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TECH



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Digital Access, Usage,
and Experiences of the
LGBTQ+ Community

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and Experiences of the
LGBTQ+ Community

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LGBT Tech is one of the nation's premier organizations working to bridge the technology gap for LGBTQ+ individuals through partnerships with tech companies, non-profit groups, policy makers, scholars, and innovators. Grounded in empirical research, we develop programs and resources that support LGBTQ+ communities and work to educate on the unique needs LGBTQ+ individuals face when it comes to tech.

LGBT Tech's policy education initiatives champion technology policies that prioritize digital equity and address systemic barriers to access, online safety, and representation. From advocating for data privacy protections to combating algorithmic bias, LGBT Tech's policy work lays the foundation for a more inclusive digital future.

LGBT Tech's programs provide tangible solutions to the digital divide while empowering LGBTQ+ individuals and organizations to navigate and thrive in the digital landscape.



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Key Findings

Digital Access and Device Usage



Digital access is nearly universal across the LGBTQ+ community, with 95% going online daily. Most use smartphones (93%), while 63% use laptops and 30% use desktops, reflecting varied device access.



Public access remains crucial. Sixty-seven percent of LGBTQ+ adults have used internet in public libraries, rising to 82% among transgender respondents. LGBTQ+ community centers are also vital, particularly for youth and LGBTQ+ people of color.



Affordability is a major concern. Seventy-three percent of LGBTQ+ adults worry about the cost of internet service, and 75% about affording devices. These concerns are even higher among transgender adults, highlighting persistent access gaps.

Healthcare, Education, and Employment Online



Eighty-seven percent of LGBTQ+ adults search for health information online, and 47% say it is very important. Among transgender respondents, those numbers rise to 92% and 66%. Telehealth use among transgender adults has grown to 81%.



Three in four LGBTQ+ adults use the internet for education or skill development. Among transgender respondents, over half say this access is very important.



Sixty-two percent of LGBTQ+ adults seek LGBTQ+ inclusive job opportunities online. Among transgender adults, this rises to 75%, with nearly half rating it as very important.

Joining Online Platforms and Social Media Usage



Sixty-four percent of LGBTQ+ adults joined online platforms before age 18. Among 18 to 24 year olds, 96% joined early. For transgender adults, early adoption is 83%.



These platforms are lifelines. Transgender users turn to them for connection (95%), resources (93%), and community (91%). Sixty-seven percent use gaming platforms, signaling a strong preference for immersive digital spaces.

Identity and Online Expression



Seventy-six percent of LGBTQ+ adults say the internet helped them understand their identity. That number rises to 94% among transgender respondents. Content recommendations, creator voices, and community discussions play key roles.



Representation matters: 81% say seeing LGBTQ+ visibility online shaped their self-understanding. But access is fragile. Seventy-eight percent fear removal of LGBTQ+ content, and 76% worry about losing community spaces. More than 90% of transgender adults share these concerns.

Misinformation, Harassment, and Safety



Digital spaces offer both refuge and risk. Sixty-eight percent of LGBTQ+ adults have experienced online harassment; 45% say it happens frequently. For transgender adults, 90% report online harassment and 83% in person.



Eighty-five percent of LGBTQ+ users feel safe online, compared to 79% offline. Still, 73% worry about protecting themselves, and 72% are concerned about privacy. Among transgender respondents, more than half are very concerned.



Safety strategies are mixed. Fifty-five percent limit personal data and 47% use two-factor authentication, but gaps in digital literacy and tools remain.

Community Perceptions of Artificial Intelligence



AI is reshaping the internet, and LGBTQ+ communities are watching closely. Seventy-one percent worry about AI bias in content moderation, and 68% about algorithmic discrimination. Misinformation (73%) and privacy (72%) also rank high. Transgender adults show even higher concern, with 94% worried about bias and 89% about misinformation.



Despite this, many see potential. Sixty-five percent believe AI can help reduce harassment. Seventy-three percent believe it can improve information access and accessibility. Transgender adults are more cautious, but 75% still see potential for accessibility gains.

Digital Access & Device Usage



Reliable digital access is more than a convenience. It is the foundation upon which nearly everything LGBTQ+ individuals do and benefit from is built. Whether connecting to community, expressing identity, accessing affirming health care, securing employment, or engaging in advocacy, it all starts with the technology and connectivity that make these interactions possible. Yet not all members of our community experience this access similarly or equally. Differences in devices and concerns around access affordability represent varying needs and barriers that reflect broader inequities. Understanding these gaps is essential to ensuring that every LGBTQ+ person has the tools to safely and fully participate in digital life.

Ubiquitous Internet Use, Differing Devices

Internet usage among LGBTQ+ adults is nearly universal: 95% report going online at least once a day, with consistency across age, race, and gender identities ranging from 91% to 98%.

But the ways community members access the internet varies significantly, demonstrating how age and infrastructure shape digital experience. Overall, 93% of LGBTQ+ adults use smartphones, compared to 63% using laptops, 48% tablets, and 30% desktops. Those 65 and older are an outlier: only 68% use smartphones, but 65% use laptops, showing a near 1:1 ratio that suggests distinct usability or affordability needs in this age group. These differences point to a need for device-agnostic digital policy, one that recognizes not everyone connects in the same way.

Device Usage by Age

Which of the following devices do you use to access the internet?

	All	18-24	25-39	40-54	55-64	65+
Smartphone	93%	96%	95%	97%	91%	68%
Laptop Computer	62%	65%	64%	58%	56%	60%
Tablet	48%	46%	55%	45%	45%	47%
Desktop Computer	30%	24%	35%	30%	21%	37%

Public Access as a Critical Resource

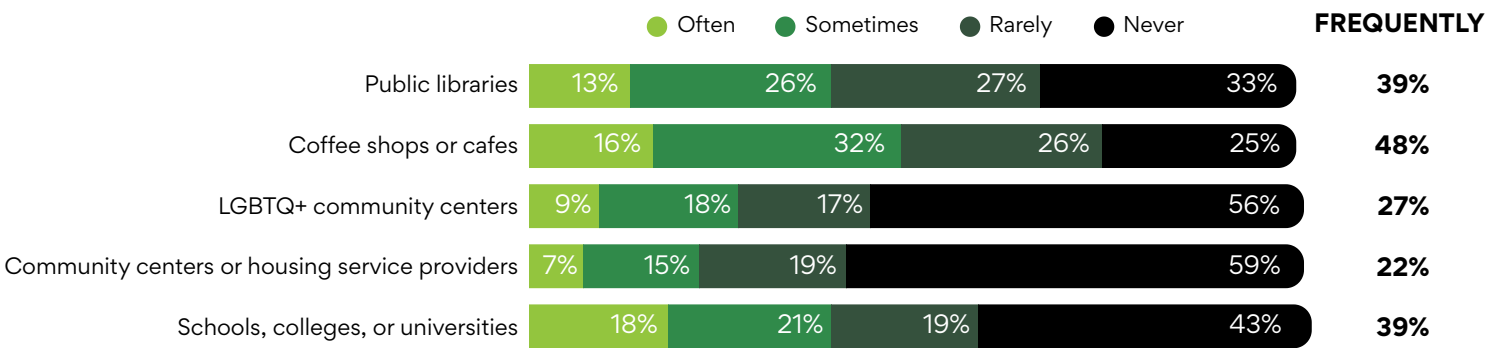
For many LGBTQ+ adults, public spaces like libraries and community centers remain essential access points for digital connection. Sixty-seven percent report having used the internet in a public library, with 39% doing so with some frequency. Among transgender respondents, this reliance is even more pronounced: 82% have accessed the internet in public libraries, and 45% do so frequently. By comparison, Pew [reports](#) that less than a quarter of Americans say they had gone to libraries to use computers, the internet, or a public Wi-Fi network. LGBTQ+ individuals rely on these public institutions at more than twice the rate of the broader population.

LGBTQ+ community centers also play a crucial role. Forty-four percent of LGBTQ+ adults have used the internet at a community center, with 27% doing so frequently. This number increases significantly among specific groups: 52% of young adults (34% frequently), 55% of Black respondents (33% frequently), 55% of Latine respondents (39% frequently), and 54% of transgender respondents (35% frequently) report using these spaces for internet access.

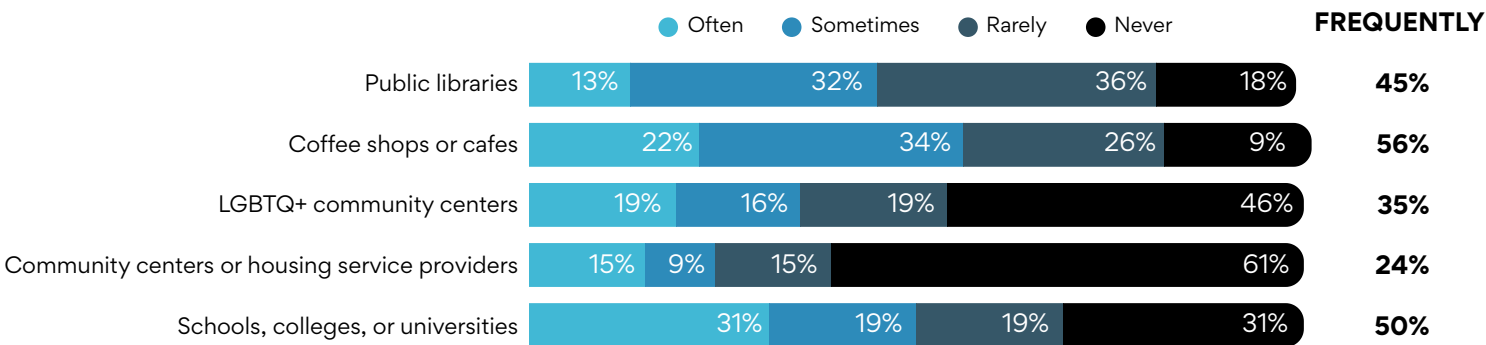
Public Internet Access by Location

How often do you use the internet in the following places?

All LGBTQ+ Adults



Transgender Adults

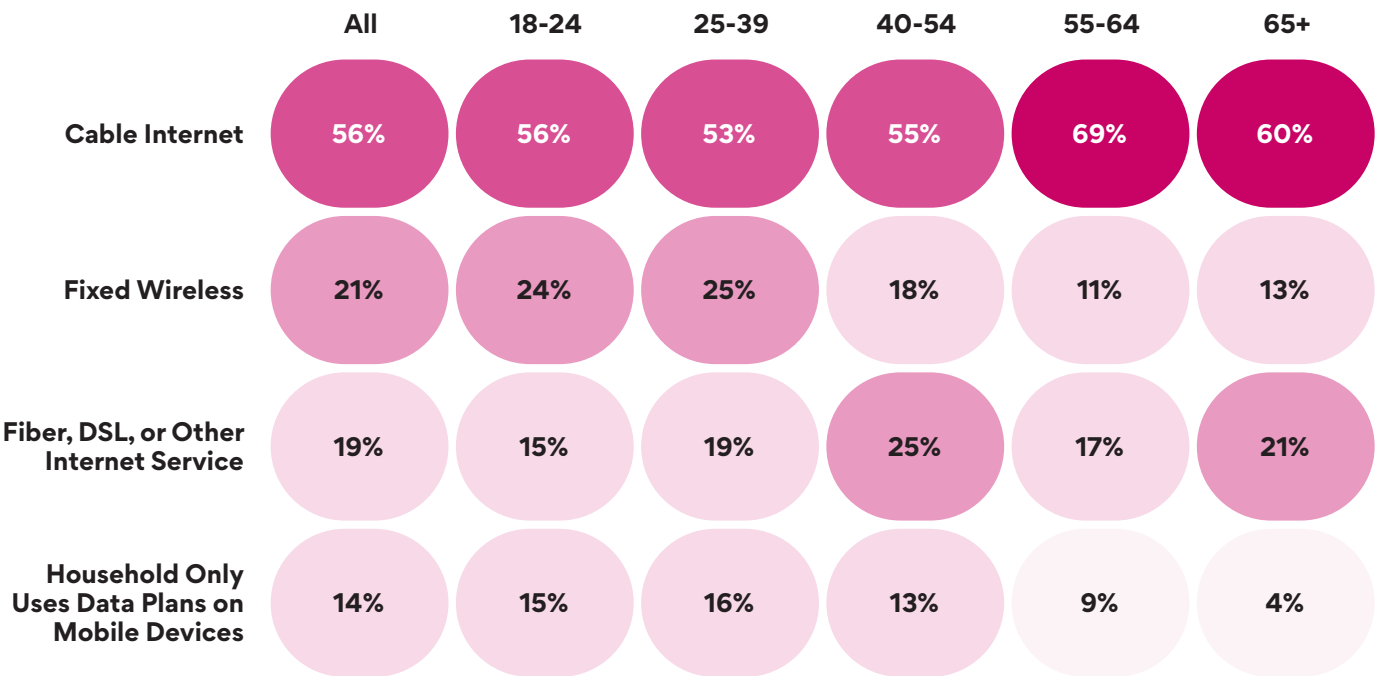


Home Connectivity and Diverse Access Points

Most LGBTQ+ households (83%) subscribe to an internet service provider (ISP), with 56% using cable internet, 21% using fixed wireless, and 19% relying on fiber, DSL, or other services. However, a significant minority (14%) report relying on mobile data plans for household internet. This reliance is most pronounced among 18-24 year-olds (15% only mobile), compared to just 4% of adults 65+, who overwhelmingly rely on ISP subscriptions (95%). These differences highlight the varied digital needs across the community and the importance of an ecosystem that supports multiple forms of connectivity.

Home Internet Connection by Age

What type of home internet service do you subscribe to?



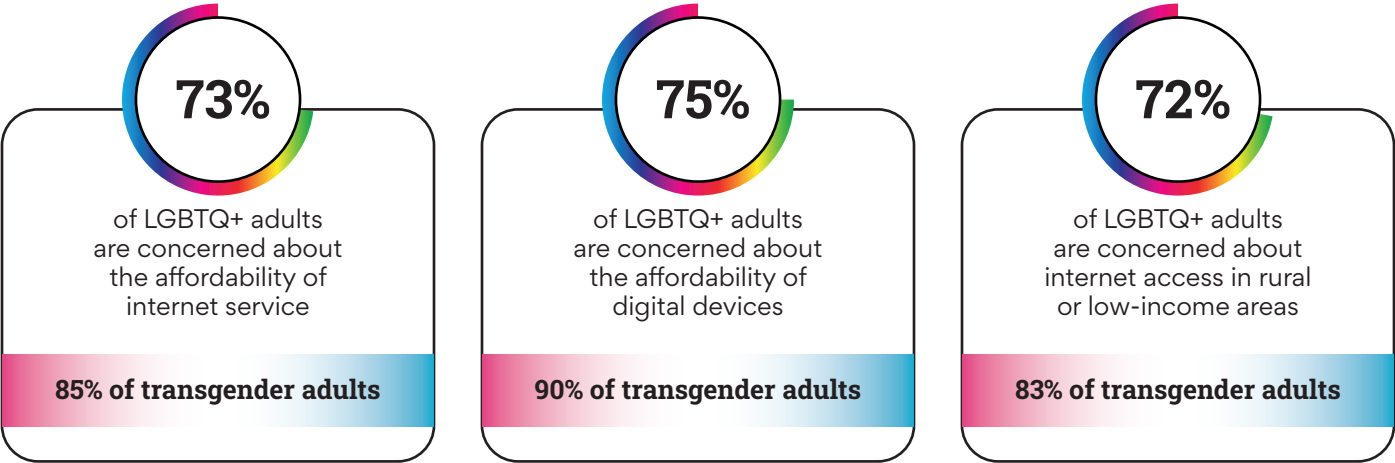
Affordability and Access Concerns

While overall internet usage is high, affordability remains a significant barrier for many. Seventy-three percent of LGBTQ+ adults report concern about the cost of internet service, with 34% very concerned. Concerns about affording digital devices are even higher, with 75% expressing worry and 31% very concerned. Worries about reliable internet access in rural or low-income areas are also widespread, with 72% concerned and 28% very concerned.

Among transgender respondents, these burdens are felt more acutely. Eighty-five percent of transgender adults are concerned about the affordability of internet service, including 49% who are very concerned. Ninety percent are concerned about the cost of digital devices, with 44% very concerned. And 83% are concerned about internet access in rural or low-income areas, with 37% very concerned. These disparities point to the need for digital equity policies that address structural economic barriers and prioritize support for those most at risk of digital exclusion.

Digital Affordability Concerns

How concerned are you about the following?



(Respondents indicated “somewhat concerned” or “very concerned”)

Healthcare, Education, & Employment Online



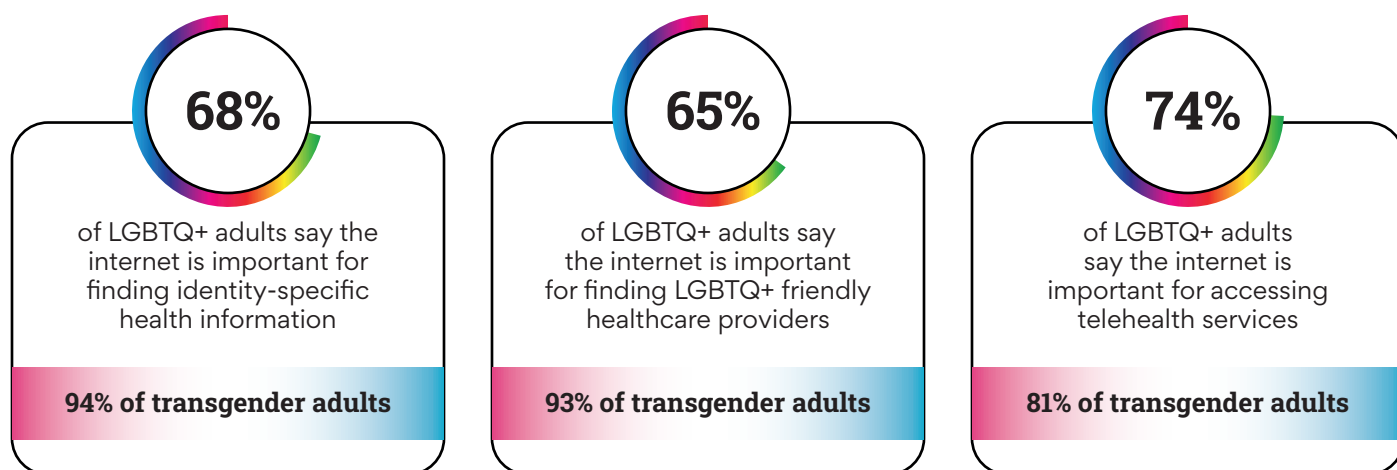
For LGBTQ+ communities, the path to opportunity is often obstructed by structural inequality. Healthcare, education, and employment are both the pillars of social and economic mobility and the place where the LGBTQ+ community continues to face some of the most persistent and harmful disparities. In the real world, LGBTQ+ patients are refused care, students are bullied or erased from curricula, and jobseekers are penalized for simply being who they are. But online, LGBTQ+ people can find affirming providers, access skills and education on their own terms, and seek out employers that value inclusion. The internet, when accessible and equitably structured, becomes a critical bridge across these barriers.

Healthcare: Digital Access to Life-Saving Information

The internet plays a critical role in how LGBTQ+ people navigate a healthcare system that has historically failed to meet their needs. Eighty-seven percent of LGBTQ+ adults say the internet is important for searching for information about their health, and nearly half, 47%, say it is very important. For transgender respondents, this need is even more urgent. Ninety-two percent say the internet is important for health research, with 66% saying it is very important.

The Internet & Healthcare

How important is the internet for the following actions you may take regarding your health?



(Respondents indicated "somewhat important" or "very important")

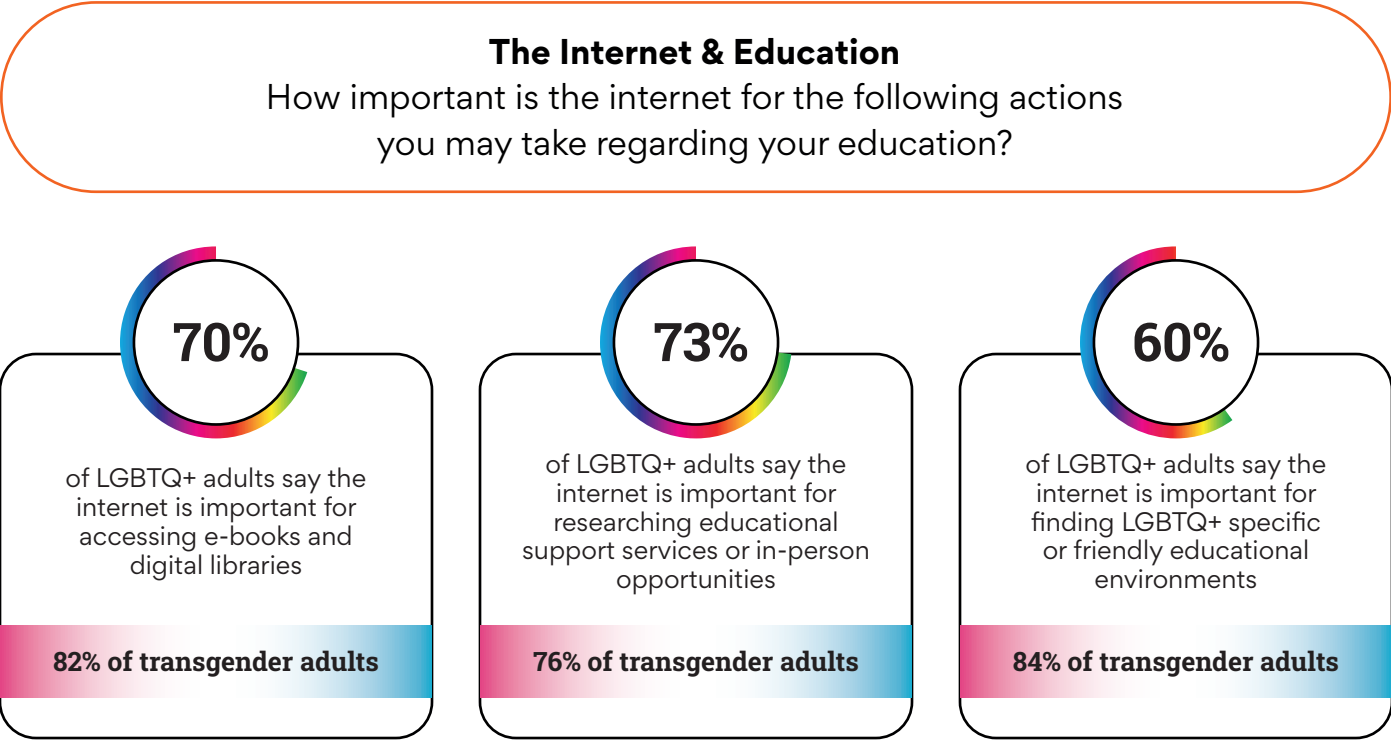
By comparison, only 58.5% of U.S. adults [report](#) using the internet to search for health related information. National use of telehealth services has also remained relatively limited. As of 2022, telehealth use fluctuated between just over 20% and 24% of U.S. adults, with an average use rate of 22%, [according](#) to USAFacts.

Among LGBTQ+ communities, and especially transgender adults, that figure is far higher. In 2024, 70% of transgender adults reported using the internet to find LGBTQ+ affirming providers. This year, that number has surged to 93%. Use of telehealth services has also grown significantly, from 61% in 2024 to 81% in 2025. These gains reflect the growing centrality of the internet in transgender people’s pursuit of safe, affirming, and accessible care. This level of reliance remains much higher than it is for the general public.

Education & Employment: Accessing Opportunities

The internet is essential to educational access for LGBTQ+ individuals, especially those seeking to learn in affirming or self-paced environments. Seventy-four percent of LGBTQ+ adults report that the internet is important for accessing online courses, learning platforms, or other skill development resources, with 37% saying it is very important. Among transgender respondents, those numbers rise even further to 79% and 55%, respectively.

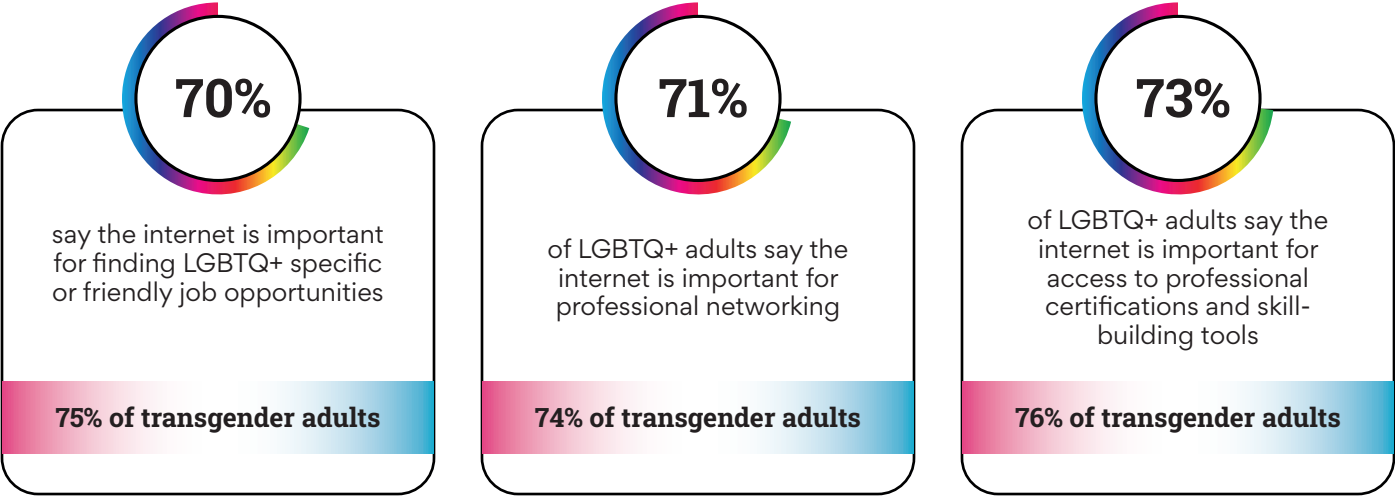
LGBTQ+ individuals are not just participants but leaders in digital learning adoption, often driven by a lack of affirming educational options and the need for accessible, self-directed skill building.



In the workplace, LGBTQ+ individuals continue to face discrimination, limited access to inclusive employers, and gaps in advancement opportunities. Online tools help close that gap. Sixty-two percent of LGBTQ+ adults say the internet is important for finding LGBTQ+ specific or friendly job opportunities, a figure that jumps to 75% among transgender respondents, with nearly half (49%) describing it as very important.

The Internet & Employment

How important is the internet for the following actions you may take regarding your employment?



(Respondents indicated “somewhat important” or “very important”)

Joining Online Platforms & Social Media Usage



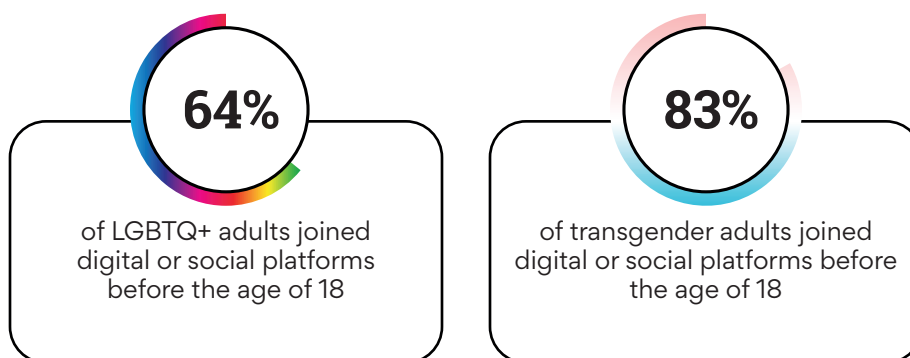
For LGBTQ+ people, especially those growing up in hostile or isolating environments, the internet has long served as a portal to understanding, affirmation, and safety. From identity exploration to finding community, platforms have offered what real-world spaces often fail to: connection, expression, and survival.

When and Why We Joined

Our data shows just how early this journey begins. Sixty-four percent of LGBTQ+ adults joined digital or social platforms before age 18, including 96% of young adults (18–24) and 83% of transgender respondents. These numbers serve as a powerful counter to growing legislative attempts to block or surveil youth access to online spaces. LGBTQ+ youth are not turning to the internet for entertainment alone. They are turning to it because offline spaces are not meeting their needs.

Age of Joining Platforms

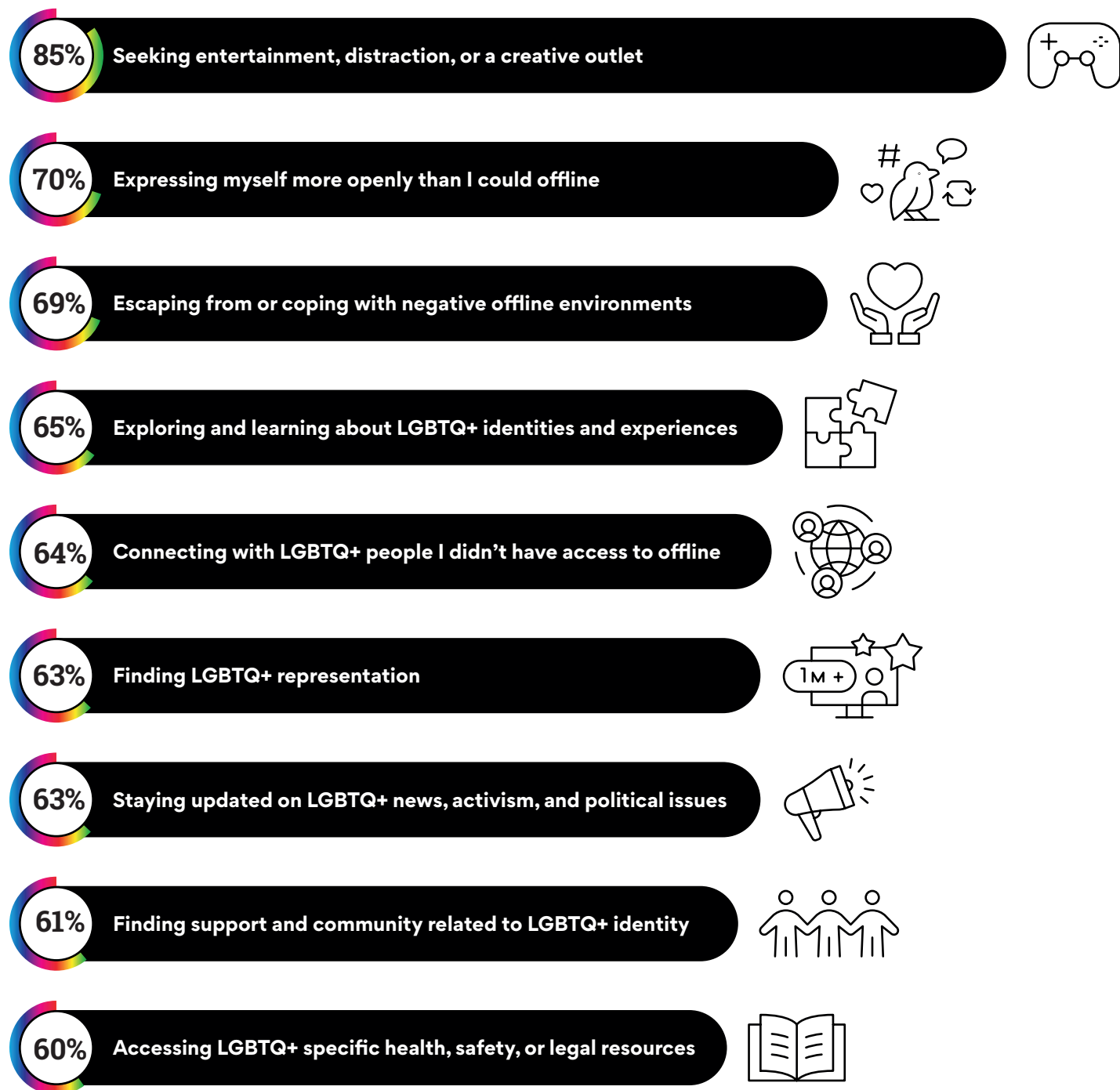
At what age did you first join digital or social platforms?



When LGBTQ+ individuals first joined online platforms, it wasn't just to socialize or pass the time. Our data also shows clear and consistent motivations tied to identity, survival, and personal growth.

Reasons for Joining Platforms, LGBTQ+

When you first joined digital or social platforms, how important were the following potential uses of these platforms?



Intersectional Realities: The Importance for Transgender, Black, and Latine LGBTQ+ Communities

Transgender people and LGBTQ+ individuals of color experience layered forms of marginalization, and they rely on digital platforms with even greater intensity. Across every category measured, transgender, Black, and Latine LGBTQ+ adults reported consistently higher engagement.

Reasons for Joining Platforms, Select Demographics

When you first joined digital or social platforms, how important were the following potential uses of these platforms?

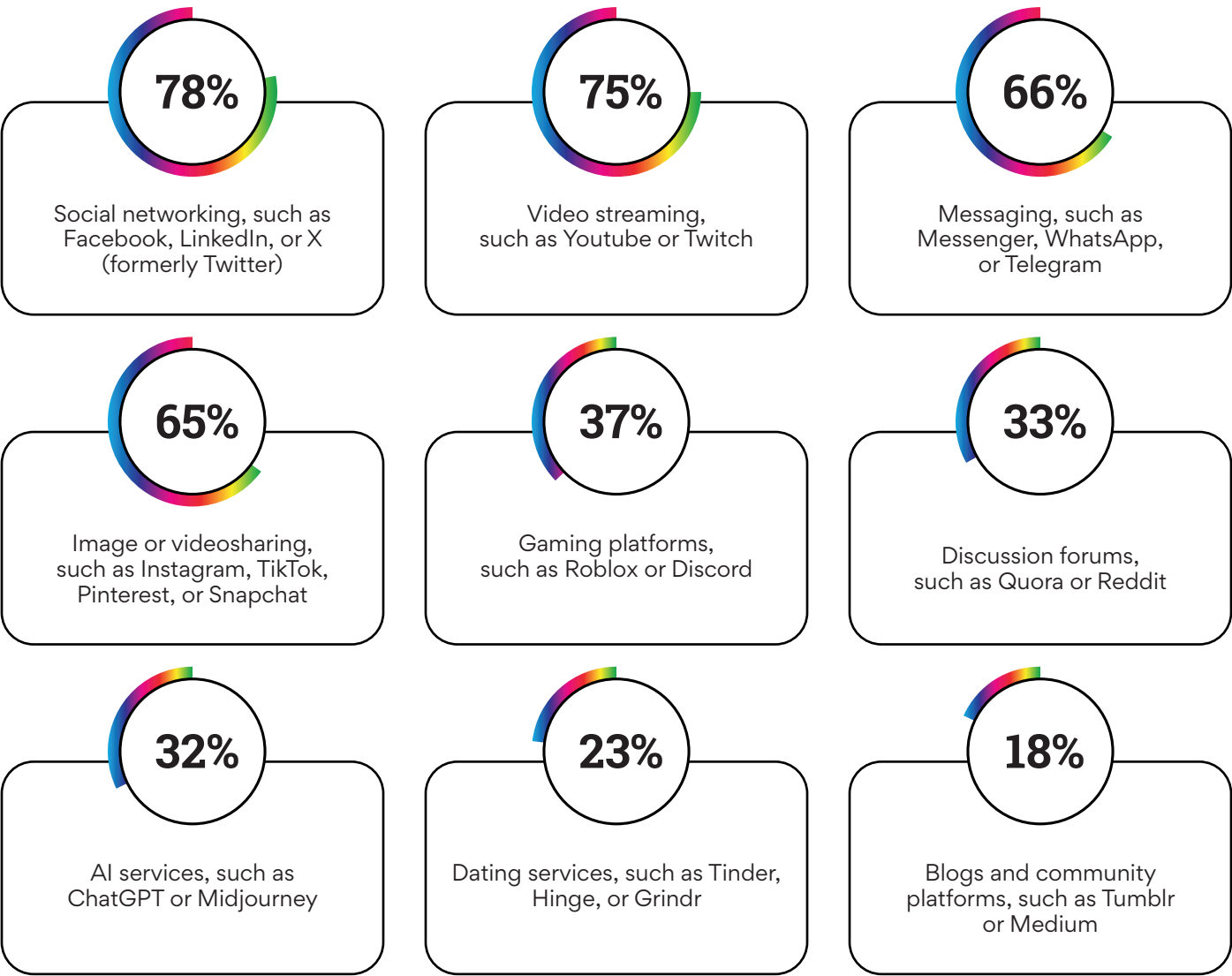
	All LGBTQ+ Adults	Transgender Adults	Black LGBTQ+ Adults	Latine LGBTQ+ Adults
Seeking entertainment, distraction, or a creative outlet	85%	90%	78%	87%
Expressing myself more openly than I could offline	70%	84%	73%	73%
Escaping from or coping with negative offline environments	69%	83%	71%	76%
Exploring and learning about LGBTQ+ identities and experiences	65%	79%	71%	72%
Connecting with LGBTQ+ people I didn't have access to offline	64%	71%	66%	75%
Finding LGBTQ+ representation	63%	70%	69%	70%
Staying updated on LGBTQ+ news, activism, and political issues	63%	71%	65%	68%
Finding support and community related to LGBTQ+ identity	61%	70%	67%	65%
Accessing LGBTQ+-specific health, safety, or legal resources	60%	66%	65%	68%

Platform Preferences Across the LGBTQ+ Community

LGBTQ+ people do not experience the internet as a single unified space. We move across platforms with intention, seeking out environments that feel affirming, accessible, and safe.

Platform Usage, LGBTQ+

Which of the following digital or social platforms do you use?



A dramatic difference in gaming platform use by transgender respondents (67%), nearly double the rate of the overall community, is also particularly noteworthy. These platforms may offer immersive environments that allow for creative expression and identity exploration not readily available offline.

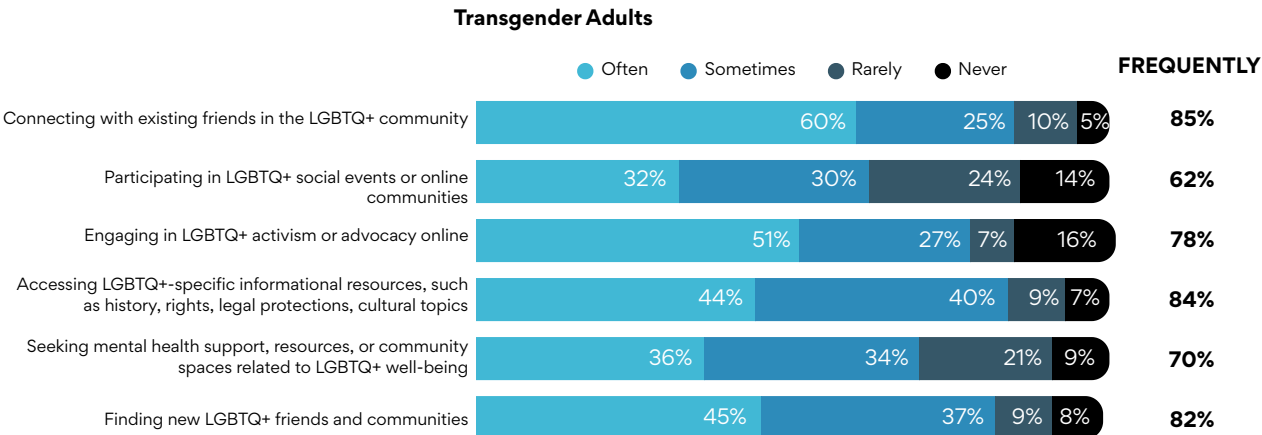
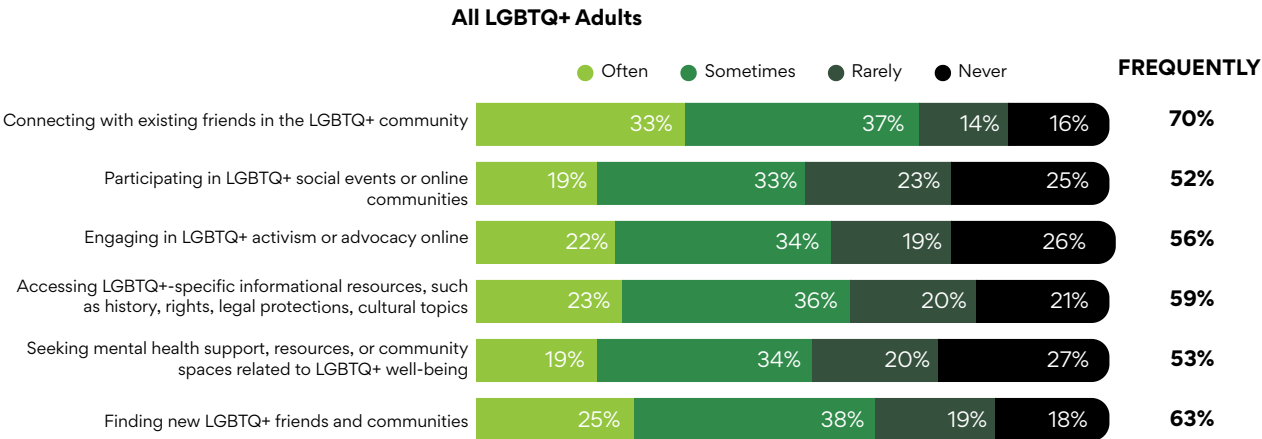
Ongoing Use for LGBTQ+ Identity, Advocacy & Well-being

Today, LGBTQ+ adults aren’t just on platforms, but using them actively and purposefully to sustain identity, mental health, and community connection.

The numbers are even higher for key groups within the community. Within transgender adults, 95% have used platforms to connect with friends, 93% to seek resources, and 91% to find new community (82% frequently). For Black LGBTQ+ adults, 91% have used platforms to find new community, and 86% to join online events. For Latine LGBTQ+ adults: 92% to connect with existing friends, and 90% to find new ones. And for young adults (18–24): 90% to connect with friends and 86% to meet new people.

Digital and Social Platform Usage

How often do you use digital or social platforms for the following?



From the moment many of us first join (often before adulthood), these spaces provide affirmation where physical spaces may offer none. Restricting or politicizing access to platforms doesn’t protect LGBTQ+ youth. It risks cutting them off from some of the only spaces that have consistently shown up for them.

Identity & Online Expression



LGBTQ+ people are not passive consumers of the internet. We are active builders of identity and community online. Digital platforms have become the first place many begin to understand who they are, and sometimes the only place where they can truly be themselves. But this access to self-expression cannot be taken for granted. The same technologies that offer life changing connection also risk being weaponized against us, becoming sites of suppression, erasure, and exclusion. Protecting digital expression means safeguarding the spaces where LGBTQ+ identity is visible and possible.

How Digital Spaces Shape LGBTQ+ Identity

Seventy-six percent of LGBTQ+ adults report that online spaces played a role in helping them discover or learn more about their LGBTQ+ identity. Among transgender respondents, that number rises dramatically to 94%, underscoring the unique power of digital environments to offer visibility, vocabulary, and affirmation, especially for those whose physical surroundings may be hostile, isolating, or invalidating.

Online Access & Identity Formation

How much of an impact, if any, did online spaces have on discovering or learning about your LGBTQ+ identity?

76%

of LGBTQ+ adults say online spaces played a role in helping them discover or learn more about their LGBTQ+ identity

94%

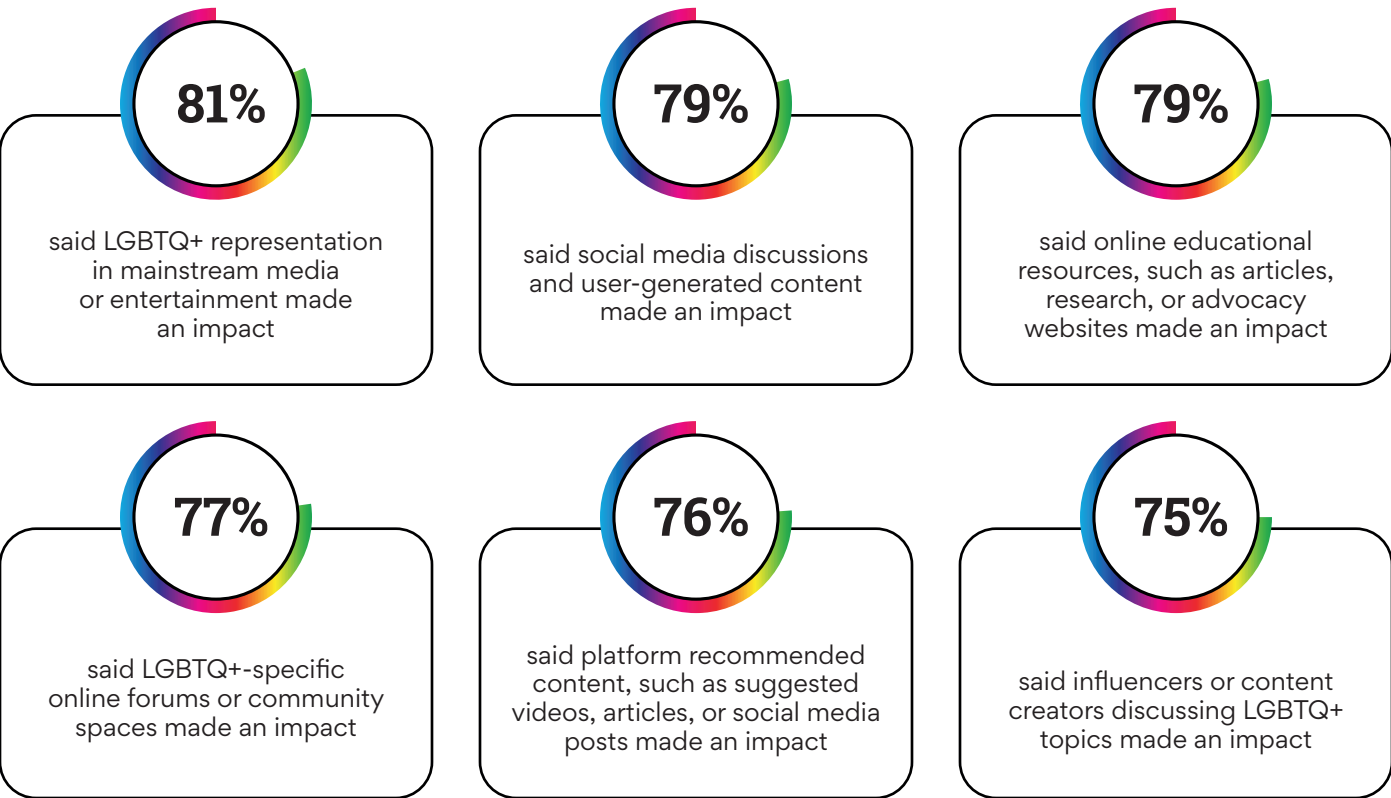
of transgender adults say online spaces played a role in helping them discover or learn more about their LGBTQ+ identity

We asked respondents what specific features of the internet influenced their understanding of identity. The responses were remarkably consistent. Seventy-six percent of LGBTQ+ adults said platform-recommended content played an impactful role in shaping their self-understanding. Seventy-seven percent cited LGBTQ+-specific online spaces, while 79% emphasized the importance of user-generated discussions. A similar 79% found online educational resources instrumental. Seventy-five percent credited influencers or creators who speak about LGBTQ+ topics.

And perhaps most significantly, 81% said that seeing LGBTQ+ representation online had a direct impact on their identity development. These results paint a clear picture: across platforms, formats, and sources, the internet acts as a mirror, a map, and a megaphone for identity exploration.

Online Access & Identity Formation, LGBTQ+

How much of an impact did the following media and online content have on you discovering or learning about your LGBTQ+ identity?



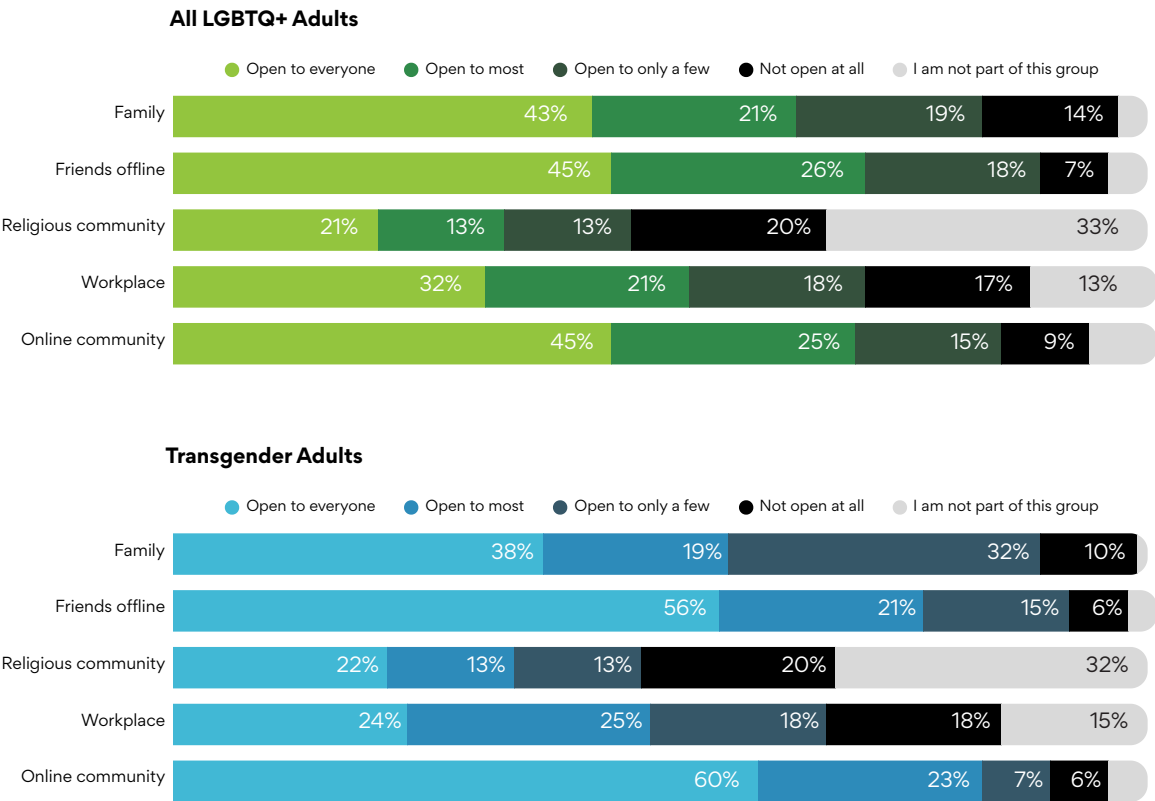
Where We're Out, and Where We're Not

The internet not only helps LGBTQ+ people understand who they are, but often becomes the first or only place where they can express it. Among LGBTQ+ adults, 83% say they are open about their identity to some members of their family, but only 64% say they are open to most or all family members. This increases slightly among friends, with 89% open to some offline friends and 71% open to most or all. But in more structured environments, openness drops: only 47% are out to some members of their religious community (34% to most or all), and 71% are out to some people in their workplace (53% to most or all). Online spaces, by contrast, provide more room to breathe. Eighty-five percent say they are out to some people in their online communities, and 70% say they are out to most or all.

Among transgender adults, the contrast is even more pronounced. Eighty-three percent of transgender adults say they are out to most or all of their online community, a significantly higher rate than in any physical space. Only 57% are out to most or all family members, and 77% to most or all offline friends. Just 22% are out to most or all of their religious community, and 49% to most or all of their workplace. These patterns highlight how digital platforms serve as safer, more flexible spaces for exploring and expressing identity, particularly for those who face increased risk in offline environments.

Openness About Identity

In each of the following groups and communities, how open are you about your sexual orientation or gender identity?



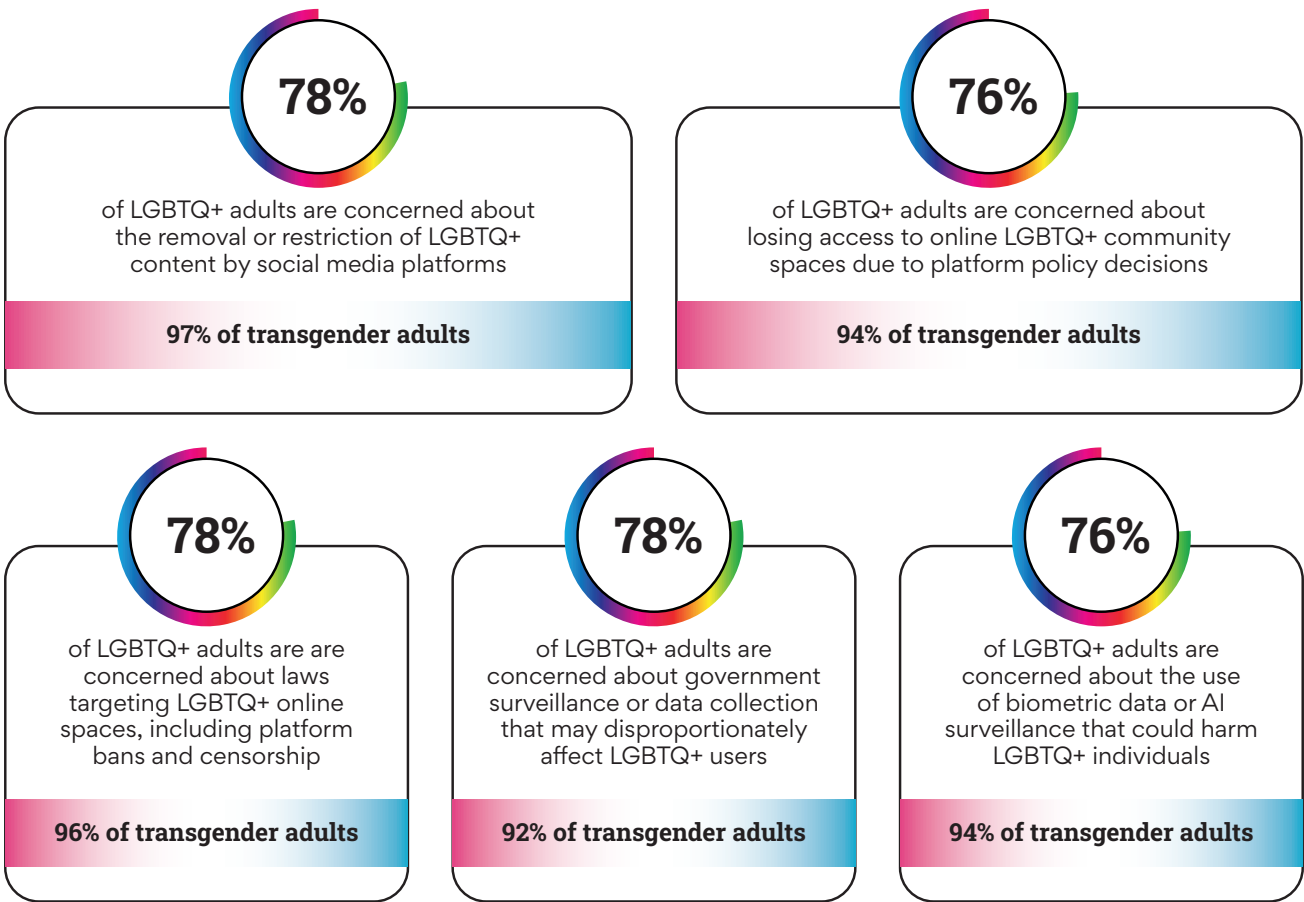
A Rising Threat to LGBTQ+ Expression Online

Yet even these relatively safer spaces are under threat. Seventy-eight percent of LGBTQ+ adults express concern about the removal or restriction of LGBTQ+ content by social media platforms, with 46% reporting that they are very concerned. Seventy-six percent worry about losing access to online LGBTQ+ community spaces due to platform policy decisions (42% very concerned). For transgender adults, these concerns are far more urgent: 97% are concerned about LGBTQ+ content removal, with 74% very concerned, and 94% fear the loss of LGBTQ+ spaces due to platform policies, again with 74% describing their concern as very high.

Seventy-eight percent of LGBTQ+ adults are concerned about laws targeting LGBTQ+ online spaces, including platform bans and censorship, with 46% very concerned. The same percentage worry about government surveillance or data collection that may disproportionately affect LGBTQ+ users (45% very concerned), and 76% are concerned about the use of biometric data or AI surveillance that could harm LGBTQ+ individuals (42% very concerned). Among transgender respondents, the threat feels even more acute. Ninety-six percent are concerned about legislative attacks on supportive online platforms, with 80% very concerned. Ninety-two percent worry about surveillance (72% very concerned), and 94% fear the consequences of biometric and AI tracking (70% very concerned).

Platform & Policy Concerns

How concerned are you about the following?



(Respondents indicated “somewhat concerned” or “very concerned”)

Misinformation, Harassment, & Perceptions Of Safety



Our data shows LGBTQ+ users are navigating a complex and often contradictory landscape where platforms can offer community, visibility, and safety, but also expose them to harassment, disinformation, and digital insecurity. This section examines how misinformation spreads, how it is experienced differently across identities, and what concerns it raises about platform responsibility and user safety. As both legislative and platform-level threats to LGBTQ+ digital existence escalate, these findings highlight the urgent need for stronger protections, better tools, and community-informed strategies to safeguard digital expression and well-being.

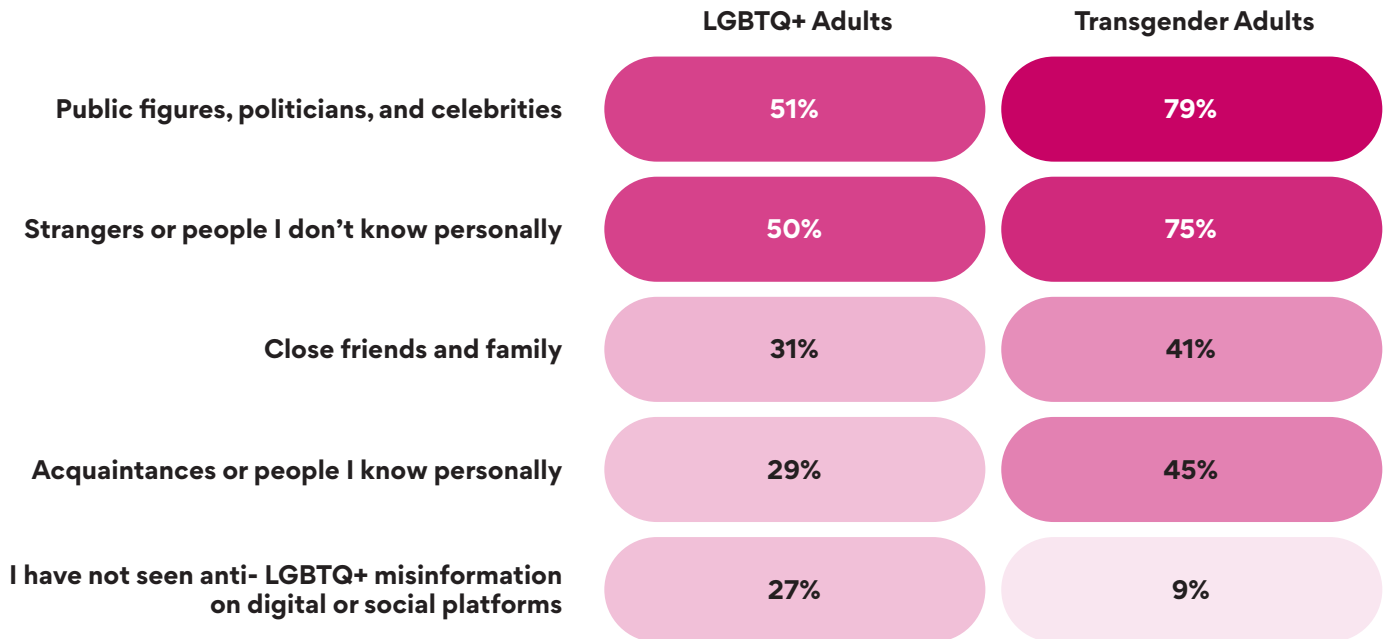
Misinformation in LGBTQ+ Digital Life

Digital misinformation is a persistent presence that often targets LGBTQ+ people directly. Over half of LGBTQ+ adults report encountering anti-LGBTQ+ misinformation shared by public figures, politicians, or celebrities. Alarming, 31% have witnessed it coming from close friends or family members, and 29% have seen it shared by acquaintances.

The experience is even more acute for transgender individuals. Seventy-nine percent of transgender respondents reported seeing anti-LGBTQ+ misinformation from public figures, while 75% have seen it shared by strangers. These numbers rise to 41% for close friends or family, and 45% for acquaintances, meaning nearly half of transgender respondents see misinformation circulating within their personal networks. Just 9% of transgender respondents said they had not seen anti-LGBTQ+ misinformation online, a stark contrast to the 27% reported by respondents overall. This gap highlights a troubling disconnect: members of the broader LGBTQ+ community may be less likely to recognize misinformation even when it disproportionately harms their most vulnerable peers.

Misinformation Online

Have you seen anti-LGBTQ+ misinformation shared by the following groups and people on digital or social platforms?



Perceived Safety vs. Experienced Risk

Online spaces can be both a refuge and a battleground. Sixty-eight percent of LGBTQ+ adults report having experienced anti-LGBTQ+ bullying or harassment online, with 45% experiencing it frequently. By contrast, just 41% of U.S. adults [report](#) any experience with online harassment, and only 25% have faced more severe forms, highlighting the disproportionately high levels of harm that LGBTQ+ people face online.

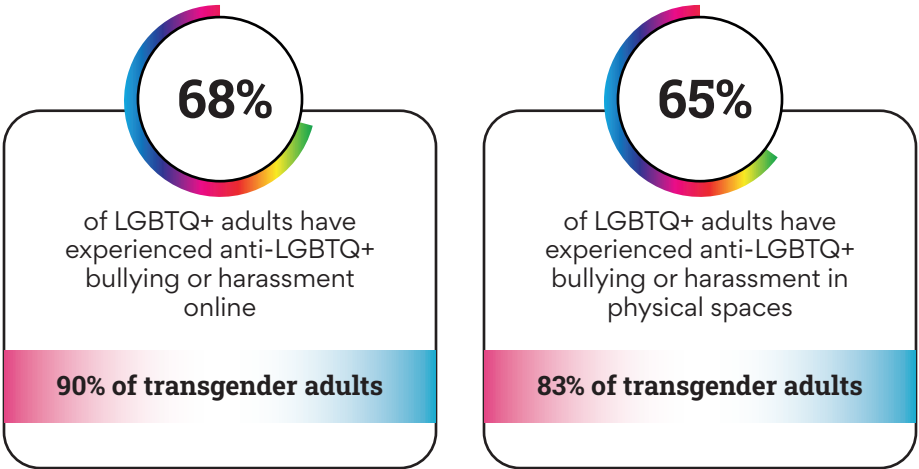
Similar patterns emerge in offline environments. Sixty-five percent of LGBTQ+ adults report harassment in physical spaces such as workplaces, schools, or public venues, with 38% encountering it frequently. For transgender individuals, these experiences are pervasive. Over 90% have experienced online harassment, with 74% saying it happens frequently. Eighty-three percent have faced harassment in person, and 54% say it occurs frequently. These elevated rates illustrate how digital spaces often mirror the hostility of the physical world—and why digital safety and platform accountability are vital LGBTQ+ equity issues.

Despite the high incidence of online harassment, LGBTQ+ people often feel safer online than in real-world environments. Eighty-five percent of LGBTQ+ respondents say they feel safe in online spaces, with 39% describing themselves as very safe. By contrast, only 79% feel safe in physical settings (31% very safe).

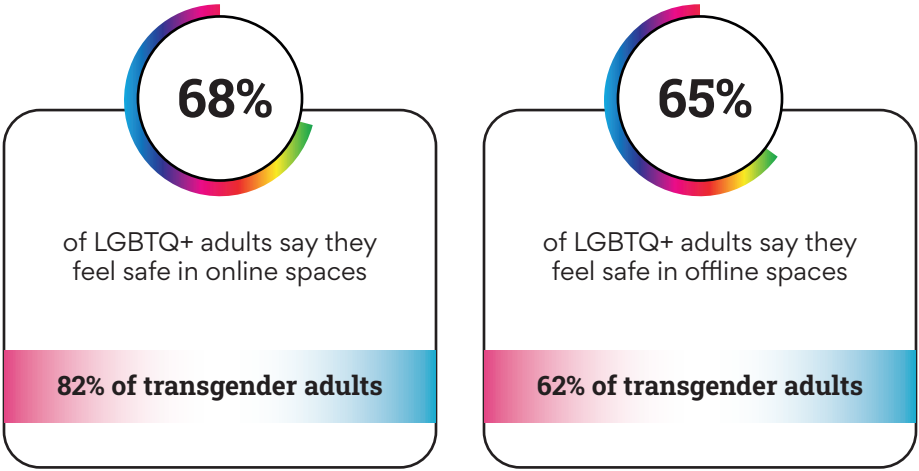
While 82% of transgender adults feel safe online, just 34% describe that feeling as strong. In physical spaces, only 62% feel safe at all, and a mere 10% say they feel very safe. These disparities suggest that the perceived safety of online spaces is closely tied to the degree of control users can exert over their identity and visibility.

Risk & Safety

How often, if ever, have you experienced anti-LGBTQ+ bullying or harassment based on your sexual orientation or gender identity in the following spaces?



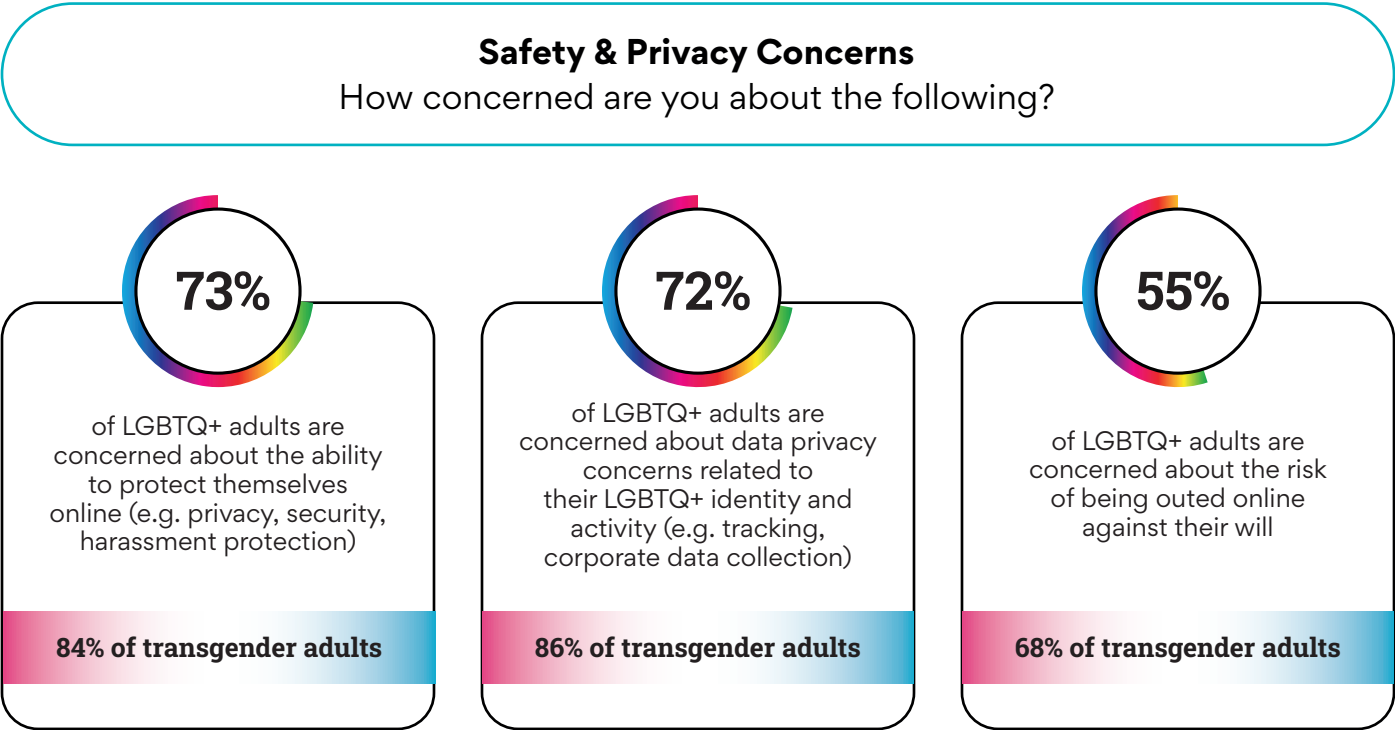
As a member of the LGBTQ+ community, how safe or unsafe do you feel in the following places?



Ongoing Safety and Privacy Concerns

While LGBTQ+ individuals often feel safer online, that sense of security remains fragile. Nearly three-quarters (73%) of LGBTQ+ adults express concern about their ability to protect themselves online, particularly around issues like privacy, security, and protection from harassment. Over a third (36%) are very concerned. Fifty-five percent worry about the risk of being outed online without their consent, with 25% very concerned. Seventy-two percent are concerned about digital privacy related to their LGBTQ+ identity and activity, such as tracking or corporate data collection, and 36% are very concerned about those risks.

Among transgender respondents, these concerns are significantly higher. Eighty-four percent report concern over their online safety, with over half (53%) very concerned. Sixty-eight percent fear being outed without consent, and 40% are very concerned. Data privacy worries are nearly universal among this group, with 86% expressing concern and 53% reporting very high levels of worry.



(Respondents indicated “somewhat concerned” or “very concerned”)

Cybersecurity Practices and Gaps

In response to these concerns, many LGBTQ+ individuals are taking active steps to protect themselves online, but significant gaps remain. Overall, 55% of LGBTQ+ adults say they limit the amount of personal information they share. Forty-seven percent have enabled two-factor authentication, while 42% report harmful content and 40% use antivirus software. Just over a third (35%) say they actively learn about cybersecurity practices, while 26% use VPNs and 17% use encrypted messaging services. Still, 11% report taking no action at all to safeguard themselves online.

Cybersecurity Strategies, LGBTQ+

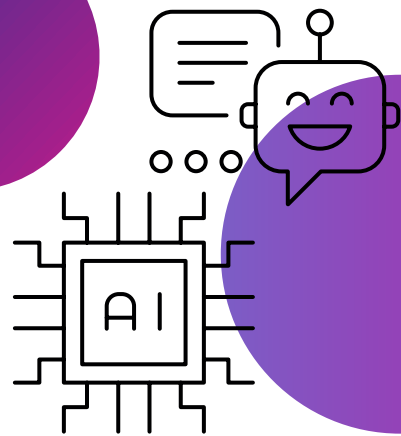
Which of the following actions do you take to protect yourself online?



Transgender respondents are generally more proactive, likely due to higher exposure to online risk. Sixty-seven percent limit personal information, 58% use two-factor authentication, and 59% report harmful content. Over half (52%) actively learn about online safety, and 34% use VPNs. Only 5% report not taking any safety measures.

These numbers reflect both the adaptive strategies LGBTQ+ users develop and the gaps that remain in digital literacy, access to tools, and platform-level protections. Safety online may be subjective, but for LGBTQ+ communities, especially transgender people, it is also a matter of survival.

Community Perceptions Of Artificial Intelligence



AI will be a central feature of the future internet. For LGBTQ+ users, especially those who are transgender, that future is one of both promise and profound uncertainty. The findings in this section make one truth clear: the community is not rejecting AI. We are asking better questions about how it is built, who it serves, and what values it encodes.

Concern Runs Deep, Especially Among Transgender People

The overwhelming message from LGBTQ+ adults is clear: concerns about artificial intelligence are widespread and rooted in lived experiences of exclusion and harm in digital spaces. Sixty-eight percent of LGBTQ+ respondents are concerned about AI bias in algorithms (31% very concerned) and 71% are concerned about bias in content moderation (34% very concerned). This concern surpasses the general public. Pew [found](#) that 55% of U.S. adults are concerned about bias in AI systems more broadly.

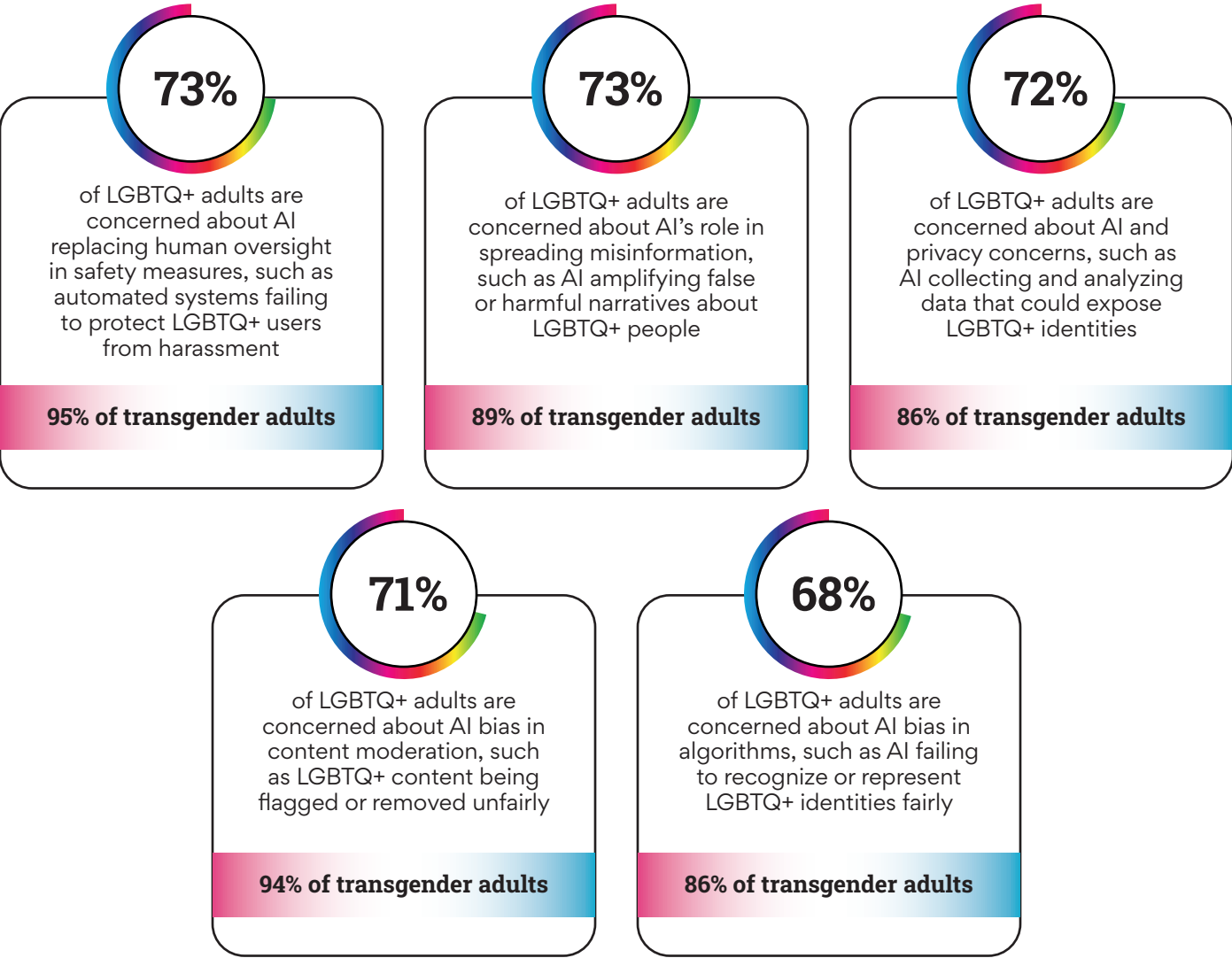
While Pew [reports](#) that 66% of U.S. adults are concerned about people getting inaccurate information from AI, 73% of LGBTQ+ adults in our polling say they are concerned about AI spreading misinformation, and 39% are very concerned.

Concerns about privacy risks are also elevated. [According](#) to Pew, 60% of U.S. adults are worried about their personal information being misused by AI. Among LGBTQ+ adults, 72% report concern that AI could compromise privacy by collecting or analyzing data that may expose sensitive LGBTQ+ identities. Additionally, 73% of LGBTQ+ respondents are concerned about AI replacing human oversight in safety systems (37% very concerned).

For transgender adults, these concerns are even more acute. Ninety-five percent of transgender respondents report concern about AI replacing human oversight (72% are very concerned). Ninety-four percent are concerned about bias in content moderation (61% very concerned). On misinformation, 89% of transgender adults are concerned, and 68% are very concerned. Privacy concerns are reported by 86%, with an equal number worried about bias in content moderation. Of those, more than 70% say they are very concerned.

Concerns Around AI

How concerned are you about the following?



(Respondents indicated “somewhat concerned” or “very concerned”)

Hope, If Built with Us in Mind

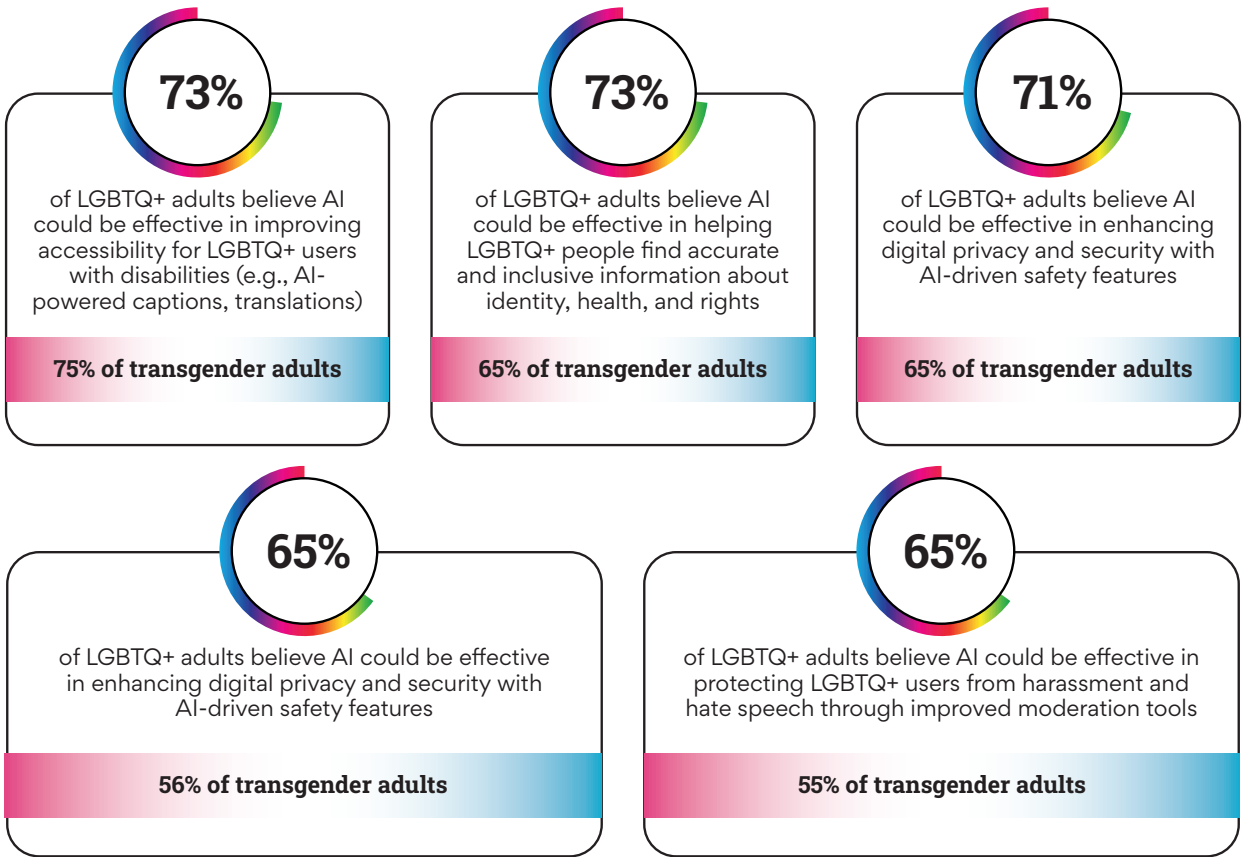
Despite these justified concerns, LGBTQ+ adults are not opposed to AI. In fact, many see real opportunities, if and only if these systems are built with inclusion, transparency, and community input from the start. This optimism stands in contrast to general public sentiment. According to Pew, only 17% of U.S. adults believe AI will have a very or somewhat positive impact on the country over the next 20 years.

Sixty-five percent of LGBTQ+ adults believe AI could be effective in protecting users from harassment and hate speech by strengthening moderation tools. Seventy-three percent believe it could help LGBTQ+ people find accurate information about identity, health, and legal rights. The same percentage see its potential to improve accessibility for LGBTQ+ users with disabilities, a critical advancement for intersectional inclusion. Sixty-six percent believe AI could enhance privacy and security through better safety features, and 71% think AI could improve community connection through smarter and more affirming recommendations.

These figures suggest that LGBTQ+ adults hold a more hopeful outlook on AI’s potential than the general public, but that hope is grounded in clear expectations: systems must be built in collaboration with the communities they aim to serve.

Positive Expectations Around AI

For each of the following, please say how effective you think AI could be at achieving those outcomes.



(Respondents indicated “somewhat effective” or “very effective”)



Methodology

From April 17 to 24, 2025, Data for Progress conducted a survey of 1,286 LGBTQ+ adults nationally using web panel respondents. Respondents were defined as LGBTQ+ if they identified as LGBTQ+, transgender, a sexual orientation other than straight or heterosexual, or a gender identity other than male or female. The sample was weighted to be representative of the adult LGBTQ+ community by age, gender, education, race, and income using the U.S. Census Bureau's Household Pulse Survey (HPS) data on the national LGBTQ+ adult population. This sample is also weighted to account for an oversample of transgender adults to ensure proportional representation of the LGBTQ+ adult population. The survey was conducted in English.




Conclusion

Across the United States, LGBTQ+ communities are navigating a moment defined by intensifying political attacks, rising censorship, and growing social isolation. In this environment, digital spaces and the connectivity that underpins them are lifelines.

Structural barriers like device affordability, inconsistent internet service, and digital literacy gaps disproportionately affect transgender people and LGBTQ+ people of color. Public libraries and community centers serve as crucial access points, but they are underfunded and increasingly politicized. At the same time, LGBTQ+ content online faces mounting threats from both platform-level censorship and restrictive legislation. These forces mirror the offline discrimination LGBTQ+ individuals already face, compounding the risk of erasure and harm.

Despite these challenges, LGBTQ+ people continue to use technology with purpose. We adapt. We protect one another. And we hold onto the belief that digital tools can be instruments of equity and inclusion. But that future is not automatic. It requires investment in the infrastructure that supports access, and accountability for the systems that shape online life. It demands that LGBTQ+ communities are not only protected but actively included in shaping the digital world.

The findings in this report speak to both urgency and possibility. Technology can either deepen exclusion or help dismantle it. LGBTQ+ people are telling us what they need. It is time for policymakers, platforms, and institutions to listen.



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