

Digital Services Act (DSA) **Transparency report** **2024**

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free

Introduction

Free SAS, a subsidiary of the Iliad group, is a French telecommunications company founded in 1999 and renowned for its Internet access, fixed telephony and television services. It is particularly recognised for its innovative and attractive offers, such as the Freebox.

As a major actor in the area of digital services, Free is committed to complying with new regulations to ensure a digital environment of trust and security, based on information, transparency, consent and control by the individuals concerned of their personal data.

As an Internet Service Provider (ISP) and data host, Free is subject to the requirements of Regulation (EU) 2022/2065, also known as the Digital Services Act (DSA). This European regulation, which entered into force in November 2022, aims to reinforce online security, protect users' rights and increase the transparency and responsibility of digital platforms.

As a result, Free is required to publish an annual transparency report to provide detailed information on the actions taken to manage illegal content and protect users.

This report covers the reference period from **1 January 2024 to 31 December 2024**.

I. Our internal procedures for managing illegal content

Our terms and conditions of use for our services and policies are conceived to provide prior information and awareness to our users in order to ensure a secure communication environment for all.

In accordance with the requirements of the DSA and its legal obligations and values, Free preserves this security by implementing various internal procedures aimed at minimising and removing access to illegal or harmful content hosted on our services, following a report.

To guarantee efficient content management, a dedicated form for reporting illegal content is available to users, enabling them to promptly report any suspicious or illegal content via the following link: <https://subscribe.free.fr/abuse/>.

All reports received on this form are then processed by a specialised team using a reporting management tool. If justified, Free ensure that illegal content is made inaccessible within the time limits defined by law.

In addition, in accordance with its legal obligations and when it's necessary, Free cooperates fully with the authorities in connection with investigations into illegal activities, ensuring that it provides all the information necessary to support the investigations.

To facilitate communication with the authorities and users, Free has designated a dedicated DSA contact point: pointcontactdsa@iliad.fr, ensuring more efficient management of requests relating to European legislation.

For more information on Free's content management practices and measures, please consult our [policy on the management of illegal content](#).

II. Key Information required by the DSA

1./ Article 15 §1, a): Member State orders

The systems implemented by the authorities do not always allow Free to obtain the information necessary to determine whether the injunctions issued by the authorities are covered by the scope of the DSA. Consequently, the data volumes are provided for information purposes only.

Type of data	French authorities
Number of orders to act against illegal content received (Article 9 DSA)*	N/A*
Number of specific items of information included in the total number of orders to act against illegal content	8714
Number of orders to provide information (Article 10 DSA)	76
Median time to inform the authority of the receipt of the order to act against illegal content and/or to provide information	N/A**
Median time to give effect to the order to act against illegal content and/or to provide information	36 working hours***

**The automated system in place does not allow Free to count the number of injunctions to act against illegal content received.*

***No communication is made to the authorities when an injunction is received, as national law does not require the issuing authorities to be informed. Furthermore, in the case of an injunction, only the person who referred the case to the court can be informed, and only if the decision of the court requires from the ISP.*

****The time required to comply with an order to act and/or provide information varies significantly depending on the type of processing (automated or manual) and the nature of the request.*

2./ Article 15 §1, b): Notices submitted in accordance with Article 16 of Regulation (EU) 2022/2065

Type of data	Users	Trusted Flaggers	Total number
Number of notices received	1334	N/A	1334
Medium time to take action	48 hours*	N/A	48 hours*
Number of actions taken on the basis of the law	1334	N/A	1334
Number of actions taken on the basis of the terms and conditions of the service	1334	N/A	1334

** Our team in charge of handling reports of illegal content processes requests within a maximum of 48 hours, except in exceptional cases.*

3./ Non-application of articles 15§1, b), c) et e) et 42§2 a), b) et c)

As an Internet Service Provider (ISP), Free is subject to the European regulation on net neutrality (Regulation (EU) 2015/2120), which requires ISPs to guarantee open, fair and non-discriminatory access to the Internet, without interfering in the management or filtering of content by users.

Consequently, Free does not, at any time, perform any form of control, filtering and/or deletion of content, whether automated or manual.

In addition, when Free acts as a data host, it is not responsible for managing, monitoring or verifying content published online, which set it apart from digital platforms that play an active role in moderating information. These actions are the responsibility of the publishers, who remain responsible for their own content.

Free is also not concerned by the Articles 15(1)(b), (c) and (e) and 42(2)(a), (b) and (c) of the DSA relating to content moderation activities, which it does not carry out and which are therefore excluded from this report.

4./ Other types of reports received

Au titre de notre service Free Transfert, nous avons reçu : 33 signalements pour la période de référence du 1^{er} janvier au 31 décembre 2024.

Conclusion

The publication of this transparency report as part of the DSA underlines Free's commitment to complying with current regulations and ensuring a secure online environment for its subscribers.

To access all the data required by the DSA, please consult the annexes to this report.

Annex - Completed European Commission quantitative model

1/ Report identification

Applicability	Service	Indicator	Value
All		Name of the service provider	FREE SAS
All		Date of the publication of the report	2025-04-17
All		Date of the publication of the latest previous report	N/A
All		Starting date of reporting period	2024-01-01
All		Ending date of reporting period	2024-12-31

2/ Categories names

Category label	Category description	Category of illegal content
TOTAL	All the entries	TOTAL
Category 1	Animal welfare	STATEMENT_CATEGORY_ANIMAL_WELFARE
Category 1a	Animal harm	KEYWORD_ANIMAL_HARM
Category 1b	Unlawful sale of animals	KEYWORD_UNLAWFUL_SALE_ANIMALS
Category 1c	Not captured by any other category's keyword	KEYWORD_OTHER
Category 2	Consumer information infringements	STATEMENT_CATEGORY_CONSUMER_INFORMATION
Category 2a	Insufficient information on traders	KEYWORD_INSUFFICIENT_INFORMATION_ON_TRADERS
Category 2b	Non-compliance with pricing regulations	KEYWORD_NONCOMPLIANCE_PRICING
Category 2c	Hidden advertisement or commercial communication, including by influencers	KEYWORD_HIDDEN_ADVERTISEMENT
Category 2d	Misleading information about the characteristics of the goods and services	KEYWORD_MISLEADING_INFO_GOODS_SERVICES
Category 2e	Misleading information about the consumer's rights	KEYWORD_MISLEADING_INFO_CONSUMER_RIGHTS
Category 2f	Not captured by any other sub-category	KEYWORD_OTHER
Category 3	Data protection and privacy violations	STATEMENT_CATEGORY_DATA_PROTECTION_AND_PRIVACY_VIOLATIONS
Category 3a	Biometric data breach	KEYWORD_BIOMETRIC_DATA_BREACH
Category 3b	Missing processing ground for data	KEYWORD_MISSING_PROCESSING_GROUND
Category 3c	Right to be forgotten	KEYWORD_RIGHT_TO_BE_FORGOTTEN
Category 3d	Data falsification	KEYWORD_DATA_FALSIFICATION
Category 3e	Not captured by any other category's keyword	KEYWORD_OTHER
Category 4	Illegal or harmful speech	STATEMENT_CATEGORY_ILLEGAL_OR_HARMFUL_SPEECH
Category 4a	Defamation	KEYWORD_DEFAMATION
Category 4b	Discrimination	KEYWORD_DISCRIMINATION
Category 4c	Illegal incitement to violence and hatred based on protected characteristics (hate speech)	KEYWORD_HATE_SPEECH
Category 4d	Not captured by any other category's keyword	KEYWORD_OTHER
Category 5	Intellectual property infringements	STATEMENT_CATEGORY_INTELLECTUAL_PROPERTY_INFRINGEMENTS
Category 5a	Copyright infringements	KEYWORD_COPYRIGHT_INFRINGEMENT
Category 5b	Design infringements	KEYWORD_DESIGN_INFRINGEMENT
Category 5c	Geographical indications infringements	KEYWORD_GEOGRAPHIC_INDICATIONS_INFRINGEMENT
Category 5d	Patent infringements	KEYWORD_PATENT_INFRINGEMENT
Category 5e	Trade secret infringements	KEYWORD_TRADE_SECRET_INFRINGEMENT
Category 5f	Trademark infringements	KEYWORD_TRADEMARK_INFRINGEMENT
Category 5g	Not captured by any other category's keyword	KEYWORD_OTHER
Category 6	Negative effects on civic discourse or elections	STATEMENT_CATEGORY_NEGATIVE_EFFECTS_ON_CIVIC_DISCOURSE_OR_ELECTIONS
Category 6a	Violation of EU law relevant to civic discourse or elections	KEYWORD_VIOLATION_EU_LAW
Category 6b	Violation of national law relevant to civic discourse or elections	KEYWORD_VIOLATION_NATIONAL_LAW
Category 6c	Misinformation, disinformation, foreign information manipulation and interference	KEYWORD_MISINFORMATION_DISINFORMATION_DISINFORMATION
Category 6d	Not captured by any other category's keyword	KEYWORD_OTHER
Category 7	Non-consensual behaviour	STATEMENT_CATEGORY_NON_CONSENSUAL_BEHAVIOUR
Category 7a	Non-consensual image sharing	KEYWORD_NON_CONSENSUAL_IMAGE_SHARING
Category 7b	Non-consensual items containing deepfake or similar technology using a third party's features	KEYWORD_NON_CONSENSUAL_ITEMS_DEEPPAKE
Category 7c	Online bullying/intimidation	KEYWORD_ONLINE_BULLYING_INTIMIDATION
Category 7d	Stalking	KEYWORD_STALKING
Category 7e	Not captured by any other category's keyword	KEYWORD_OTHER
Category 8	Pornography or sexualized content	STATEMENT_CATEGORY_PORNOGRAPHY_OR_SEXUALIZED_CONTENT
Category 8a	Adult sexual material	KEYWORD_ADULT_SEXUAL_MATERIAL
Category 8b	Image-based sexual abuse (excluding content depicting minors)	KEYWORD_IMAGE_BASED_SEXUAL_ABUSE
Category 8c	Not captured by any other category's keyword	KEYWORD_OTHER
Category 9	Protection of minors	STATEMENT_CATEGORY_PROTECTION_OF_MINORS
Category 9a	Age-specific restrictions concerning minors	KEYWORD_AGE_SPECIFIC_RESTRICTIONS_MINORS
Category 9b	Child sexual abuse material	KEYWORD_CHILD_SEXUAL_ABUSE_MATERIAL
Category 9c	Grooming/sexual enticement of minors	KEYWORD_GROOMING_SEXUAL_ENTICEMENT_MINORS
Category 9d	Unsafe challenges	KEYWORD_UNSAFE_CHALLENGES
Category 9e	Not captured by any other category's keyword	KEYWORD_OTHER
Category 10	Risk for public security	STATEMENT_CATEGORY_RISK_FOR_PUBLIC_SECURITY
Category 10a	Illegal organizations	KEYWORD_ILLEGAL_ORGANIZATIONS
Category 10b	Risk for environmental damage	KEYWORD_RISK_ENVIRONMENTAL_DAMAGE
Category 10c	Risk for public health	KEYWORD_RISK_PUBLIC_HEALTH
Category 10d	Terrorist content	KEYWORD_TERRORIST_CONTENT
Category 10e	Not captured by any other category's keyword	KEYWORD_OTHER
Category 11	Scams and/or fraud	STATEMENT_CATEGORY_SCAMS_AND_FRAUD
Category 11a	Inauthentic accounts	KEYWORD_INAUTHENTIC_ACCOUNTS
Category 11b	Inauthentic listings	KEYWORD_INAUTHENTIC_LISTINGS
Category 11c	Inauthentic user reviews	KEYWORD_INAUTHENTIC_USER_REVIEWS
Category 11d	Impersonation or account hijacking	KEYWORD_IMPERSONATION_ACCOUNT_HIJACKING
Category 11e	Phishing	KEYWORD_PHISHING
Category 11f	Pyramid schemes	KEYWORD_PYRAMID_SCHEMES
Category 11g	Not captured by any other category's keyword	KEYWORD_OTHER
Category 12	Self-harm	STATEMENT_CATEGORY_SELF_HARM
Category 12a	Content promoting eating disorders	KEYWORD_CONTENT_PROMOTING_EATING_DISORDERS
Category 12b	Self-mutilation	KEYWORD_SELF_MUTILATION
Category 12c	Suicide	KEYWORD_SUICIDE
Category 12d	Not captured by any other category's keyword	KEYWORD_OTHER
Category 13	Unsafe, non-compliant or prohibited products	STATEMENT_CATEGORY_UNSAFE_AND_PROHIBITED_PRODUCTS
Category 13a	Prohibited or restricted products	KEYWORD_PROHIBITED_PRODUCTS
Category 13b	Unsafe or non-compliant products	KEYWORD_UNSAFE_PRODUCTS
Category 13c	Not captured by any other category's keyword	KEYWORD_OTHER
Category 14	Violence	STATEMENT_CATEGORY_VIOLENCE
Category 14a	Coordinated harm	KEYWORD_COORDINATED_HARM
Category 14b	Gender-based violence	KEYWORD_GENDER_BASED_VIOLENCE
Category 14c	Human exploitation	KEYWORD_HUMAN_EXPLOITATION
Category 14d	Human trafficking	KEYWORD_HUMAN_TRAFFICKING
Category 14e	General calls or incitement to violence and/or hatred	KEYWORD_INCITEMENT_VIOLENCE_HATRED
Category 14f	Not captured by any other category's keyword	KEYWORD_OTHER
Category 15	Content in violation of the platform's terms and conditions	STATEMENT_CATEGORY_SCOPE_OF_PLATFORM_SERVICE
Category 15a	Age-specific restrictions	KEYWORD_AGE_SPECIFIC_RESTRICTIONS
Category 15b	Geographical requirements	KEYWORD_GEOGRAPHICAL_REQUIREMENTS
Category 15c	Goods/services not permitted to be offered on the platform	KEYWORD_GOODS_SERVICES_NOT_PERMITTED
Category 15d	Language requirements	KEYWORD_LANGUAGE_REQUIREMENTS
Category 15e	Nudity	KEYWORD_NUDITY
Category 15f	Not captured by any other category's keyword	KEYWORD_OTHER

3/ Member states orders

Applicability	Service	Reporting period	Category of illegal content	Description of Other	Scope	Number of orders to act against illegal content received	Number of orders to act against illegal content granted/complied with	Number of items moderated on the basis of an order to act against illegal content	Median time to inform the authority of the receipt of the order to act against illegal content	Median time to give effect to the order to act against illegal content	Number of orders to provide information	Number of orders to provide information granted/complied with	Median time to inform the authority of the receipt of the order to provide information	Median time to give effect to the order to provide information
AR		2024/01/01 to 2024/12/31	TOTAL		TOTAL	N/A	N/A	8 714	N/A	36 hours	76	76	N/A	36 hours
AR		2024/01/01 to 2024/12/31	STATEMENT CATEGORY ANIMAL WELFARE		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD ANIMAL HARM		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD UNLAWFUL SALE ANIMALS		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword	TOTAL									
AR		2024/01/01 to 2024/12/31	STATEMENT CATEGORY CONSUMER INFORMATION		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD INSUFFICIENT INFORMATION ON TRADERS		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD NONCOMPLIANCE PRICING		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD HIDDEN ADVERTISEMENT		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD MISLEADING INFO GOODS SERVICES		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD MISLEADING INFO CONSUMER RIGHTS		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword	TOTAL									
AR		2024/01/01 to 2024/12/31	STATEMENT CATEGORY DATA PROTECTION AND PRIVACY VIOLATIONS		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD BIOMETRIC DATA BREACH		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD MISSING PROCESSING GROUND		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD RIGHT TO BE FORGOTTEN		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD DATA FUSIFICATION		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword	TOTAL									
AR		2024/01/01 to 2024/12/31	STATEMENT CATEGORY ILLEGAL OR HARMFUL SPEECH		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD DEHUMANISATION		TOTAL						2	2	N/A	24 hours
AR		2024/01/01 to 2024/12/31	KEYWORD DISCRIMINATION		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD HATE SPEECH		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword	TOTAL									
AR		2024/01/01 to 2024/12/31	STATEMENT CATEGORY INTELLECTUAL PROPERTY INFRINGEMENTS		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD COPYRIGHT INFRINGEMENT		TOTAL	N/A	N/A	4760	N/A	36 hours	55	55	N/A	36 hours
AR		2024/01/01 to 2024/12/31	KEYWORD DESIGN INFRINGEMENT		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD GEOGRAPHIC INDICATIONS INFRINGEMENT		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD PATENT INFRINGEMENT		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD TRADE SECRET INFRINGEMENT		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD TRADEMARK INFRINGEMENT		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword	TOTAL									
AR		2024/01/01 to 2024/12/31	STATEMENT CATEGORY NEGATIVE EFFECTS ON CIVIC DISCOURSE OR ELECTIONS		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD VIOLATION EU LAW		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD VIOLATION NATIONAL LAW		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD MISINFORMATION DISINFORMATION		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword	TOTAL									
AR		2024/01/01 to 2024/12/31	STATEMENT CATEGORY NON CONSENSUAL BEHAVIOUR		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD NON CONSENSUAL IMAGE SHARING		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD NON CONSENSUAL ITEMS DEEPFAKE		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD ONLINE BULLYING INTIMIDATION		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD STALKING		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword	TOTAL									
AR		2024/01/01 to 2024/12/31	STATEMENT CATEGORY PORNOGRAPHY OR SEXUALIZED CONTENT		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD ADULT SEXUAL MATERIAL		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD IMAGE BASED SEXUAL ABUSE		TOTAL						2	2	N/A	7 days*
AR		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword	TOTAL									
AR		2024/01/01 to 2024/12/31	STATEMENT CATEGORY PROTECTION OF MINORS		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD AGE SPECIFIC RESTRICTIONS MINORS		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD CHILD SEXUAL ABUSE MATERIAL		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD GROOMING SEXUAL ENTICEMENT MINORS		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD UNSAFE CHALLENGES		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword	TOTAL									
AR		2024/01/01 to 2024/12/31	STATEMENT CATEGORY RISK FOR PUBLIC SECURITY		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD ILLEGAL ORGANIZATIONS		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD RISK ENVIRONMENTAL DAMAGE		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD RISK PUBLIC HEALTH		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD TERRORIST CONTENT		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword	TOTAL									
AR		2024/01/01 to 2024/12/31	STATEMENT CATEGORY SCAMS AND FRAUD		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD INAUTHENTIC ACCOUNTS		TOTAL	N/A	N/A	29	N/A	36 hours				
AR		2024/01/01 to 2024/12/31	KEYWORD INAUTHENTIC LISTINGS		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD INAUTHENTIC USER REVIEWS		TOTAL	N/A	N/A	195	N/A	36 hours				
AR		2024/01/01 to 2024/12/31	KEYWORD IMPERSONATION ACCOUNT HIJACKING		TOTAL	N/A	N/A	15	N/A	36 hours				
AR		2024/01/01 to 2024/12/31	KEYWORD PHISHING		TOTAL	N/A	N/A	3713	N/A	36 hours	17	17	N/A	36 hours
AR		2024/01/01 to 2024/12/31	KEYWORD PYRAMID SCHEMES		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword	TOTAL									
AR		2024/01/01 to 2024/12/31	STATEMENT CATEGORY SELF HARM		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD CONTENT PROMOTING EATING DISORDERS		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD SELF MUTILATION		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD SUICIDE		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword	TOTAL									
AR		2024/01/01 to 2024/12/31	STATEMENT CATEGORY UNSAFE AND PROHIBITED PRODUCTS		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD PROHIBITED PRODUCTS		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD UNSAFE PRODUCTS		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword	TOTAL									
AR		2024/01/01 to 2024/12/31	STATEMENT CATEGORY VIOLENCE		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD COORDINATED HATE		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD GENDER BASED VIOLENCE		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD HUMAN EXPLOITATION		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD HUMAN TRAFFICKING		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD INCITEMENT VIOLENCE HATRED		TOTAL									
AR		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword	TOTAL									
AR		2024/01/01 to 2024/12/31	TOTAL		TOTAL									

* Due to the lack of accurate information to carry out the investigations, the two orders in cause exceptionally required this delay.

4/ Notices

Applicability	Service	Reporting period	Category of illegal content	Description of Other	Number of notices received	Number of notices received from Trusted flaggers	Number of items moderated	Number of items moderated (Trusted Flagger notices)	Median time to take action	Median time to take action (Trusted Flaggers notices)	Number of actions taken on the basis of the law	Number of actions taken on the basis of the law (Trusted Flaggers notices)	Number of actions taken on the basis of the terms and conditions of the service	Number of actions taken on the basis of the terms and conditions of the service (Trusted Flaggers notices)
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	TOTAL		1334	0	1334	0	48 hours*	N/A	1334	0	1334	0
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	STATEMENT CATEGORY ANIMAL WELFARE											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD ANIMAL HARM											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD UNLAWFUL SALE ANIMALS											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD OTHER											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	STATEMENT CATEGORY CONSUMER INFORMATION											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD INSUFFICIENT INFORMATION ON TRADERS											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD NONCOMPLIANCE PRICING											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD HIDDEN ADVERTISEMENT											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD MISLEADING INFO GOODS SERVICES											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD MISLEADING INFO CONSUMER RIGHTS											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD OTHER											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	STATEMENT CATEGORY DATA PROTECTION AND PRIVACY VIOLATIONS		18	0	18	0	48 hours	N/A	18	0	18	0
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD BIOMETRIC DATA BREACH											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD MISSING PROCESSING GROUND											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD RIGHT TO BE FORGOTTEN											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD DATA FALSIFICATION											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD OTHER											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	STATEMENT CATEGORY ILLEGAL OR HARMFUL SPEECH		2	0	2	0	48 hours	N/A	2	0	2	0
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD DEFAMATION											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD DISCRIMINATION											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD HATE SPEECH											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD OTHER											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	STATEMENT CATEGORY INTELLECTUAL PROPERTY INFRINGEMENTS		1297	0	1297	0	48 hours	N/A	1297	0	1297	0
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD COPYRIGHT INFRINGEMENT											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD DESIGN INFRINGEMENT											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD GEOGRAPHIC INDICATIONS INFRINGEMENT											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD PATENT INFRINGEMENT											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD TRADE SECRET INFRINGEMENT											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD TRADEMARK INFRINGEMENT											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD OTHER											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	STATEMENT CATEGORY NEGATIVE EFFECTS ON CIVIC DISCOURSE OR ELECTIONS											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD VIOLATION EU LAW											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD VIOLATION NATIONAL LAW											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD MISINFORMATION DISINFORMATION DSINFORMATION											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD OTHER											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	STATEMENT CATEGORY NON CONSENSUAL BEHAVIOUR		1	0	1	0	48 hours	N/A	1	0	1	0
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD NON CONSENSUAL IMAGE SHARING											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD NON CONSENSUAL TEXTS (DEEP-FAKES)											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD ONLINE BULLYING INTIMIDATION											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD STALKING											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD OTHER											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	STATEMENT CATEGORY PORNOGRAPHY OR SEXUALIZED CONTENT											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD ONLY SEXUAL MATERIAL											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD IMAGE BASED SEXUAL ABUSE											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD OTHER											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	STATEMENT CATEGORY PROTECTION OF MINORS		3	0	3	0	48 hours	N/A	3	0	3	0
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD AGE SPECIFIC RESTRICTIONS MINORS											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD CHILD SEXUAL ABUSE MATERIAL											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD GROOMING SEXUAL ENTICEMENT MINORS											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD UNSAFE CHALLENGES											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD OTHER											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	STATEMENT CATEGORY RISK FOR PUBLIC SECURITY		2	0	2	0	48 hours	N/A	2	0	2	0
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD ILLEGAL ORGANIZATIONS											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD RISK ENVIRONMENTAL DAMAGE											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD RISK PUBLIC HEALTH											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD TERRORISM CONTENT											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword										
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	STATEMENT CATEGORY SCAMS AND FRAUD		9	0	9	0	48 hours	N/A	9	0	9	0
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD INAUTHENTIC ACCOUNTS											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD INAUTHENTIC LISTINGS											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD INAUTHENTIC USER REVIEWS											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD IMPERSONATION ACCOUNT UNLICKING											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD PHISHING											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD PYRAMID SCHEMES											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD OTHER	Fake Shop										
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	STATEMENT CATEGORY SELF HARM											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD CONTENT PROMOTING EATING DISORDERS											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD SELF MUTILATION											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD SUICIDE											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword										
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	STATEMENT CATEGORY UNSAFE AND PROHIBITED PRODUCTS											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD PROHIBITED PRODUCTS											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD UNSAFE PRODUCTS											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword										
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	STATEMENT CATEGORY VIOLENCE		1	0	1	0	48 hours	N/A	1	0	1	0
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD COORDINATED HARM											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD GENDER BASED VIOLENCE											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD HUMAN EXPLOITATION											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD HUMAN TRAFFICKING											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD INCITEMENT VIOLENCE HATRED											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword										
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	STATEMENT CATEGORY SCOPE OF PLATFORM SERVICE		1	0	1	0	48 hours	N/A	1	0	1	0
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD AGE SPECIFIC RESTRICTIONS											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD GEOGRAPHICAL REQUIREMENTS											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD GOODS SERVICES NOT PERMITTED											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD LANGUAGE REQUIREMENTS											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD NUDITY											
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword										

* Our team in charge of handling reports of illegal content processes requests within a maximum of 48 hours, except in exceptional cases.

5/ Own initiative

Applicability	Service	Reporting period	Category of illegal content	Description of Other	Number of items moderated at the provider's own initiative	Number of items detected solely using automated means	Total number of restriction s imposed	Visibility restriction Removal	Visibility restriction Disable	Visibility restriction Demoted	Visibility restriction Age restricted	Visibility restriction Interaction restricted	Visibility restriction Labelled	Visibility restriction Other	Monetary restriction Suspension	Monetary restriction Termination	Monetary restriction Other	Provision of the service Suspension	Provision of the service Termination	Account restriction Suspension	Account restriction Termination
AI		2024/01/01 to 2024/12/31	TOTAL		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AI		2024/01/01 to 2024/12/31	STATEMENT CATEGORY ANIMAL WELFARE		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AI		2024/01/01 to 2024/12/31	KEYWORD ANIMAL ABUSE																		
AI		2024/01/01 to 2024/12/31	KEYWORD UNLAWFUL SALE ANIMALS																		
AI		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword.																	
AI		2024/01/01 to 2024/12/31	STATEMENT CATEGORY CONSUMER INFORMATION		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AI		2024/01/01 to 2024/12/31	KEYWORD INSUFFICIENT INFORMATION ON TRADERS																		
AI		2024/01/01 to 2024/12/31	KEYWORD NONCOMPLIANCE PRICING																		
AI		2024/01/01 to 2024/12/31	KEYWORD HIDDEN ADVERTISEMENT																		
AI		2024/01/01 to 2024/12/31	KEYWORD MISLEADING INFO GOODS SERVICES																		
AI		2024/01/01 to 2024/12/31	KEYWORD MISLEADING INFO CONSUMER RIGHTS																		
AI		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword.																	
AI		2024/01/01 to 2024/12/31	STATEMENT CATEGORY DATA PROTECTION AND PRIVACY VIOLATIONS		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AI		2024/01/01 to 2024/12/31	KEYWORD ROMANTIC DATA BREACH																		
AI		2024/01/01 to 2024/12/31	KEYWORD MISSING PROCESSING GROUND																		
AI		2024/01/01 to 2024/12/31	KEYWORD RIGHT TO BE FORGOTTEN																		
AI		2024/01/01 to 2024/12/31	KEYWORD DATA FALSIFICATION																		
AI		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword.																	
AI		2024/01/01 to 2024/12/31	STATEMENT CATEGORY ILLEGAL OR HARMFUL SPEECH		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AI		2024/01/01 to 2024/12/31	KEYWORD DEFEAMATION																		
AI		2024/01/01 to 2024/12/31	KEYWORD DISCRIMINATION																		
AI		2024/01/01 to 2024/12/31	KEYWORD HATE SPEECH																		
AI		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword.																	
AI		2024/01/01 to 2024/12/31	STATEMENT CATEGORY INTELLECTUAL PROPERTY INFRINGEMENTS		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AI		2024/01/01 to 2024/12/31	KEYWORD COPYRIGHT INFRINGEMENT																		
AI		2024/01/01 to 2024/12/31	KEYWORD DESIGN INFRINGEMENT																		
AI		2024/01/01 to 2024/12/31	KEYWORD GEOGRAPHIC INDICATIONS INFRINGEMENT																		
AI		2024/01/01 to 2024/12/31	KEYWORD PATENT INFRINGEMENT																		
AI		2024/01/01 to 2024/12/31	KEYWORD TRADE SECRET INFRINGEMENT																		
AI		2024/01/01 to 2024/12/31	KEYWORD TRADEMARK INFRINGEMENT																		
AI		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword.																	
AI		2024/01/01 to 2024/12/31	STATEMENT CATEGORY NEGATIVE EFFECTS ON CIVIC DISCOURSE OR ELECTIONS		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AI		2024/01/01 to 2024/12/31	KEYWORD VIOLATION EU LAW																		
AI		2024/01/01 to 2024/12/31	KEYWORD VIOLATION NATIONAL LAW																		
AI		2024/01/01 to 2024/12/31	KEYWORD MISINFORMATION, DISINFORMATION, DESINFORMATION																		
AI		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword.																	
AI		2024/01/01 to 2024/12/31	STATEMENT CATEGORY NON CONSENSUAL BEHAVIOUR		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AI		2024/01/01 to 2024/12/31	KEYWORD NON CONSENSUAL IMAGE SHARING																		
AI		2024/01/01 to 2024/12/31	KEYWORD NON CONSENSUAL ITEMS DEEPFAKE																		
AI		2024/01/01 to 2024/12/31	KEYWORD ONLINE BULLYING INTIMIDATION																		
AI		2024/01/01 to 2024/12/31	KEYWORD STALKING																		
AI		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword.																	
AI		2024/01/01 to 2024/12/31	STATEMENT CATEGORY PORNOGRAPHY OR SEXUALIZED CONTENT		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AI		2024/01/01 to 2024/12/31	KEYWORD ADULT SEXUAL MATERIAL																		
AI		2024/01/01 to 2024/12/31	KEYWORD IMAGE BASED SEXUAL ABUSE																		
AI		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword.																	
AI		2024/01/01 to 2024/12/31	STATEMENT CATEGORY PROTECTION OF MINORS		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AI		2024/01/01 to 2024/12/31	KEYWORD AGE SPECIFIC RESTRICTIONS MINORS																		
AI		2024/01/01 to 2024/12/31	KEYWORD CHILD SEXUAL ABUSE MATERIAL																		
AI		2024/01/01 to 2024/12/31	KEYWORD GROOMING SEXUAL ENTICEMENT MINORS																		
AI		2024/01/01 to 2024/12/31	KEYWORD UNSAFE CHALLENGES																		
AI		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword.																	
AI		2024/01/01 to 2024/12/31	STATEMENT CATEGORY RISK FOR PUBLIC SECURITY		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AI		2024/01/01 to 2024/12/31	KEYWORD ILLEGAL ORGANIZATIONS																		
AI		2024/01/01 to 2024/12/31	KEYWORD RISK ENVIRONMENTAL DAMAGE																		
AI		2024/01/01 to 2024/12/31	KEYWORD RISK PUBLIC HEALTH																		
AI		2024/01/01 to 2024/12/31	KEYWORD TERRORIST CONTENT																		
AI		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword.																	
AI		2024/01/01 to 2024/12/31	STATEMENT CATEGORY SCAMS AND FRAUD		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AI		2024/01/01 to 2024/12/31	KEYWORD INAUTHENTIC ACCOUNTS																		
AI		2024/01/01 to 2024/12/31	KEYWORD INAUTHENTIC LISTINGS																		
AI		2024/01/01 to 2024/12/31	KEYWORD INAUTHENTIC USER REVIEWS																		
AI		2024/01/01 to 2024/12/31	KEYWORD IMPERSONATION ACCOUNT HIJACKING																		
AI		2024/01/01 to 2024/12/31	KEYWORD PHISHING																		
AI		2024/01/01 to 2024/12/31	KEYWORD PYRAMID SCHEMES																		
AI		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword.																	
AI		2024/01/01 to 2024/12/31	STATEMENT CATEGORY SELF HARM		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AI		2024/01/01 to 2024/12/31	KEYWORD CONTENT PROMOTING EATING DISORDERS																		
AI		2024/01/01 to 2024/12/31	KEYWORD SELF MUTILATION																		
AI		2024/01/01 to 2024/12/31	KEYWORD SUICIDE																		
AI		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword.																	
AI		2024/01/01 to 2024/12/31	STATEMENT CATEGORY UNSAFE AND PROHIBITED PRODUCTS		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AI		2024/01/01 to 2024/12/31	KEYWORD PROHIBITED PRODUCTS																		
AI		2024/01/01 to 2024/12/31	KEYWORD UNSAFE PRODUCTS																		
AI		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword.																	
AI		2024/01/01 to 2024/12/31	STATEMENT CATEGORY VIOLENCE		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AI		2024/01/01 to 2024/12/31	KEYWORD COORDINATED HARM																		
AI		2024/01/01 to 2024/12/31	KEYWORD GENDER BASED VIOLENCE																		
AI		2024/01/01 to 2024/12/31	KEYWORD HUMAN EXPLOITATION																		
AI		2024/01/01 to 2024/12/31	KEYWORD HUMAN TRAFFICKING																		
AI		2024/01/01 to 2024/12/31	KEYWORD INCITEMENT VIOLENCE HATRED																		
AI		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword.																	
AI		2024/01/01 to 2024/12/31	STATEMENT CATEGORY SCOPE OF PLATFORM SERVICE		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AI		2024/01/01 to 2024/12/31	KEYWORD AGE SPECIFIC RESTRICTIONS																		
AI		2024/01/01 to 2024/12/31	KEYWORD GEOGRAPHICAL REQUIREMENTS																		
AI		2024/01/01 to 2024/12/31	KEYWORD GOODS SERVICES NOT PERMITTED																		
AI		2024/01/01 to 2024/12/31	KEYWORD LANGUAGE REQUIREMENTS																		
AI		2024/01/01 to 2024/12/31	KEYWORD NUDITY																		
AI		2024/01/01 to 2024/12/31	KEYWORD OTHER	Text to detail the "Other" keyword.																	

6/ Overall figures

Applicability	Service	Reporting period	Section	Indicator	Scope	Value
All		2024/01/01 to 2024/12/31	Internal complaints mechanism	Number of complaints submitted to the internal-complaints mechanism	Total number	1334
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Internal complaints mechanism	Number of complaints submitted to the internal-complaints mechanism	Decisions upheld	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Internal complaints mechanism	Number of complaints submitted to the internal-complaints mechanism	Decisions reversed	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Internal complaints mechanism	Number of complaints submitted to the internal-complaints mechanism	Median time	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Internal complaints mechanism	Number of complaints submitted to the internal-complaints mechanism	Decision omitted	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Internal complaints mechanism	Complaint based on procedural grounds	Total number	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Internal complaints mechanism	Complaint based on procedural grounds	Decisions upheld	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Internal complaints mechanism	Complaint based on procedural grounds	Decisions reversed	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Internal complaints mechanism	Complaint based on procedural grounds	Median time	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Internal complaints mechanism	Complaint regarding the interpretation of illegality or incompatibility	Total number	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Internal complaints mechanism	Complaint regarding the interpretation of illegality or incompatibility	Decisions upheld	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Internal complaints mechanism	Complaint regarding the interpretation of illegality or incompatibility	Decisions reversed	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Internal complaints mechanism	Complaint regarding the interpretation of illegality or incompatibility	Median time	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Internal complaints mechanism	Restriction imposed is claimed to be not diligent, objective, or proportionate	Total number	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Internal complaints mechanism	Restriction imposed is claimed to be not diligent, objective, or proportionate	Decisions upheld	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Internal complaints mechanism	Restriction imposed is claimed to be not diligent, objective, or proportionate	Decisions reversed	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Internal complaints mechanism	Restriction imposed is claimed to be not diligent, objective, or proportionate	Median time	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Out-of-court dispute settlement bodies	Number of decisions submitted to out-of-court dispute settlement bodies	Total number	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Out-of-court dispute settlement bodies	Number of decisions submitted to out-of-court dispute settlement bodies	Decisions upheld	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Out-of-court dispute settlement bodies	Number of decisions submitted to out-of-court dispute settlement bodies	Decisions reversed	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Out-of-court dispute settlement bodies	Number of decisions submitted to out-of-court dispute settlement bodies	Median time	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Out-of-court dispute settlement bodies	Number of decisions submitted to out-of-court dispute settlement bodies	Decision omitted	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Out-of-court dispute settlement bodies	Number of decisions submitted to out-of-court dispute settlement bodies	% of outcomes implemented	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Suspensions imposed on repeated offenders	Number of suspensions enacted for the provision of manifestly illegal content	Total number	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Suspensions imposed on repeated offenders	Number of suspensions enacted for the provision of manifestly unfounded notices	Total number	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Suspensions imposed on repeated offenders	Number of suspensions enacted for the provision of manifestly unfounded complaints	Total number	N/A
Only for VLOPs		YYYY-MM-DD/YYYY-MM-DD	The human resources dedicated to content moderation	Number of internal moderators employed by the provider	Total number	N/A
Only for VLOPs		YYYY-MM-DD/YYYY-MM-DD	The human resources dedicated to content moderation	Number of external moderators contracted by the provider	Total number	N/A
Only for VLOPs		YYYY-MM-DD/YYYY-MM-DD	The human resources dedicated to content moderation	Number of total moderators with sufficient linguistic expertise	Total number	N/A
All		2024/01/01 to 2024/12/31	Use of automated means for content moderation	Number of items solely processed by automated means	Total number	0
All		2024/01/01 to 2024/12/31	Use of automated means for content moderation	Number of items partly processed by automated means	Total number	0
All		2024/01/01 to 2024/12/31	Use of automated means for content moderation	Number of items not processed by automated means	Total number	1334
All		2024/01/01 to 2024/12/31	Use of automated means for content moderation	Accuracy rate of the items processed solely by automated means	Total number	0
All		2024/01/01 to 2024/12/31	Use of automated means for content moderation	Accuracy rate of the items processed partly by automated means	Total number	0
All		2024/01/01 to 2024/12/31	Use of automated means for content moderation	Error rate of the automated means applied	Total number	0
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Use of automated means for content moderation	Number of items solely processed by automated means	Internal complaints mechanism	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Use of automated means for content moderation	Number of items partly processed by automated means	Internal complaints mechanism	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Use of automated means for content moderation	Number of items not processed by automated means	Internal complaints mechanism	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Use of automated means for content moderation	Accuracy rate of the items processed solely by automated means	Internal complaints mechanism	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Use of automated means for content moderation	Accuracy rate of the items processed partly by automated means	Internal complaints mechanism	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Use of automated means for content moderation	Error rate of the automated means applied	Internal complaints mechanism	N/A
All		2024/01/01 to 2024/12/31	Use of automated means for content moderation	Number of items solely processed by automated means	Own-initiative	0
All		2024/01/01 to 2024/12/31	Use of automated means for content moderation	Number of items partly processed by automated means	Own-initiative	0
All		2024/01/01 to 2024/12/31	Use of automated means for content moderation	Number of items not processed by automated means	Own-initiative	0
All		2024/01/01 to 2024/12/31	Use of automated means for content moderation	Accuracy rate of the items processed solely by automated means	Own-initiative	0
All		2024/01/01 to 2024/12/31	Use of automated means for content moderation	Accuracy rate of the items processed partly by automated means	Own-initiative	0
All		2024/01/01 to 2024/12/31	Use of automated means for content moderation	Error rate of the automated means applied	Own-initiative	0
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	Use of automated means for content moderation	Number of items solely processed by automated means	NAM Total	0
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	Use of automated means for content moderation	Number of items partly processed by automated means	NAM Total	0
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	Use of automated means for content moderation	Number of items not processed by automated means	NAM Total	1334
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	Use of automated means for content moderation	Accuracy rate of the items processed solely by automated means	NAM Total	0
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	Use of automated means for content moderation	Accuracy rate of the items processed partly by automated means	NAM Total	0
Only for providers of hosting services, including online platforms		2024/01/01 to 2024/12/31	Use of automated means for content moderation	Error rate of the automated means applied	NAM Total	0
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Use of automated means for content moderation	Number of items solely processed by automated means	NAM Trusted Flagger	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Use of automated means for content moderation	Number of items partly processed by automated means	NAM Trusted Flagger	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Use of automated means for content moderation	Number of items not processed by automated means	NAM Trusted Flagger	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Use of automated means for content moderation	Accuracy rate of the items processed solely by automated means	NAM Trusted Flagger	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Use of automated means for content moderation	Accuracy rate of the items processed partly by automated means	NAM Trusted Flagger	N/A
Only for providers of online platforms		YYYY-MM-DD/YYYY-MM-DD	Use of automated means for content moderation	Error rate of the automated means applied	NAM Trusted Flagger	N/A

7/ internal complaints

Applicability	Service	Reporting period	Indicator	Total number	Visibility restriction Removal	Visibility restriction Disable	Visibility restriction Demoted	Visibility restriction Age restricted	Visibility restriction Interaction restricted	Visibility restriction Labelled	Visibility restriction Other	Monetary restriction Suspension	Monetary restriction Termination	Monetary restriction Other	Provision of the service Suspension	Provision of the service Termination	Account restriction Suspension	Account restriction Termination
Only for providers of online platforms		YYYY-MM-DD /YYYY-MM-DD	Number of restrictions upheld as a result of an internal complaint	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Only for providers of online platforms		YYYY-MM-DD /YYYY-MM-DD	Number of restrictions newly imposed as a result of an internal complaint	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Only for providers of online platforms		YYYY-MM-DD /YYYY-MM-DD	Number of restrictions reversed as a result of an internal complaint	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

8/ By country and language

Applicability	Service	Reporting period	Section	Indicator	Scope	Value
Only for VLOPs and VLOSEs		YYYY-MM-DD/ YYYY-MM-DD	AMR	Number of average monthly recipients during the reporting period	TOTAL	N/A
Only for VLOPs and VLOSEs		YYYY-MM-DD/ YYYY-MM-DD	AMR	Number of average monthly recipients during the reporting period	AT	N/A
Only for VLOPs and VLOSEs		YYYY-MM-DD/ YYYY-MM-DD	AMR	Number of average monthly recipients during the reporting period	[...]	N/A
Only for VLOPs and VLOSEs		YYYY-MM-DD/ YYYY-MM-DD	AMR	Number of average monthly recipients during the reporting period	SE	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	Human resources dedicated to content moderation	Number of internal moderators employed by the provider	BG	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	Human resources dedicated to content moderation	Number of internal moderators employed by the provider	[...]	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	Human resources dedicated to content moderation	Number of internal moderators employed by the provider	SV	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	Human resources dedicated to content moderation	Number of external moderators contracted by the provider	BG	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	Human resources dedicated to content moderation	Number of external moderators contracted by the provider	[...]	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	Human resources dedicated to content moderation	Number of external moderators contracted by the provider	SV	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	Human resources dedicated to content moderation	Number of total moderators with sufficient linguistic expertise	BG	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	Human resources dedicated to content moderation	Number of total moderators with sufficient linguistic expertise	[...]	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	Human resources dedicated to content moderation	Number of total moderators with sufficient linguistic expertise	SV	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	The use of automated means for content moderation	Number of items solely processed by automated means	BG	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	The use of automated means for content moderation	Number of items solely processed by automated means	[...]	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	The use of automated means for content moderation	Number of items solely processed by automated means	SV	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	The use of automated means for content moderation	Number of items partly processed by automated means	BG	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	The use of automated means for content moderation	Number of items partly processed by automated means	[...]	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	The use of automated means for content moderation	Number of items partly processed by automated means	SV	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	The use of automated means for content moderation	Number of items not processed by automated means	BG	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	The use of automated means for content moderation	Number of items not processed by automated means	[...]	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	The use of automated means for content moderation	Number of items not processed by automated means	SV	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	The use of automated means for content moderation	Accuracy rate of the items processed solely by automated means	BG	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	The use of automated means for content moderation	Accuracy rate of the items processed solely by automated means	[...]	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	The use of automated means for content moderation	Accuracy rate of the items processed solely by automated means	SV	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	The use of automated means for content moderation	Accuracy rate of the items processed partly by automated means	BG	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	The use of automated means for content moderation	Accuracy rate of the items processed partly by automated means	[...]	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	The use of automated means for content moderation	Accuracy rate of the items processed partly by automated means	SV	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	The use of automated means for content moderation	Error rate of the automated means applied	BG	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	The use of automated means for content moderation	Error rate of the automated means applied	[...]	N/A
Only for VLOPs		YYYY-MM-DD/ YYYY-MM-DD	The use of automated means for content moderation	Error rate of the automated means applied	SV	N/A

9/ Statements

Applicability	Service	Reporting period	Indicator	Value
All		2024/01/01 to 2024/12/31	Summary of the content moderation engaged in at the providers' own initiative	N/A
All		2024/01/01 to 2024/12/31	Meaningful and comprehensible information regarding the applied detection method	N/A
All		2024/01/01 to 2024/12/31	Updates to the terms and conditions	March 2024
All		2024/01/01 to 2024/12/31	Measures taken to provide training and assistance to persons in charge of content moderation	N/A
All		2024/01/01 to 2024/12/31	Summary of the use made of automated means for the purpose of content moderation	N/A
All		2024/01/01 to 2024/12/31	Qualitative description of the automated means	N/A
All		2024/01/01 to 2024/12/31	Specification of the precise purposes to apply automated means	N/A
All		2024/01/01 to 2024/12/31	Safeguards applied to the use of automated means	N/A
Only for VLOPs and VLOSEs		YYYY-MM-DD/YYYY-MM-DD	Summary of the content moderation governance structure	N/A
Only for VLOPs and VLOSEs		YYYY-MM-DD/YYYY-MM-DD	Qualifications of the human resources dedicated to content moderation	N/A
Only for VLOPs and VLOSEs		YYYY-MM-DD/YYYY-MM-DD	Training given to human resources dedicated to content moderation	N/A
Only for VLOPs and VLOSEs		YYYY-MM-DD/YYYY-MM-DD	Support given to human resources dedicated to content moderation	N/A