information about what action was taken because of the report. We now let members choose how they want to close the loop on their report. Members can opt-out of receiving a follow-up report, if they prefer. For those who do want these details, updated responses from member support teams will provide more clarity about the actions we've taken on an individual report, within the confines of what we can share.

# Resources



## 1800 Respect (1800 737 732)

is a national domestic, family and sexual violence counselling and support service.

## Full Stop Australia (1800 385 578)

is here to put a full stop to sexual, domestic or family violence through support, education, and advocacy.

## Lifeline (13 11 14)

is a national charity providing access to 24 hour crisis support and suicide prevention.

## Men's Referral Service (1300 766 491)

Support for men who use violence and abuse.

## ACON - Say It Out Loud

A national resource for LGBTQ+ communities and service professionals working with people who have experienced sexual, domestic and family violence.

## Beyond Blue (1300 224 636)

provides information and support to help everyone achieve their best possible mental health.

## Well Mob

Social, emotional and cultural well-being online resources for Aboriginal and Torres Strait Islander peoples.

## eSafety Commissioner

is the online harms regulator whose mission is to help all Australians have safer, more positive experiences online. In addition to resources on safer online dating practices, Australians can report image based abuse or serious adult cyber abuse.

## Headspace (1800 650 890)

provides mental health services for young Australians aged 12-25

## Herspace

offers wellbeing and mental health recovery services to women survivors of exploitation.

## IWSS QLD only (07 3846 3490)

is a specialist service for immigrant and refugee women who have experienced domestic and/or sexual violence.

## Qlife (1800 184 527)

provides anonymous and free LGBTI peer support.

## ReachOut

helps young people feel better about today and the future

## WESNET

is the national peak body for specialist women's domestic and family violence services and has Tech Safety resources specifically relating to gender-based violence against women.