

EXHIBIT 3



Ways to deal with conflict or abuse on Instagram

If you've navigated to this page, it's likely that you've had a negative experience on Instagram. We understand that it can be frustrating when online interactions become difficult. You may have had an argument with someone else on Instagram or come across posts that you find offensive.

The resources on this page can help you successfully approach the conflicts you may experience on Instagram. We hope they'll provide helpful solutions.

If you or someone you know is in immediate danger, please contact your local authorities right away.

Smaller conflicts

Consider the context

- When you see an upsetting post, caption or comment on Instagram, consider the larger conversation it may be connected to. Step back and determine the context of the post.
- Many people use Instagram in ways that are specific only to our service, which can create some confusion when something is taken out of context. Have you checked hashtags associated with the post? It's possible that the post is part of a trend or may be referring to something that's not obvious.
- Review all information related to the post or the full profile of the person who shared the post to understand the whole story.

Think before you comment

- When you find yourself in a dispute, stop and think about the effect your next post might have. In these moments, ask yourself, "Is this worth it?" or "What do I gain if I continue to engage in this conflict?"
- While it's easier said than done, acknowledging harassment by engaging in harassment yourself can reinforce bad behavior and may encourage the other person to continue their aggressive behavior.

Block and ignore

- When you receive unwanted communication from another person, consider [blocking that person](#) and end any communication.
- Specifically, this will prevent that person from following you or searching for your profile.
- The person may lose interest once they realize that you will not respond or that they can no longer interact with you.



Some situations are more serious. Below are some suggestions for where to go to get help.

Reach out to the people you trust

- When dealing with negative or hurtful interactions, it can help to turn to family and friends for support and advice. Talking it out with your relatives or a close friend may help you figure out how you want to handle the situation or let you express your feelings.
- However, we also recognize that options may be limited or your situation might be more serious. If you don't have someone to talk to about what is happening online, there are many online resources that can help:
 - [Stop Bullying](#)
 - [National Crime Prevention Center on Cyberbullying](#)
 - [Cyberbullying Research Center](#)
 - [Connect Safely](#)

Report a violation

- Read through Instagram's [Community Standards](#) and [Terms of Use](#).
- After reviewing our guidelines, if you believe an account isn't following one or many of these, you should report abuse with [our in-app reporting](#). This is the fastest way to get abusive posts or profiles reviewed.
- If you're experiencing repeat or extensive abuse, if a hate account has been created using your likeness, or abuse persists after taking preventative measures, you can [report the account](#) to Instagram directly for review. Please provide all necessary information in your report; this will help your issue be resolved as quickly as possible.
- Instagram only removes accounts and posts that aren't following our Guidelines and Terms. It's important to remember that Instagram doesn't mediate disputes between people who use our service.
- Keep in mind that your report is anonymous, except if you're reporting an intellectual property infringement. The account you reported won't see who reported them.

Contact local law enforcement or legal representation

- We'll investigate every report we receive. However, when an argument appears to have gone beyond the point of a personal conflict and may have turned into a credible threat, whether it be online or offline, you should contact your local authorities. They are in the best position to assess the threat and intervene or help as necessary.
- If we are contacted by law enforcement directly, we can work with them and provide the necessary information for their investigation of your issue. You can point local law enforcement to our [Information for law enforcement](#).



Was this helpful?

☒ Yes☐ No

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Report abusive, inappropriate, or offensive content on Instagram 

Reporting harassment or bullying on Instagram 

Instagram and Bullying Prevention 

California Cyberbullying Prevention Act on Instagram 

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