

2024 EU DSA Transparency Report

February 17, 2025

Introduction

At Grindr, the safety and well-being of our community are paramount.

We are committed to fostering a secure environment where users can interact freely and respectfully.

Today, we are proud to release our first Transparency Report under the European Digital Services Act (DSA). It showcases results of work we've undertaken to enhance the safety and security of Grindr's users and our community in the European Union. The goal of this report is to provide meaningful transparency into our policies, operations, and underlying data for how we respond to user reports and proactively detect and remove violations of our platform policies.

Safety Initiatives & Grindr for Equality

In 2024, we launched a number of safety initiatives within the app and more broadly for the LGBTQ+ community. Grindr is committed to supporting community health and safety across Europe, using its platform to connect users with critical resources while advocating for LGBTQ+ rights. In response to evolving public health needs, we partner with multiple local organizations to distribute free HIV self-test kits, ensuring discreet and accessible testing for those who need it most. With a network of 80 partners, we deliver in-app public health messaging to provide users with up-to-date information on PrEP (Pre-Exposure Prophylaxis medication that significantly reduces the risk of contracting HIV for people at high risk), vaccinations, harm reduction, and other essential sexual health services, ensuring inclusive and reliable resources for our community.

Beyond health initiatives, Grindr prioritizes safety and advocacy in countries where LGBTQ+ communities face challenges. For example in Malta, where LGBTQ+ rights are among the strongest in Europe, we support efforts to maintain and expand these protections. In Italy, where LGBTQ+ individuals too often face discrimination, we partner with local groups to provide in-app access to legal, mental health, and community support. In Belgium, we collaborate with community organizations to create safer spaces and provide support for those impacted by hate crimes.

In July 2024, we launched in-app access to sexual health and safety resources, partnering with organizations across 30 countries, including more than 20 countries in Europe, to provide localized information on HIV and STI testing, as well as preventive measures like PrEP. This initiative bridges healthcare gaps, particularly for users in rural areas or those who may not be openly LGBTQ+ [\[read more here\]](#). Later in the year, during International Testing Week in November, we collaborated with Coalition Plus to further promote HIV and STI testing, integrating direct access to local health services within the app and reinforcing the importance of regular check-ups [\[read more here\]](#).

To protect user privacy during the 2024 Paris Olympics, we disabled location-based features within the Olympic Village, preventing the unintentional outing of LGBTQ+ athletes—many of whom come from regions where being LGBTQ+ remains dangerous. Additional safeguards, such as restricting screenshotting and recording of profile images and private videos, further reinforced privacy protections [\[read more here\]](#). In response to reports of homophobic attacks in Brussels, we issued targeted safety alerts to users in the affected areas, encouraging caution when arranging meet-ups and providing guidance on staying safe [\[read more here\]](#). Additionally, in partnership with the European Centre for Disease Prevention and Control (ECDC), we launched a monkeypox awareness campaign across Europe, providing in-app alerts to educate users about symptoms and directing them to credible health resources [\[read more here\]](#).

Safety remains a core focus in our product development, with a strong emphasis on safety by design. In June 2024, we introduced advanced AI and machine learning solutions to combat a surge of spam attacks, significantly reducing platform abuse and improving the overall user experience. We also invested in enhanced moderation tools, equipping our Trust & Safety team with more efficient systems to address reports quickly and effectively. As part of our ongoing innovation, we are developing Grindr's AI Wingman, an intelligent feature designed to support positive user interactions while maintaining strong privacy and safety safeguards [\[as covered in The Wall Street Journal\]](#).

Moreover, we are currently building a Safety & Privacy Center within the app to provide users with in-depth information on best practices for staying safe, along with clearer explanations of moderation decisions to help users understand enforcement actions, how they can appeal decisions, and how to follow our platform policies. Earlier in the year, we updated our [Community Guidelines](#) to reinforce the importance of consent, authenticity, and respect among users, supported by in-app messaging and blog posts to ensure widespread awareness [\[read more here\]](#). We also revised our Privacy Policy to enhance transparency around how user data is handled, introducing clearer communication on AI-driven moderation and empowering users with more control over their privacy settings [\[read more here\]](#).

Commitment to Platform Moderation, Safety, and User Well-Being

Our platform policies prioritize safety, inclusivity, and a sex-positive approach that aligns with the values of the LGBTQ+ community and our Community Guidelines. We embrace sexual expression and body positivity, allowing users to share content that celebrates their identities and desires while maintaining policies to support interactions that remain consensual and respectful. Through continuous investment in safety, privacy, and community support, we remain dedicated to fostering a secure and empowering space for LGBTQ+ individuals worldwide.

Grindr employs a robust content moderation system to help protect users from harmful behavior, leveraging both AI-powered detection and human review to enforce our Community Guidelines. Our moderation approach includes proactive detection of policy violations and swift action against abusive content and profiles. More details on how we moderate content can be found [here](#).

We are also deeply committed to user education and empowerment. Our in-app Safety Tips guide provides essential advice on how to navigate online interactions safely, covering topics such as avoiding scams, recognizing suspicious behavior, and protecting personal information. Users can explore these safety tips [here](#).

In addition to in-app moderation, our efforts extend to building a culture of security and resilience for LGBTQ+ users globally. Grindr for Equality has developed a [Holistic Security Guide](#), offering practical strategies for protecting digital and physical safety, particularly for individuals in regions where LGBTQ+ identities are criminalized or stigmatized.

To reinforce our commitment to transparency and trust, we continuously enhance our approach to user security and data protection. [Here](#) we outline the measures we take to help safeguard user experiences, from account authentication to enhanced reporting mechanisms.

Finally, our Safety & Privacy Center serves as a centralized resource within the app, equipping users with practical tools and insights to navigate Grindr safely. From understanding how moderation decisions are made to learning best practices for protecting personal data, this center further supports our community's well-being. For additional safety guidance, users can visit our [Getting in the Safety Zone](#).

Through continuous investment in safety, privacy, and community support, we remain dedicated to fostering a secure and empowering space for LGBTQ+ individuals worldwide.

Structure of our DSA Transparency Report

The sections below are organized via the topics required by the DSA. Subsequently, ***please note that, unless otherwise specified, all data within this report are reflective of the EU only.*** Throughout the report, we provide an in-depth look at how we enforce our platform policies, presenting key metrics and insights into our moderation practices. You'll find detailed information on the total number of content pieces and user accounts reported for violations, as well as the actions taken in response. This includes an analysis of the types of violations most commonly reported, the speed and effectiveness of our enforcement actions, and the outcomes of appeals and reinstatements. We also delve into the operational procedures that underpin our enforcement efforts, from the automated systems and human moderators who monitor activity on our platform to the role of trusted flaggers and the impact of user reports.

By sharing these details, we aim to offer transparency into our processes and to demonstrate our unwavering dedication to user safety. We believe that informed users make for a safer community, and this report is part of our ongoing commitment to clarity and accountability.

Thank you for taking the time to read our report.

Overview & Trend Analysis

Given that this is our first Transparency Report under the EU Digital Services Act, we are unable to provide metrics comparisons over time. However, there are a number of key callouts to our Trust & Safety metrics that are worth discussing. Across both our reactive and proactive moderation efforts (i.e., notices submitted to us by users and machine learning models and other tools that can detect potentially violating content), Spam comprised the largest category of policy violations.

For notices submitted to us, Spam comprised 78% of all user-submitted reports and 76% of all notices we enforced against. For moderation efforts undertaken on our own initiative, Spam comprised 89% of all accounts we disabled. The second-largest category, Illegal Activity, was significantly lower—comprising only 8% of total user reports and 10% of total enforcements on Grindr.

As we continue to publish these reports on an annual basis, we will continue to share improvements in our moderation efforts and trends in the data.

Article 15.1(a): Government Takedown Requests

This section outlines the requests Grindr received by EU Member States' authorities to remove illegal or violating content and accounts. In 2024, we did not receive any government authority orders to takedown content or accounts on Grindr. Consequently, there is no median turnaround time to disclose for this category.

Article 15.1(a): Government Information Requests

During this reporting period, we received a total of 367 requests to provide information from various EU Member States. We did not receive any formal Authority Orders to provide information, as designed under the DSA, but we have included the information requests received and instances where information was produced. Data was produced in only nine instances, with Belgium accounting for four, and Austria, Bulgaria, France, Ireland, and Italy each contributing one. France submitted the highest number of requests at 108, followed by Germany with 52 and Italy with 33, yet only one instance of data production was recorded for France and Italy. Similarly, countries such as Poland (25 requests), Netherlands (15 requests), and Spain (27 requests) did not result in any data disclosure.

A number of these requests may have been for data that did not exist in our database, may have been only preliminary in nature without formal documentation to support the legal process request, or may have been referred to the Mutual Legal Assistance Treaty protocols relevant to the nature of the user data request. We engage with government bodies and local law enforcement to ensure lawful and transparent information sharing when required as part of our efforts to protect our users while supporting legitimate law enforcement efforts across the EU. Grindr remains committed to cooperating with EU authorities as a trusted partner with regard to our regulatory compliance as well as our commitment to user privacy.

Member State	Number of Requests to Provide Information	Total Times Information was Produced
Austria	8	1
Belgium	23	4
Bulgaria	1	0
Croatia	0	0
Cyprus	4	0
Czech Republic	5	0
Denmark	1	0
Estonia	1	0
Finland	4	1
France	108	0
Germany	52	0
Greece	3	1
Hungary	0	0
Ireland	31	1
Italy	33	1
Latvia	0	0
Lithuania	2	0
Luxembourg	1	0
Malta	0	0
Netherlands	15	0
Poland	25	0
Portugal	10	0
Romania	0	0
Slovakia	0	0
Slovenia	0	0
Spain	27	0
Sweden	13	0

Article 15.1(a): Median Turnaround Times

Upon receiving a request from government agencies or legal entities, we automatically provide a systematic receipt of the request for our team to subsequently review and process. In regards to EU Member State requests in 2024, from point of receipt to resolution, it takes an approximate median of 21 days for our teams to complete the process.

Article 15.1(b): Total Notices

In 2024, we received 5,864,153 notices submitted to us by users in the Grindr app relating to various alleged violations of our Community Guidelines. As part of our operational processes, we leverage both human moderators and automated tooling to review and enforce potential violations of our platform policies. For the most part, our Trust & Safety teams leverage a combination of both automated tools and human reviewers to effectively review and enforce against violations of our platform policies. In this past year alone we processed 3,224,626 user reports through leveraging both automated tools and human reviewers.

Total Notices Submitted	Notices Processed Solely By Automated Means	Notices Processed By Both Automated Tools and Human Review
5,864,153	2,716	3,224,626

Article 15.1(b): Illegal Content Notices

This section shows a breakdown of the above Total Notices vis-a-vis Grindr's platform policy categories. The majority of notices were related to Spam, accounting for 4,582,272 notices, with 3,821,374 of these being enforced. Illegal Activity followed with 496,273 notices, leading to 480,438 accounts being disabled, indicating our strong focus on combating illegal activity on the platform. Note that Grindr's nudity policies only apply to profile photos, which are the platform's only publicly visible content. Violations for nudity in this context typically result in the removal of non-compliant profile photos rather than account suspensions.

Overall, out of the 5,864,153 notices received, approximately 5,040,530 were enforced, which led to 466,795 accounts being disabled. Note that we do not include warnings issued against accounts in this section, only in the following "Own Initiative Moderation" section. This is because warnings are currently a small percentage of total enforcements. For most cases, these warnings take place via own initiative moderation, where we leverage our systems to proactively identify and enforce violations of our platform policies.

Additionally, we only include accounts disabled, rather than total pieces of content enforced in this section. We only include the latter metric in the following "Own Initiative Moderation" section. This is because users are able to report accounts at the account-level, not the individual content-level. Note that the number of notices may be larger than the number of individuals who violated our company policies due to reports with insufficient information to action, malicious reporting, multiple reports of the same account, etc. Similarly, the total accounts disabled may be larger than the total notices received for some policy areas where, for example, we may investigate and disable numerous accounts in conjunction with a single notice.

Type of Alleged Illegal Content	Total Notices	Total Notices Enforced	Total Accounts Disabled
Spam	4,582,272	3,821,374	96,751
Illegal Activity	496,273	480,438	18,266
Impersonation	317,321	297,813	28,073
Hate Speech / Discrimination	155,184	147,937	15,059
Harassment or Bullying	115,803	104,449	38,402
Nudity	102,553	98,812	98,214
Underage	93,415	88,402	137,647
Solicitation of Drugs	1,332	1,305	34,383
Total	5,864,153	5,040,530	466,795

Article 15.1(b): Illegal Content

Median Turnaround Time

Most notices regarding illegal content are resolved in 4 hours or less. Notices involving Hate Speech / Discrimination and Harassment or Bullying typically require a more fact-intensive inquiry and sometimes involve consultations with members of our internal Escalations team. Therefore, the median time to resolve notice in those categories is 11 and 42 hours respectively.

Type of Alleged Illegal Content	Median Turnaround Time (Hours)
Harassment or Bullying	42
Hate Speech / Discrimination	11
Nudity	4
Underage	4
Illegal Activity	4
Spam	3
Impersonation	2
Solicitation of Drugs	1

Article 15.1(b): Trusted Flaggers

In 2024, Grindr did not receive any, and therefore did not enforce against any, notices from officially designated Trusted Flaggers in the EU.

Article 15.1(c): Own Initiative Moderation

This section outlines our proactive own initiative moderation approach, where we actively monitor and address platform policy violations without requiring external notices from users, trusted flaggers, or regulatory officials. During this reporting period, we enforced a total of 1,883,805 accounts across various policy categories, demonstrating our commitment to maintaining a safe and respectful platform. Spam and Underage were the most enforced categories, with 1,674,477 and 103,670 accounts actioned, respectively. Like many other platforms, Grindr faces numerous spam attacks as we continue to operate our platform—but our teams work hard to try to mitigate these attacks before they impact our users. Additionally, when we detect potentially violating behavior among users for Spam and Harassment or Bullying, we typically issue warnings to users to rectify their behavior before further action is taken. Moreover, while we may not ban users for nudity directly, we strike content that they may have generated or shared that contains violations of our policies. By leveraging user notices (as seen in the Illegal Content Notices section above) and our automated systems, we employ a balanced strategy of reactive and proactive moderation to protect our users. Note that the number of accounts disabled may be larger than the number of individuals who violated our company policies.

Illegal or Internal Policy Categories	Total Accounts Disabled	Total Warnings Issued Against Accounts	Total Pieces of Content Enforced
Spam	1,674,477	62,892	15,458
Illegal Activity	1,485	0	212,265
Impersonation	399	0	0
Hate Speech / Discrimination	0	0	1,504
Harassment or Bullying	0	36,651	31,584
Nudity	96,962	0	5,633,330
Underage	103,670	0	0
Solicitation of Drugs	6,812	0	121,418
Total	1,883,805	99,543	6,015,559

Article 15.1(d): Appeals

At Grindr, we understand that moderation decisions can sometimes be disputed, and we offer users the opportunity to appeal actions that they believe were made in error. Our goal is to review appeals fairly and efficiently to ensure decisions are in line with our community guidelines. Appeals are an important part of validating and improving our moderation process. They help us identify areas where we may enhance the accuracy and consistency in our enforcement decisions.

As part of our ongoing commitment to platform safety and enhanced transparency, we plan to make refinements to our appeals protocols over time. As of the time of this report, the following metrics reflect the total appeals at a global scale, not at an EU level.

Total Appeals	Total Reinstatements	Total Decisions Upheld
448,322	174,369	273,953

Article 15.1(d): Appeals Median TAT

We are committed to processing users' requests for appeals in a timely manner. As of 2024, our median turnaround time to respond to users' appeals was 8 days. We define the turnaround time as the time to resolve a user appeal, from the moment of appeal creation until the time we either reinstate the account or uphold the original moderation decision.

Illegal or Internal Policy Categories	Median Turnaround Time (Days)
Total	8

Article 15.1(e): Accuracy of Automated Systems

As of 2024, Grindr leverages a number of automated systems to detect and enforce against potential violations of content, including a combination of internal and third party tooling. In addition, we have onboarded new third party tooling that will help empower our Content Moderation strategy and provide more detailed reporting capacity for future transparency reports, including accuracy and error rate metrics. Based on preliminary results, the automated system responsible for the majority of our account-level enforcements has a recall (i.e. accuracy rate) of approximately 93% and an error rate of approximately 7%.. As we continue to build out our moderation systems, we have prioritized the most prevalent harm types, like Spam and Illegal Activity. In future iterations of this report, there will be accuracy metrics that encapsulate all harm types on the platform.

Article 24.1(a): Dispute Resolution

As of 2024, Grindr has not been subject to disputes submitted to formally certified out-of-court dispute settlement bodies in accordance with DSA Article 21. Consequently, the figure provided below is zero, and therefore there are no reports to make regarding any outcomes, median resolution times, or the percentage of any cases involving compliance with decisions from such bodies.

Total Disputes	Total Decisions Reversed	Total Decisions Upheld	Median time to process disputes (Days)
0	0	0	0

Article 24.1(b): Protections Against Misuse

As a platform, we do not apply suspension mechanisms to accounts for Manifestly Unfounded Notices or Manifestly Unfounded Complaints. Our Customer Experience teams, however, take appropriate measures to educate users about how to best leverage our reporting mechanisms to minimize (and prevent) abuse.

Suspension Basis	Total Suspensions
Illegal Content	0
Manifestly Unfounded Notices	0
Manifestly Unfounded Complaints	0

Article 24.2: Annual Monthly Active Recipients of the Grindr App Services

In 2024, Grindr had 2.4 million average monthly active recipients of the Grindr App services in the European Union. This report includes metrics of moderation activity aggregated over twelve months across EU Member States. It should be noted that Grindr’s total annual EU user base is significantly larger than the 2.4 million average monthly active user metric.

Terminology

Accounts	An account on Grindr represents a unique profile created by a user to access and interact with our platform
Pieces of Content	Pieces of content refers to any user-generated material shared on Grindr, including profile photos, profile bios, and chat messages exchanged between users.
Harassment or Bullying	Repetitive or targeted behavior that is intended to intimidate, humiliate, or harm another user. This includes unwanted messages, threats, and any other conduct that would make someone reasonably feel unsafe or unwelcome on the platform.
Hate Speech or Discrimination	An expression that promotes or condones hatred, violence, or discrimination against individuals or groups based on race, ethnicity, religion, gender, sexual orientation, disability, or any other characteristic protected by law.
Illegal Activity	An activity that violates applicable laws while using the platform. Examples include drug-related offenses, human trafficking, sex solicitation, child endangerment or other illegal acts.
Impersonation	The act of pretending to be another person, whether a public figure or any other individual. This includes using photos, names, or personal information that does not belong to you.
Nudity	Content in a user's Grindr profile that is sexually explicit or pornographic in nature, including images, videos, or descriptions that are inappropriate for the general Grindr community.
Spam	Activity or content that misuses the platform or disrupts authentic user-to-user interactions. This includes without limitation repetitive, irrelevant, or excessive communications that overwhelm users; automated or bot-driven behaviors such as mass messaging or bulk profile creation; and messages or accounts primarily designed to promote products, services, or external platforms..
Underage Activity	Any content, communication, or behavior that endangers or exploits minors.
Solicitation of Drugs	Any content, communication, or behavior that indicates that a user is engaging in or inquiring to purchase, sell, or exchange drugs of any kind.
Detection (Detected)	A method of identifying potentially violative content, either through user reporting or automation.
Enforcement (Enforced)	An action taken against a piece of content or an account (e.g., removal of a profile image or banning an account). Note that content includes photos and chats. Reported content violations may be actioned by human agents or automation.
Turnaround Time	The time taken by the Moderation or Customer Support teams to take action on a report or appeal, measured from the moment it is created or submitted to when a resolution or enforcement action is executed. This metric is used to evaluate the efficiency and responsiveness of handling reports and appeals.
Government Takedown Requests	Government Takedown Requests refer to formal requests from government authorities to remove or restrict access to specific content or user accounts on the Grindr platform.
Information Requests	Information Requests involve demands from law enforcement or other government agencies for access to user data or account information. These requests are made under legal authority and can be part of investigations or legal proceedings.
Authority Orders	Authority Orders are formal requests from government authorities to remove or restrict access to content or user accounts on Grindr, or to provide information related to them. These requests are typically based on allegations of local law violations. Grindr reviews these orders for compliance with applicable laws and internal policies before taking action.
Time to Acknowledge Receipt	Time to Acknowledge Receipt is the period within which Grindr confirms to the requesting authority that it has received an Authority Order or a legal notice

Time to Give Effect to Orders	Time to Give Effect to Orders is the timeframe within which Grindr acts on an Authority Order or legal request, such as executing a takedown or providing the requested information.
Notices	Notices are formal communications, typically from users, government authorities, or other stakeholders, regarding illegal content, violations, or other issues on the platform. These notices can trigger various actions by Grindr, such as content review, takedowns, or further investigation. Within our report, we're considering user reports as the equivalent of a notice submitted to Grindr.
Enforcement (Enforced)	An action taken against a piece of content or an account (e.g. deletion, warning, locking). Note that content includes photos and chats. Reported content violations may be actioned by human agents or automation.
Trusted Flaggers	Trusted Flaggers are entities or individuals recognized and designated by the relevant EU Member State as having particular expertise and competence in identifying illegal content. Upon receiving a notice from a Trusted Flagger, Grindr will prioritize tickets submitted by Trusted Flaggers on an expedited basis.
Own Initiative Moderation	Own Initiative Moderation refers to Grindr's proactive measures to monitor and enforce its community guidelines, including the identification and removal of illegal content without prior notification or complaint. Under the DSA, such moderation is encouraged but must be balanced with respect for users' rights and freedoms.
Appeals	Appeals are the processes available to users who wish to contest a content or account moderation decision made by Grindr. Under the DSA, platforms are required to provide transparent and effective appeal mechanisms, allowing users to challenge decisions and seek reinstatement of content or accounts if they believe a mistake was made.
Reinstatements	Reinstatements occur when a successful appeal leads to the reversal of a content removal or account restriction decision. The DSA mandates that platforms must promptly reinstate content or accounts when it is determined that the original decision was incorrect or unwarranted.
(Appeal) Decisions Upheld	Decisions Upheld refers to situations where, after a review or appeal, the original moderation decision is confirmed as correct and remains in place. Under the DSA, platforms must provide clear and detailed explanations to users when upholding decisions, supporting transparency and fairness in the process.
Turnaround Time	Turnaround Time is the period within which Grindr is required to act on notices of illegal content, appeals, or other moderation-related actions. The DSA emphasizes the importance of timely responses, particularly in cases involving illegal content, and sets specific deadlines for platforms to comply with.
Accuracy of Automated Systems	Accuracy of Automated Systems pertains to the effectiveness of the algorithms and automated tools used by Grindr in detecting and moderating content. The DSA requires platforms to regularly assess and report on the accuracy of these systems to support correctly identifying and acting on illegal content without overreaching or causing harm to lawful expressions.
Error Rate of Automated Systems	Error Rate of Automated Systems measures the frequency of incorrect decisions made by automated content moderation tools. Under the DSA, platforms must monitor and minimize error rates, so that automated systems are both reliable and fair in their content moderation processes.
Disputes	Disputes involve conflicts arising from moderation decisions. Under the EU Digital Services Act (DSA), platforms like Grindr must provide fair dispute resolution mechanisms, including the option to escalate disputes to independent, accredited bodies. These bodies offer an impartial review if users are unsatisfied with internal appeals, reflecting our commitment to fairness and compliance with the DSA.
Manifestly Unfounded Notices	Manifestly Unfounded Notices are complaints or reports of illegal content that are clearly baseless or not supported by any evidence. The DSA allows platforms to reject such notices without further action and may impose penalties or restrict reporting privileges for users who repeatedly submit unfounded claims.
Manifestly Unfounded Complaints	Manifestly Unfounded Complaints refer to appeals or grievances lodged by users that are obviously without merit, often intended to abuse or disrupt the moderation process. The DSA allows platforms to dismiss such complaints swiftly and to take measures against users who engage in such practices persistently.

Average Monthly Active Recipients	Average Monthly Active Recipients refer to the average number of end-users in the European Union who actively engage with or are exposed to our service at least once in a given month, measured over the period within this transparency report. This figure does not represent (and is significantly less than) the total number of active recipients over the course of a year.
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