



This report is published in compliance with Rule 4(1)(d) of the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021.

Report Overview

Scope of Reporting

These reports provide:

User Grievances - Grievances received from users in India via designated redress channels

Law Enforcement Outreach - Requests for information or official requests from Indian law enforcement agencies

GAC Orders - Orders received from the Grievance Appellate Committee

Enforcement - Actions taken against violating content on Match Group Platforms with 5 million or more registered users

Reports will be published approximately 90 days from the end of the reporting period to allow for complete data collection and validation.

Our Commitment to Safe and Authentic Connections

Our mission is to spark meaningful connections for every single person worldwide.

To support this, we apply brand-specific Community Guidelines¹, which define what is and is not permitted on each service. While these policies are tailored to the unique features and audiences of each brand, they are guided by shared principles across the portfolio (outlined in Appendix A, “Policy Definitions”).

¹ Tinder: <https://policies.tinder.com/community-guidelines/intl/en/>

Hinge:

<https://help.hinge.co/hc/en-us/articles/360003288753-Member-Principles-Expectations-Reporting>

OkCupid:

<https://okcupid-app.zendesk.com/hc/en-us/articles/22771537322011-Community-Guidelines>

Azar: <https://help.azarlive.com/hc/en-us/articles/360047526053-Azar-Community-Guidelines>

Grievances from Users in India

This section of the report captures grievances from users in India submitted through designated redress channels provided to users in each brand's FAQs and Terms of Service.

We present the following data associated with grievances submitted by users in India:

Total number of reports received, broken down by the category of submission

- [Report a policy violation](#) – Reporting another user, profile, or content that may breach the Community Guidelines or Terms of Use. [See Appendix A for policy definitions]
- [Appeal an enforcement decision](#) – Requesting review of a warning, content removal, or account restriction/suspension.
- [Profile/account support](#) – Help with login, account setup, verification, profile edits, or photo uploads.
- [Technical issue or bug report](#) – Problems with app features, crashes, or performance.
- [Subscription and purchase inquiry](#) – Billing, refunds, subscription management, or premium feature inquiries.
- [Privacy and data requests](#) – Access, correction, deletion, or concerns about how data is processed.
- [General feedback or feature request](#) – Suggestions to improve the service or app experience.
- [Positive feedback or success story](#) – Sharing experiences about matches, dates, or relationships.
- [Other](#) – Any matter not covered above.

Total number of reports we responded to during the reporting period

Reports where enforcement action was taken. By actioned content, this may include:

- Removing the user generated content which violated policy from the associated account
- Sending a warning to the policy violating account
- Temporary suspension of the policy violating account
- Permanent ban of the policy violating account.

Of note, reports where enforcement action was not taken may be for reasons including:

- The reported content or account does not violate any of our policies.
- The reporter does not provide us enough information to locate the content or account which they are attempting to report.

Legal and Law Enforcement Requests

This section includes all categories that contain legal requests, such as court orders or court decisions. This section also includes orders received from the Grievance Appellate Committee.

Individuals identifying themselves as Indian law enforcement officers or government officials are directed to submit their requests through the Match Group Government Law Enforcement Portal (powered by Kodex). This secure platform enables authorized officials to:

- Submit legal or emergency requests;
- Ask time-sensitive or clarifying questions;
- Receive updates on the status of their requests; and
- Communicate directly with Match Group's legal team.

This process ensures that all legal matters and law enforcement requests are handled promptly, securely, and in compliance with applicable laws.

Identifying and Addressing Violations

Match Group platforms are a place where people can connect safely and authentically. We monitor for violations using both proactive detection tools and user reports, and respond with actions proportionate to the severity of the violation.

Enforcement Actions Taken – The total number of actions applied when our policies are violated. This includes:

- Removing individual pieces of violating content (e.g., photos, written profile content, in-app messages, or other user generated content).
- Temporarily suspending or permanently banning accounts in serious or repeat policy violations.

Enforcement may result from proactive detection methods. or from reports submitted by users.

Proactive Detection Rate – The proportion of enforcement actions that result from our own detection efforts before any user report is submitted. This rate reflects the combined effectiveness of our automated detection systems, human review processes, and safety operations in identifying potentially harmful content or accounts early.

Appendix A. Policy Definitions

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| Abuse and Harassment | Abuse and Harassment includes on-platform behavior, actions, or content that may cause emotional or psychological harm through the use of intimidation, humiliation, or non-consensual acts. This includes persistent and unwanted interactions that threaten someone's safety or well-being. |
| Allegations of Off-Platform Misconduct | Allegations of Off-Platform Misconduct includes reports alleging harmful behaviours or actions that occurred outside the platform and indicate a potential risk to the safety, well-being, or integrity of the user. |

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| Illegal and Regulated Activities | Illegal and Regulated Activities includes behaviours, actions, or content that violate laws or regulations or are subject to specific heightened legal controls on distribution, sale, or promotion. We also strictly prohibit any content, behaviour, or actions that involve the sexual abuse or exploitation of minors, including attempts to groom or entice minors into sexual activities (on- or off-line). |
| Non-Trust & Safety Terms of Service Violations | In certain cases, specific Match Group platforms may restrict particular behaviours under their terms of service, even if such behaviours do not represent a safety or authenticity risk. |
| Sensitive Content | Sensitive Content includes content related to adult nudity, pornography, sexualised content, violence and gore, substance use, and behaviours associated with suicide, suicidal ideation, self-harm, and disordered eating. |
| Spam, Inauthentic, and Ineligible Accounts | Spam, Inauthentic, and Ineligible Accounts includes profiles that engage in inauthentic activities, evade bans, impersonate others, or are otherwise ineligible for account creation due to age or legal status. |
| Violence and Hate | Violence and Hate includes on-platform content or behavior that incites, promotes, or glorifies bodily harm or hatred against individuals or groups. Violence refers to any form of physical harm, including threats, intimidation, and coercion, regardless of motivation or perceived intent. Hate involves behavior or content that demeans, marginalizes, or incites violence against individuals or groups based on an actual or perceived association with a protected characteristic. |