Matchando terms

The service, your choices and our commitments.

Complete document contents

1. The service
2. Account and profile
3. Instagram code and confirmation
4. Introductions and contacts
5. Proposal deadlines and decisions
6. Stopping and getting help
7. Introduction management and support
8. Reports and review

The service

Matchando is free, for adults and open without an invitation. The initial focus is Rome and nearby areas; people elsewhere may also register, without any guarantee of an available match. The team selects the people to introduce. You can complete, edit and pause your profile.

We do not guarantee a match by a particular date, a meeting or a relationship. Additional features or services will be described before activation; there are no active agreements with venues or sponsors.

Account and profile

Use an email address you control, keep your access codes secure and do not share your account. You must be at least 18. The profile requires the mandatory questionnaire fields and 3–6 private photos; you can save a draft and continue later.

Photos are saved automatically after selection: wait for upload confirmation before continuing. You can remove and reorder them and edit your answers from your profile.

Enter accurate information about yourself and photos you are entitled to use, without other recognisable people. Do not upload unlawful or offensive content, content featuring minors or unnecessary data about other people. We do not ask for your Instagram password or access to your conversations with other people.

The questionnaire resumes from the position saved on the server; after completing it, you can review answers or continue to photos. A photo is marked as saved after server confirmation. You can retry a failed upload or replace a photo: the previous photo stays active until the new one is saved. Photos remain private, and uploading does not mean approval for a presentation.

The current questionnaire has 21 questions. We no longer collect the answer about fears in relationships. You can select 'Prefer not to answer' for the importance of sex; that choice has no score. Some preferences may still reveal sexual orientation or sex life. Explicit consent for that processing remains separate from terms and marketing.

Avoid health information, others' personal data, contact details and unnecessary intimate details in free-text fields.

Instagram code and confirmation

Your personal code is created automatically with your account and remains available in your profile and settings. After the questionnaire and photos, send it by Direct to @matchando.roma. It does not expire over time or after first use: it remains associated with your account and does not let another sender replace an already registered link. You can use it to complete linking while your profile is complete, active and authorised for the process; withdrawal, restriction of processing, a ban or closure stops its use. Only a technical replacement by support, if necessary, invalidates the previous code; you cannot regenerate it yourself. Use your own Instagram account and do not share the code with other people. You do not need to log in to Instagram on Matchando or give us your password.

Once the code is received and verified, the service links the sender to the profile and prepares an automatic technical response. 'Done' means that the profile is complete and the link verified; it does not mean a match has been found, photos approved, or the response delivered or read. Verification proves the connection between the Matchando profile and the Direct sender, not civil identity. The contact used comes from final verification, not a self-declared Instagram name in the questionnaire.

Connecting Instagram is required to start looking for a match. Verified status requires code association, the username returned by Meta and the welcome reply accepted by the platform; it does not mean the message has been read. You can continue editing your profile. If you open the website inside Instagram, use the app menu to open it in a browser or copy the link: opening depends on your phone and the app. You can always resume at matchando.it/profilo after signing in.

Introductions and contacts

By joining the service, you ask the team to show your chosen name, age, one approved photo and a reviewed summary to the selected person. Only your Instagram contact is shared after two yeses. New introductions require an explicit action accepting the service terms, without an additional checkbox for receiving introductions. People who had not joined or had withdrawn must choose to join again: permission is never presumed. Answers do not need to be repeated. Existing proposals retain their rules, receipts and deadlines.

Introductions curated by the Matchando team are presented one at a time. Any response deadline is stated in the proposal message.

Proposal deadlines and decisions

In the new flow, the other person's card is available on the website when the proposal is activated, starting a 24-hour response period. There is no materials-permission stage for each proposal. Previous proposals retain their own stages and deadlines. Email and Direct notifications have separate outcomes: delivery, errors or an unavailable channel do not automatically extend the deadline. Photos remain on the authenticated website and are not attached to messages. A failed notification after two yeses does not undo the decisions or website contact availability while sharing remains permitted.

For new proposals, rejection or voluntary cancellation starts a 24-hour wait for both people. Return is automatic only for people who were available and still meet the requirements: pauses, bans, withdrawals and restrictions remain effective. A proposal expiring without a response adds no further 24-hour wait. Safety or rights-related closure does not automatically reactivate a profile; technical issues require team review. No deadline guarantees another match. Earlier proposals retain explicit opt-in and their period from generation. The same pair can be proposed again only through a confirmed manual team decision, respecting blocks and preferences.

You can decline before answering, or cancel with confirmation even after two yeses. Closing a proposal stops access to its card and contacts on the website and messages that are no longer relevant, but cannot recover data already received. Material changes, lost eligibility or withdrawal may interrupt a proposal. Decision history remains within the privacy notice's limits; completing a profile or changing this page alone never authorises a presentation or contact sharing.

Each person makes one yes or no decision about the proposed person. The website uses buttons; the email link opens the card after sign-in and opening it does not record a decision. Direct also accepts a yes/no command with the proposal-specific code, verifying the sender and connection. An ambiguous yes is insufficient. The first valid response remains recorded across channels; duplicates do not count twice and conflicting or late responses do not reopen a proposal. After two yeses, without further confirmations or team approval, only the other person's verified Instagram is automatically shared on the website and by email and Direct where sending is permitted. One yes does not reveal a contact; email, phone, surname and complete questionnaire are not shared. Initial permissions, connection and proposal must remain valid; no message is sent to the other person on your behalf.

The team can disconnect Instagram without deleting the profile, personal code or history. Reconnection requires a new message with the same code, including in the same chat, from an available account. Events preceding disconnection do not restore the connection. Affected proposals are not automatically cancelled, but cannot use the removed connection or redirect notifications and contacts to a new account. The deadline continues; recovery requires an explicit team decision. A message already accepted by the platform cannot be recalled.

Stopping and getting help

You can stop the process, withdraw consent or request closure in Settings. Withdrawal, pausing and closure have different effects, described in their respective sections. Channels for exercising your rights remain available.

For access problems, unauthorised content or inappropriate behaviour, write to info@matchando.it. We may restrict the process to protect people and address breaches, assessing each case. Mandatory statutory rights remain unaffected.

Introduction management and support

Our team may prepare a suspended introduction, retaining the selection and summary in encrypted form. No messages are sent at this stage and the other person's data is not shown. Preparation lasts at most 90 days, within the shorter retention limits of the materials involved. Activation is a manual decision requiring current eligibility, permissions and approved materials to be checked again. Earlier questionnaires remain usable; missing answers are not invented.

Our team may cancel an introduction and manually ask both people how their match is going. A website response, including a support request or dismissal, remains private from the other person. We retain the request and response status within the existing retention periods for that introduction. Another introduction for a pair already in the history requires conscious team confirmation and compliance with availability and waiting periods.

The team can prepare a summary using local rules and review it before introduction. AI model analysis of profiles and fully automated matching decisions are not active. Summaries exclude fears, the sexual-importance answer, health information and other intimate or unnecessary details. Unreviewed free text is not automatically included. The team makes the final selection. By joining the service, you ask the team to show your chosen name, age, one approved photo and a reviewed summary to the selected person. Only your Instagram contact is shared after two yeses. You can stop introductions in settings. Copies already received by email or Direct cannot be recalled. Rejecting a photo stops its use. You can replace it; the team can reverse rejection after a new review if the file is still retained.

Queued sign-in codes and their recipients are encrypted in a temporary outbox, bound to the still-valid code and to at most 10 minutes. Service emails come from info@matchando.it. We retain text versions and minimal technical receipts to manage sending and uncertain outcomes, without automatically claiming delivery or reading.

Reports and review

Report problems or request review at info@matchando.it. The operator records only relevant reasons, necessary evidence, assessment, outcome, any suspension and review date, communications and challenges. Cases are restricted and protected, never shared as profile content. Ordinary cases are retained for up to 12 months from the last substantive interaction; exceptions for obligations or defence of rights must be justified and limited. Access requests also protect other people's data and safety.

Nudity or sexually explicit content, harassment, threats, discrimination, impersonation, false details, spam, fraud, requests for money, others' personal data, dangerous persistence and abusive reports are prohibited. The team assesses cases and may suspend or exclude people, stating reasons and how to request review. Suspension is reviewed manually, not lifted automatically. A ban does not itself delete data and has no automatic reinstatement; its reasons may still be challenged. The service does not certify civil identity or guarantee another person's behaviour. Meet first in a public place and tell a trusted person; contact emergency services in immediate danger. Mandatory legal rights remain unaffected.

Reference text: 16 November 2026.

Text version: 2026-11-16-privacy-flow

Presentation: 16 November 2026 · 2026-11-16-privacy-flow

Summary on the website: https://matchando.it/en/termini#sintesi

The Matchando service is operated by Matteo Carisi — info@matchando.it