

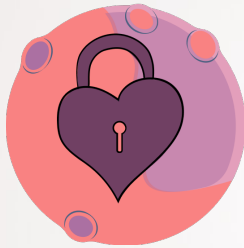
The background is a dark purple space scene. It features a grid of thin, light-colored lines that curve across the frame, suggesting a celestial coordinate system. Scattered throughout are numerous white stars of varying sizes. In the top right corner, there is a large, stylized planet with a purple and blue color scheme and several smaller circular features. In the bottom left, a large planet with horizontal bands of purple, magenta, and cyan is partially visible. A bright purple ringed planet is also partially visible in the bottom center.

ORBITS

Design principles and applications

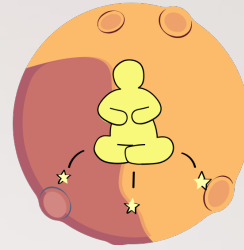
Orbits principles

Through the Orbits journey, we developed eight principles to guide our work to tackle tech abuse. These principles are the foundation of our approach to designing intersectional, survivor-centred, and trauma-informed interventions and can be applied across tech, research, or policy work. They form the bedrock and scaffolding for the rest of this guide and will be referenced throughout.



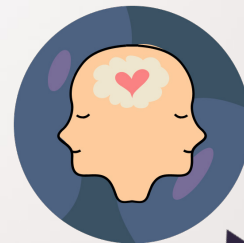
1. Safety

We must make brave and bold choices that prioritise the physical and emotional safety of people, especially if they have been denied this safety at many points in their lives. Whether it is the interface of our platform or the service blueprint, safety by design should be the default.



2. Agency

Abuse, inequalities and oppression strip away agency by removing the survivor's power and control over their narrative. We must not use the same tactics of oppression and abuse in our design. Instead, by honouring the survivor's wishes in how their story is told and used, we can create an affirming experience. This requires seeking informed consent at every step and providing information, community, and material support to survivors. Users should be critical to their own path to recovery, and be involved in how the interventions are designed.



3. Equity

The world as it currently exists is not just. Systems are set up to favour dominant groups, without doing justice to the differing needs of people. As such, all of our interventions need to be designed with inclusion and accessibility in mind. Survivors are not a homogenous group; everyone will not benefit from the same types of support. We must consider how position, identity, vulnerabilities, experiences,

knowledge, and skills shape trauma and recovery, and focus on creating solutions that leave no one behind.



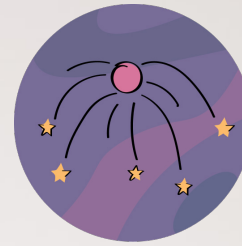
4. Privacy

Privacy is a fundamental right. Due to stigma, victim blaming, and shame associated with gender-based violence, the need for privacy is greater. A survivor's personal information, such as data, images, videos, or statements, and their trauma story, must be kept secure and undisclosed, unless the survivor decides otherwise. At the same time, we should ensure that survivors are able to access the help and information they need by removing any unnecessary obstacles that may come their way.



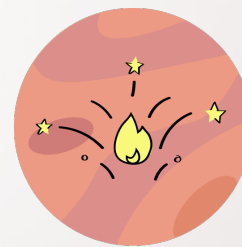
5. Accountability

We must build accountability into the harm, and the interventions that address it. This includes being open and transparent about what is being done, how, and why; we must create and nourish constructive feedback loops that trigger change. It also means openly communicating about what is working and what isn't. To build trust, this communication should be clear and consistent.



6. Plurality

There is no single-issue human, and to do justice to the complexity of human experiences, we need to suspend assumptions about what a person might want or need and account for selection and confirmation bias. Harms manifest in different and disproportionate ways for people living at the intersection of multiple oppressions, these lived realities must be recognised and we should never assume a 'one-size-fits-all' approach



7. Power redistribution

Too often, the power to make decisions is concentrated in the hands of a few. Instead, power must be distributed more widely among communities and individuals who are most impacted by TGBV. Interventions should be co-designed and co-created with survivors.



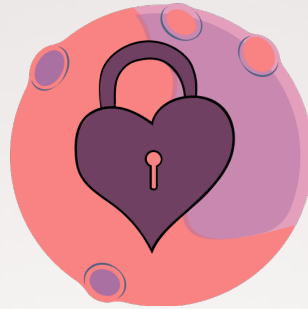


8. Hope

Abuse can leave us feeling hopeless. We should not use harsh words and upsetting pictures which can possibly remind survivors of their own struggles, experiences, or difficulties. Interventions should be designed to be an oasis for users, by being empathetic, warm, and soothing, motivating people to seek and embrace the help on offer. It should validate their experience as we seek out collaborative solutions and offer hope for the future. We must not use sensationalism or shock value for the sake of a wider audience. Instead, our focus should be on survivors and their healing.



Technology: design principles applications



1. Safety

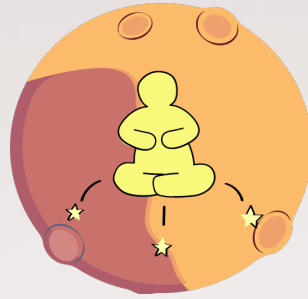
Safety by design should be a prerequisite for any product but it becomes critical when designing for an audience that has been denied safety, such as survivors of TGBV. Often, safety risks are minimised or deprioritised in technology design. Instead, we must embrace risk analysis as a way of ensuring more people can use our products, which will improve future outcomes for all.

Application examples:

- ★ Testing all technology for [abusability](#) by conducting threat modelling at multiple stages of the design lifecycle.
- ★ N2 Factor Authentication.
- ★ Safety exit button on websites that take users to a non-conspicuous website in case someone is watching them. To support emotional safety, consider redirecting to something comforting instead.



- ★ Allowing users to opt for disguised emails with fake subject lines, like Chayn's mini-course platform [Soul Medicine](#).
- ★ Designing reporting mechanisms that don't involve resharing or further distributions of harmful content.
- ★ Blocking and filtering content and users.
- ★ Offering options to restrict how people can get in touch with users.
- ★ Not showing people someone they may know, as it can make someone's secret profile discoverable.
- ★ Not saving information on the user's end as they might be using a shared device.
- ★ In chat bots, providing safety advice before and during conversation.
- ★ The ability to use alternative names, which can help stop stalkers and abusers from finding and tracking survivors.
- ★ Sharing last known logins, so survivors can spot if an abuser or stalker has managed to get control of their devices or accounts.
- ★ Creating user controls on how images can be downloaded and shared.
- ★ Digital fingerprinting, to assist with removing offending materials from all platforms and flagging accounts that shared the offending materials.
- ★ Offering to provide safe contact details as these may differ from the ones that they use to access platforms.
- ★ Providing clear terms of use that highlight zero tolerance for abuse and clearly identify examples of harmful behaviours prominently.
- ★ Permitting third party reporting.
- ★ Reporting to platforms for offline behaviour of users.
- ★ Adding perpetrator information to a digital offender database maintained by the company or law enforcement (if applicable).
- ★ Providing adequate support and trauma counselling for moderation staff.



2. Agency

Lengthy legal forms that are set out to get consent for data protection are flawed because most users don't want to read through them. Sometimes, it's questioned whether it is safe to expose survivors to co-design processes due to fear of re-traumatisation. These attitudes are paternalistic and patronising. We must always centre the user's agency alongside safety, as it is demonstrated that creating environments that value agency can build trust.

Application examples:

- ★ Offering tools that people can customise and use at their own pace.
- ★ Refraining from assumptions that survivors of abuse do not want to take an active role in design or feedback.
- ★ Creating flexible mechanisms that enable people to describe their own experience and share the remedial measures they wish for, rather than forcing reports into rigid, predetermined categories.
- ★ Allowing people to access essential information without having to create an account.
- ★ Giving an option of what information is kept public and private, such as full names and location.
- ★ Building room for consent at various stages, especially in reporting processes. This means actively asking survivors for their consent in sharing information with other agencies and individuals within the organisation, and being clear with survivors about how and why their information is being shared.
- ★ Providing comprehensive reporting mechanisms that let survivors report even if the perpetrator deactivates/disconnects their account.



3. Equity

Inclusion by design should be the norm, so that products and services can be used by everyone. When designing products that affect diverse groups, it is crucial to actively be aware of and avoid racial, gender, and class stereotyping, as well as geopolitical differences. For instance, accessibility considerations should support access to people with disabilities, prevent exclusion, and produce a superior, more usable design which promotes a sense of belonging for all.

Application examples:

- ★ Designing products that cater to a range of accessibility requirements such as speech and hearing impairments.
- ★ Providing resources and information in multiple formats - for example, captioned videos as well as written resources.
- ★ Ensuring strong referral pathways to specialist services for survivors from marginalised communities.
- ★ Introducing voice-activated reporting mechanisms to account for different literacy levels and the diverse technology needs of different communities.
- ★ Rolling out new safety features simultaneously in all low and high-income countries.
- ★ Making policies and reporting mechanisms available in different languages and dialects.
- ★ Offering reporting processes with accessibility considerations embedded, including an option for low-bandwidth or offline reporting.
- ★ Providing staff training and learning opportunities on anti-oppression and decolonisation.



4. Privacy

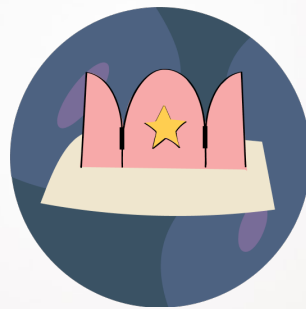
In an economy where data is considered the currency of interactions, we must consider the harm we may introduce from intrusive data collection, storing, and selling. This involves understanding that some vulnerable groups will not be able to foresee the risks that may arise when they share their data. Data justice acknowledges that information can often be used as a form of oppression by rendering certain communities invisible or misrepresenting them, and thus we need to actively think about how people are counted, represented, and treated through the lens of data science.

Application examples:

- ★ Securing all databases.
- ★ Clearly indicating what data is publicly accessible and what isn't.
- ★ Automatic disabling of cookies and tracking when survivors report abuse on platforms.
- ★ Only collecting information that is absolutely necessary and creating clear options for more data storage.
- ★ Using end-to-end encrypted technology.
- ★ Exploring the use of privacy-enhancing technologies (PET) such as encryption and data masking.
- ★ Holding entities liable for misuse of sensitive data.
- ★ Avoiding misleading language and design that can lead to usage of data in ways people have not agreed to (often for profit).
- ★ Plainly articulating policies in an easily understandable format. If they are long, there should be a summary available so users understand what they are agreeing to.

- ★ Seeking explicit consent for selling user data where relevant, especially when it is related to marginalised group.
- ★ Maintaining strict confidentiality for reporting processes.
- ★ Withholding survivors' details from the perpetrator during any punitive actions taken.
- ★ Providing survivors with a digital file of evidence that can support civil and criminal cases, if they want to pursue those routes.

Learn more about data justice: [Data 4 Black Lives](#), [Te Mana Raraunga](#) (indigenous data sovereignty in New Zealand) and [Data Feminism](#). To benchmark your organisation's data ethics, see the Open Data Institute's [Data Ethics Maturity Model](#).



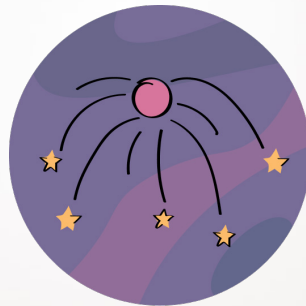
5. Accountability

When opaque reporting mechanisms, features, and algorithms are commonplace, survivors learn that they should not place their trust in technology. Therefore, technology companies must deliver timely responses and clearly articulate rationales for decisions which impact the safety and lives of survivors.

Application examples:

- ★ Providing clear ways to help survivors identify in-platform reporting mechanisms. This means quick access bars for reporting abuse, supported by clear wording about what follows.
- ★ Communicating to survivors which department deals with the report work and informing them that there is a dedicated and specialist resource to handle reports
- ★ Actioning user research and feedback in design.

- ★ Sharing openly when something is not working or is a trial feature.
- ★ Acknowledging gaps in knowledge or foresight which can contribute to harmful features.
- ★ Being clear about the hours of your service or the boundaries of your support.
- ★ Being consistent and predictable in product design - by providing structure and routine, you signal to users that not only have you thought about the service, but are a stable source of support for them. It's not one interaction you're seeking, but the start of a long-term relationship.
- ★ Committing to long-term change, rather than reacting to scandals and infrequent public outrage.
- ★ Creating effective and responsive grievance redressal mechanisms on platforms for reporting tech abuse.
- ★ If applicable, removing the offending user's accounts from other platforms owned by the parent company.



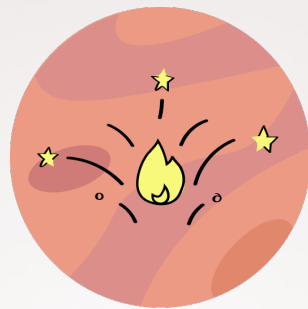
6. Plurality

We need to design for cross-cutting needs, power, and experiences that can change how an individual experiences the digital world and seeks remediation from it. A decolonising design practice will understand the many ways in which harmful stereotypes can turn into assumptions for users.

Application examples:

- ★ Training moderators to understand cultural context.
- ★ Refraining from assuming which language is spoken based on location.
- ★ Offering ways for people to customise their journey on your product or platform.

- ★ Training staff on the impact of additional vulnerabilities, such as caste, race, religion, sexual orientation, and disabilities.
- ★ Recognising that people in digital spaces might experience multiple forms of discrimination/hate (for example, gender and race discrimination). Therefore, in complaint processes, it should be possible for survivors to identify multiple offences, including offline ones.



7. Power redistribution

Survivors are often consulted after preventative and restorative measures have been designed. We must ensure that the power to decide those measures lies with the survivor, and that this input is valued through a form of compensation.

Application examples:

- ★ Giving survivors decision-making power in tech companies through compensated board or committee positions.
- ★ Consulting communities through different stages of research, design, and implementation.
- ★ For global firms, using local teams and networks to gather ideas for ways to improve services.
- ★ Creating community-owned models and practices for governance and evaluation.
- ★ Translating and localising content and policies.
- ★ Citing and sharing the work of all feminists and scholars who have influenced or shaped decisions, especially from the Global South.
- ★ Giving content moderators opportunities to feed into global policies.



8. Hope

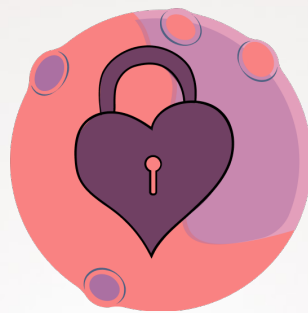
In an effort to build rapport with users, some organisations mistakenly use traumatising pictures and words that can be harsh, such as pictures of a man punching down a cowering woman, or a woman crying or covered with bruises. This risks transporting survivors to times when they felt unsafe and, therefore, should be avoided. We should create visual design that uplifts the mood of survivors, and soothes them. Online spaces should feel as warm as possible when someone is feeling unsafe in their physical world.

Application examples:

- ★ Using an empathetic tone in written and vocal communications.
- ★ Ensuring visual assets are not retraumatising.
- ★ Displaying simple, soothing, and visually appealing UX.
- ★ Prioritising ethical considerations in corporate decision-making over shareholder priorities.
- ★ Sharing the work of activists, civil society groups, and innovators working to tackle challenges.
- ★ Providing realistic information about reporting processes. (For example: 'we respond to requests in 2 to 48 hours, with 70% of reports getting an answer within 10 hours').
- ★ Thanking survivors for their decision to report through repeated automatic messaging by the individuals who are handling their reports.
- ★ Taking proactive and communicative steps to stop tech abuse (For example: flag and/or blur offensive content and create digital fingerprints to block uploading of flagged content).

Research: design principles and applications

The Orbits principles can be used to demonstrate what enriching research looks like, and to avoid using extractive practices. Though we focus on gender-based violence, these principles can be applied to any research setting with a vulnerable group.



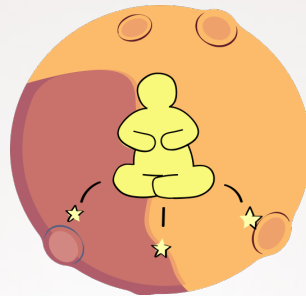
1. Safety

Ensuring that survivors' safety is not threatened by their participation in research is paramount, and taking care of their emotional safety is equally important. We must design research settings where survivors feel safe, secure, and able to participate fully.

Application examples:

- ★ Carefully considering who to involve in the research - just because someone is up for the research doesn't mean it is the best thing for them.
- ★ Clearly communicating to participants about what topics will be covered.
- ★ Offering interviewees the option of choosing the time and channel of communication.
- ★ Building a relationship with participants through pre-research checks.
- ★ Building a rapport at the beginning of interviews.
- ★ Being mindful of interviewees' body language and take a break if you think they might need it.
- ★ Offering a debrief with researchers and/or a restorative activity like mindfulness, yoga, or a walk.

- ★ Offering interviewees the option of choosing the time and channel of communication.
- ★ Offering a therapist right after sessions or as support that they can use later on. Prompt this in follow-ups.
- ★ Establishing referral pathways to services.



2. Agency

Survivors can feel a great sense of agency just by participating in research, but we must also be mindful to design the research process in such a manner that this agency is respected and maintained.

Application examples:

- ★ Seeking informed consent. We must ensure participants understand and fully consent to the ways their stories and contributions will be stored, shared, and attributed to them.
- ★ Offering multiple ways to opt out of research.
- ★ Giving generous time scales at every stage of the research (giving initial consent, approving final product) to allow participants space to read and digest information.
- ★ Offering different options for contributing to research (for example: audio, video, submitting a piece of writing, or reviewing what you've written).
- ★ Not restricting a survivor's input to only interviews if they want to be involved in other ways. If they've offered to do more because they want to, that's not an extractive practice. This can come from a place of empowerment.
- ★ Acknowledging and affirming the contributions of survivors.



3. Equity

An equitable approach to research means that we must acknowledge how different forms of oppression might restrict or impact someone's way of engaging, and create research settings that mitigate this risk. Where barriers to participation exist, extra support should be provided.

Application examples:

- ★ Compensating people. Keeping in mind that there may be legal restrictions for some to accept money, provide alternatives like vouchers for food.
- ★ Providing nursery and child-caring responsibilities, as well as helping with travel costs.
- ★ Letting people talk about challenges that go beyond your subject area. If someone struggles to name their experience, ask them how it felt instead. And once they have explained, validate their experience and name it so they can take that awareness with them.
- ★ Physical and online spaces need to be accessible to people with disabilities.



4. Privacy

A survivor's choice to contribute towards research should never impact their privacy. Strict confidentiality policies and processes are prerequisites, and they should be followed at all times.

Application examples:

- ★ Deleting voice and video recordings after a certain period of time. You can keep an anonymised script.
- ★ Making survivor testimonies anonymous by default. Allow people to choose their own pseudonym. Remember that some people want to share their stories with their names as part of their healing journey so if your project has space to give that visibility, do that.
- ★ If conducting research for a company that the survivor is a user of, offering survivors the option to have their views decoupled from their user account.

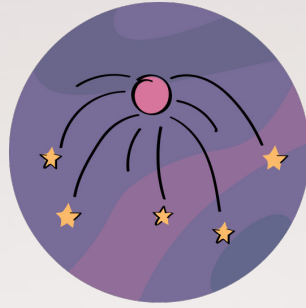


5. Accountability

Researchers should be open about the details, scope, and limitations of their research, and establish two-way communication and feedback loops with participants.

Application examples:

- ★ Being transparent about the process, time, and compensation from the outset.
- ★ Being upfront about gaps in knowledge and how systemic bias may affect the project.
- ★ Responding to questions in a thorough and timely manner.
- ★ Being clear about sample sizes. Small sample sizes, even when diverse, can give misleading results if they are used to represent their entire community or a larger, diverse population.



6. Plurality

The purpose of doing research is to understand different survivor experiences - and they will be different. Our research design should create space for that and strive to capture the complexity and diversity of different views and perspectives.

Application examples:

- ★ Mitigating the impact of group participation where some participant(s) are uncomfortable or alienated due to their identity or cultural background. Mitigating the impact of group participation where some participant(s) are uncomfortable or alienated due to their identity or cultural background. Avoiding leading questions.
- ★ Leaving space for interviewees to share what they want to share about other aspects of their life that are relevant to them.
- ★ Letting the interviewee lead the conversation.
- ★ Considering and capturing the context of the experience.



7. Power redistribution

Researchers may not feel powerful in the context of the technology and policy ecosystem they are researching, but within the confines of the research environment, they hold an incredible amount of power. All efforts should be made to share this power with participants as well and enable them to harness it through the research process.

Application examples:

- ★ Giving survivors decision-making roles in research projects.
- ★ Working with survivors to shape the research (e.g. in defining the scope of the research or co-creating research questions)
- ★ Letting interviewees choose aspects of the interview (e.g. who the interviewer will be, what's the interview medium)
- ★ Giving interviewees review and final sign off over anything produced with their story.
- ★ Creating space for interviewees to co-design and provide feedback on the research process.



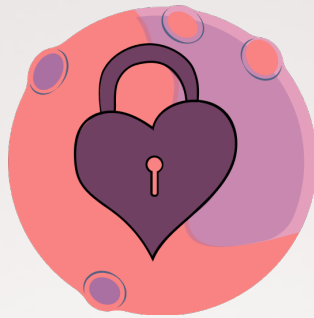
8. Hope

There are many ways that research can offer hope to survivors: by demonstrating that they are heard and believed, creating a space of solace, and contributing towards systemic changes. Regardless of the aims and outcomes of the research, the design should inspire hope for the participants.

Application examples:

- ★ Creating warm interview and research spaces, online and offline. Comfortable, non-clinical ambience, especially for those who have experienced oppression at the hands of police and/or state, is likely to result in more open and explorative conversations. Recreating this online can be much harder, but is possible through friendly facial expressions and grounding exercises.
- ★ Always leaving space for reflection at the end of an interview. Not ending conversations abruptly. Where possible, end the interview on a positive note.
- ★ Planning how you will use the research to actively affect change and sharing with participants how their story is going to improve conditions for others.
- ★ Thanking survivors for their contributions to any research projects.

Policy: design principles and applications



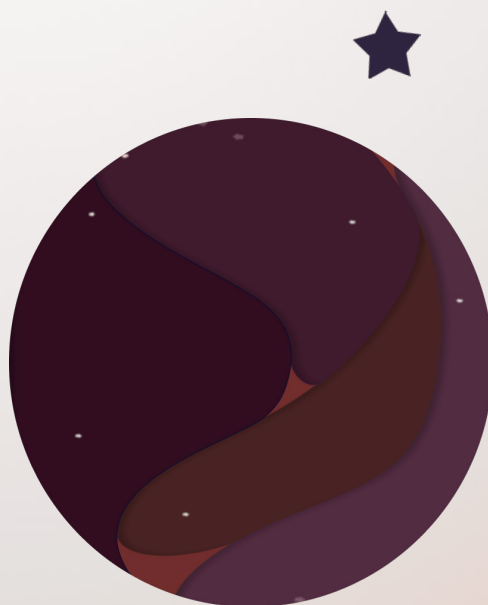
1. Safety

It is vital that we promote the physical and mental safety of survivors throughout the legal process. As policymakers, we should ensure that this is outlined in the policies themselves, as well as any accompanying frameworks and guidance that we develop. Sometimes this may look like building in actual safety measures, but at other times, it may include things like clear and accessible definitions or free survivor access to support, all of which shape the ways in which survivors can feel safe while engaging in a legal process.

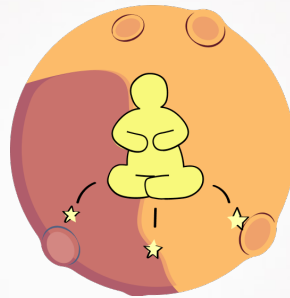
Application examples:

- ★ Ensuring that policies include clear wording that allows survivors to identify the purpose of the policy, as well as the potential remedies available. This may mean refraining from using jargon which may confuse or alienate survivors and producing further guidance which explains and breaks down the law for those who are implementing it, as well as the general public.
- ★ Creating processes that allow for an iterative definition of TGBV, which potentially changes or grows over time to allow for the continuously new ways in which TGBV is perpetrated across new and old technologies.
- ★ Developing policy frameworks enabling free access to civil courts/processes for tech abuse cases so that survivors can have agency in leading their own process, unlike in criminal courts where the state is the main driver of a case.
- ★ Extending or dropping time limits on when a case can be brought. People react differently when they've experienced TGBV and they may not be ready to report incidents immediately. For example, several states in the USA are enacting legislation to create a ['lookback window'](#) for adult survivors of child sexual abuse to access the civil legal system even when their criminal claims have expired because of statutes of limitations.

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- ★ Categorising tech abuse laws within GBV laws and frameworks to account for the specifically gendered ways in which this harm often manifests.
- ★ Building in survivor-centred approaches for interactions with witnesses. These could include
 - ☆ Asking survivors for safe contact details as these may differ from the ones that they use to report.
 - ☆ Ensuring minimal communication between survivors and perpetrators during any criminal trial.
 - ☆ Ensuring confidentiality of survivor details while reporting instances of abuse on tech platforms or with law enforcement agencies.
 - ☆ Minimising emotional trauma of survivors by reducing the number of times survivors have to recount their abusive experience during trial. This can be done by recording one comprehensive statement that can be shared and used throughout all stages of the reporting process.



- ☆ Meeting survivors' needs through adequate non-legal support, including online and phone information, psychosocial support, and counselling that is accessible and relevant to the diversity of victims.
- ☆ Creating police/specialised reporting units that are adequately trained in trauma and tech abuse. This will help in preventing victim blaming or dismissing of cases due to lack of knowledge. As outlined in the [Gender and IoT Research Report](#), this would require collaboration between cyber units and domestic violence services, as well as meaningful training, awareness raising, and resources allocated for all of this.
- ☆ Separating immigration from policing so survivors can access reporting processes without fear. There should be similar policies for sex workers or other criminalised statuses and professions so that they may access support without fear of retribution.



2. Agency

We need our policies and frameworks to support survivor agency so that they feel free to choose their own path with the scaffolding of policies and practices in place. It is vital that survivors do not feel they are being forced to do anything, whether it's telling their story in a specific way, providing information they are not comfortable sharing, or even using language they don't feel safe using. This can mean actively seeking consent at various stages, keeping the survivors informed of their rights and their options, and actively seeking to serve the interests of survivors.

Application examples:

- ★ Drafting laws in a way that focuses on the survivor's consent (or lack thereof) instead of the perpetrator's intention.
- ★ Providing survivors with information on tech abuse and GBV support agencies during and post-report processes so that they know what help is available to them.
- ★ Building consent into various stages of the process, ensuring that the survivor knows how their information is going to be used and that they are able to opt out of the reporting process at any stage.

- ★ Providing survivors with the option to choose whether they wish to invoke criminal legal remedies; they should not be pressured into reporting to police. However, we must ensure that they are also aware of instances where this option cannot be given to them (in the case of imminent threats to their safety or of the public at large).
- ★ Ensuring that the survivor has civil law remedies as alternatives to criminal procedures.
- ★ Requiring all systems in which a survivor might find themselves after experiencing TGBV to be part of the solution through varied and tailored actions, such as setting up support centres, conducting training, and ensuring there is mental health support. For example, this may be offered in education systems that work with young people using technology to sext, or healthcare systems that work with survivors.
- ★ Clearly outlining complaint processes for handling cases, complete with external moderation processes where mediators or arbitrators are also adequately trained in consent, trauma, and TGBV generally.
- ★ Making independent third party reporting platforms available as a choice for survivors to access support.
- ★ Appreciating, thanking, and supporting survivors for their decision to come forward and report.
- ★ Providing survivors with information on tech abuse and tech abuse/ gender-based violence support agencies.
- ★ Educating all prosecutors and judges on sexual trauma through mandatory trainings.



3. Equity

In creating equitable policies, we must embed accessibility considerations into our policies and their frameworks. Here, we mean accessibility in the broadest sense. We must ensure that we consider the experiences of marginalised groups and how they are likely to experience and understand abuse, and address this within policies we create.

Application examples:

- ★ Providing free legal assistance, support, and counselling to survivors and individuals from low-income and marginalised communities.
- ★ Creating policy guides to help survivors (and support workers) navigate the suite of tech abuse policies and help them identify which ones may apply to their situations (such as the [Australian Government's eSafety Guide](#)).
- ★ Allowing third party reporting (for example, reporting by friends, family or support workers) with a survivor's consent.
- ★ Embedding interpreters throughout the process for those who are more comfortable interacting in a language other than that used by the courts, police and/or prosecutors.
- ★ Allowing individuals to report abuse in multiple languages through both online and offline modes that have the option of reporting in writing or orally, such as the India Cyber Crime Portal.



4. Privacy

Policies and frameworks should guarantee confidentiality throughout the process. This is essential for promoting other principles such as agency and safety. Often with tech abuse cases, the survivor loses control over their own information/images and how they are being shared. Strong privacy procedures must be in place for survivors to have confidence in the process.

Application examples:

- ★ Ensuring anonymity and confidentiality protections for tech abuse survivors as given under GBV laws and sexual assault shield laws, such as [UK Special Measures](#) and [India's Rape Shield laws](#).
- ★ Prohibiting media from disclosing the identity of tech abuse survivors and supporting and amplifying trauma sensitive reporting practices.

- ★ Protecting and withholding survivors' personal details, from perpetrators in particular. Any right to confront a witness is done within a safe court setting, and with the support of an advocate/support worker upon the survivor's request.
- ★ Informing survivors of who is working on and/or has knowledge of their case within a legal or support team, and giving survivors the opportunity to withdraw consent to sharing further details of their case.



5. Accountability

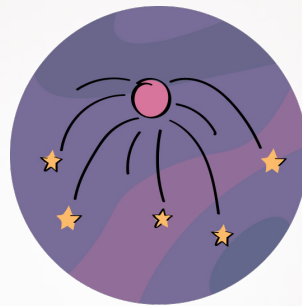
Policymakers have the ability to build accountability into the process by how they frame obligations and who they address through them. It is important to consider not just the direct perpetrators of the harm but also those who can play a role in addressing it, such as law enforcement, platforms, tech companies, website hosts, and others. It is important to consider what mechanisms are built in to hold policymakers accountable themselves.

Accountability also means ensuring reporting mechanisms are clear and transparent, as well as open to receiving feedback for improvement. A key aspect of this would be contributing to reporting and research regularly, including collecting meaningful data. Additionally, policymakers often have good opportunities to influence budgets and could work to increase resource and capacity-building for those working directly with survivors on a day-to-day basis.

Application examples:

- ★ Placing a legal duty of care on tech companies across the distribution chain to ensure that they have adequate infrastructure to prevent tech abuse and to support survivors.
- ★ Setting a minimum regulatory standard for the industry to have specific processes in place to manage TGBV, with penalties for tech companies that do not meet these.
- ★ Developing feedback loops and consultations to allow ongoing input from survivors and the public on existing and new policies related to tech abuse.

- ★ Laws recognising the cross-border dimension of tech abuse and having provisions on how to navigate this borderless crime through agency collaboration and international law. There are perpetrators who live outside the country when engaging in tech abuse, and this must be accounted for in laws.
- ★ Setting clear requirements around data collection, which centre the survivor's agency, trust, and consent.
- ★ Increasing resources and capacity to properly equip those who implement these policies - such as law enforcement agencies, support services, and local governments - so they can support survivors.
- ★ Acknowledging and creating sustainable mechanisms to address the ongoing traumatic effects of tech abuse through the justice process in order to contribute to healing and accountability.



6. Plurality

Survivors are not a homogenous group so we must account for a multitude of different experiences in our policies and accompanying frameworks. Our legislation should incorporate the diversity of survivor needs and how their varying identities may impact their access to reporting.

Application examples:

- ★ Providing guidance and training for judges and law enforcement on the ways in which tech abuse manifests and impacts different communities.
- ★ Providing civil remedies, including compensatory and punitive damages, which can be sought through tort actions for the invasion of privacy and the intentional infliction of emotional distress. Tort actions can provide a more individualised determination of the harms, and offer tailored damages.
- ★ Supporting community leaders and maintaining that specific service providers for specific marginalised communities (such as those for LGBTQ+ people, Black people, people of colour, etc.) are well resourced, rather than amalgamating all services into one generic, centralised body.

- ★ Training those who implement policy on intersectionality and the ways in which harm can be compounded when someone is sitting at multiple sites of oppression.



7. Power redistribution

As policymakers, it is powerful to include processes which are participatory. This is a crucial step in redressing power imbalances that are present within our societies and often are exacerbated for survivors of tech abuse. We want survivors to have ownership of the processes that affect them, so that we can end cycles where survivors are subjected to laws, policies, and frameworks that don't reflect their needs and experience.

Application examples:

- ★ Making space and allocating resources to support survivors who want to lead drafting or inputting on policies and laws that affect them.
- ★ Ensuring that processes and frameworks are co-designed by survivors.
- ★ Consulting communities through different stages of policymaking.
- ★ Enabling support workers to effectively work with survivors by providing funding and resources, including specifically on [tech abuse training](#).

[Mary Anne Franks](#) drafted the [first model statute on non-consensual porn](#). Working with survivors and being led by their expertise, this statute was informed by the knowledge and experience of survivors. This model statute has since been used as a template to amend their laws around non-consensual porn.



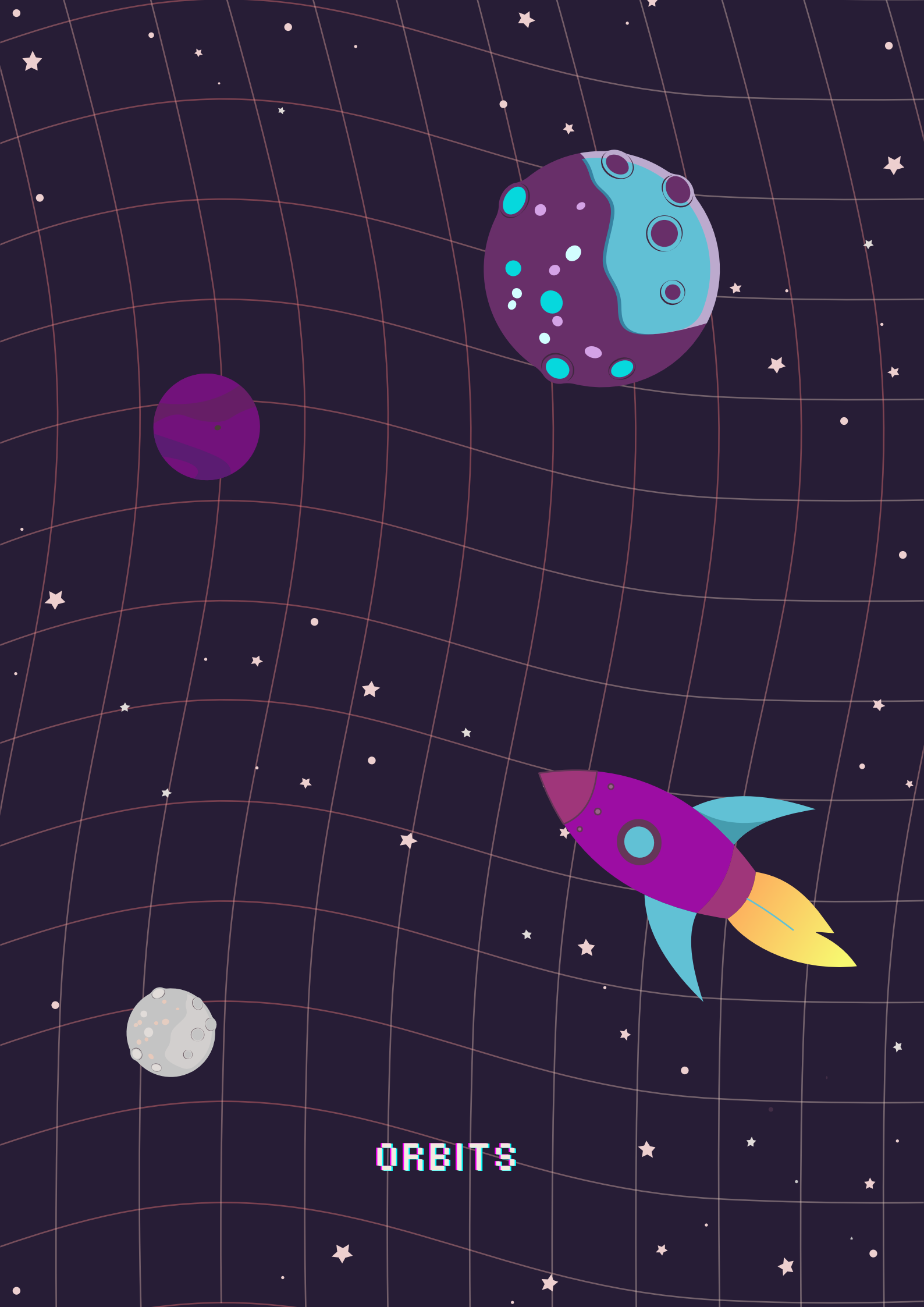


8. Hope

Policies need to ensure that the processes created to support survivors also validate their experiences and give them a sense of hope. It is essential that people's humanity is affirmed throughout, and they're reminded that their abuse does not define them. Our processes should leave survivors feeling supported and affirmed.

Application examples:

- ★ Creating and funding survivor assistance helplines that can provide immediate counselling, resources, and legal assistance adequate infrastructure to prevent tech abuse and to support survivors.
- ★ Offering funding pools that have no specific deliverable. Survivors are not a monolith and each person has unique needs, so funding streams which address those unique needs must also be flexible and responsive.
- ★ Ensuring personalised and trauma-sensitive redressal to create an environment of trust and hope for survivors.
- ★ Creating human-centred and warm processes for grievances, complaints, and support. We must ensure that survivors feel taken care of and seen throughout the process.
- ★ Making other forms of healing available, beyond the court system, such as acknowledgment of the harm, apologies, or mechanisms enabling offenders to understand their wrongdoing.
- ★ Ensuring that all systems which survivors must go through are engaged and considered in creating a seamless policy that looks at both support and prevention. This includes the social service system, the health care system, the education system, and administrative (workplace) spaces. Experts from within these spaces are included in the policymaking process.



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