



Transparency Reporting on Content Moderation According to Art. 15, 24 Digital Services Act ((EU) 2022/2065)

01.01.2024 - 31.12.2024

Art. 15 para. 1 a) and b) DSA	
Number of orders received from Member States' authorities	0
Number of notices submitted in accordance with Art. 16 by trusted flaggers	0
Number of notices processed using automated means	0
Median time needed for taking action in response to notices	14 days

Number of legal notices (Art. 16 DSA) per country based on category selected by notifying person	AT	NL	BE	DE	FR	IT	Total
False, misleading or incomplete information	46	7	3	351	41	14	462
Product safety issues	5	3	3	56	6	3	76
Environmental issues	0	0	0	11	0	0	11
Intellectual property rights	3	1	0	20	2	0	26
Inappropriate content	2	1	0	34	6	3	46
Consumer protection rights	63	29	10	346	72	53	573
Total amount	119	38	16	818	127	92	1194

Number of valid legal notices per country based on category selected by home24	AT	NL	BE	DE	FR	IT	Total
False, misleading or incomplete information	0	0	0	2	0	0	2
Product safety issues	0	0	0	1	0	0	1
Environmental issues	0	0	0	2	0	0	2
Intellectual property rights	0	0	0	1	0	0	1
Inappropriate content	0	0	0	1	0	0	1
Consumer protection rights	1	0	0	1	0	0	2
Total amount	1	0	0	8	0	0	9

Valid legal notices (e.g. excluding general customer service requests such as delivery time estimate)	Receipt of information	Country	Measure taken	Finalization
Consumer protection rights		07.03.2024 DE	Information corrected in accordance with consumer law (Basis: T&Cs)	11.03.2024
False, misleading or incomplete information		03.04.2024 DE	Information validated and notification of such to the notifying person (Basis: Law)	24.04.2024
Product safety issues		14.04.2024 DE	Correction of information requested from marketplace seller (Basis: Law)	15.04.2024
Inappropriate content		23.04.2024 DE	Concerns of notifying person addressed and notification of such to the notifying person (Basis: Law)	24.04.2024
Environmental issues		14.05.2024 DE	Information validated and notification of such to the notifying person (Basis: Law)	03.06.2024
Environmental issues		02.08.2024 DE	Information validated and notification of such to the notifying person (Basis: Law)	14.08.2024
False, misleading or incomplete information		18.10.2024 DE	Temporary deactivation of product and subsequent correction of product description (Basis: T&Cs)	31.10.2024
Intellectual property rights		25.10.2024 DE	Information validated and notification of such to the notifying person (Basis: T&Cs)	31.10.2024
Consumer protection rights		19.12.2024 AT	Information corrected and notification of such to the notifying person (Basis: Law)	20.12.2024

Art. 15 para. 1 c) DSA		Measure taken
Use of automated tools for content moderation at the providers' own initiative	none	n/a
Number of measures affecting content taken on provider's own initiative due to violation of provider's T&Cs	1.110	Temporary deactivation and opportunity to respond --> Permanent deactivation
Number of measures affecting content taken on provider's own initiative due to violation of law	1	Temporary deactivation until marketplace seller completes the legally required information
Number of complaints received pursuant to Art. 20	6	n/a
Basis of complaints received pursuant to Art. 20 and decisions taken in respect of those complaints	Complaints asserted that respective marketplace products do not violate third party rights.	If sufficient evidence was provided showing that complaint was founded, products were reactivated. If complaint was not sufficiently supported by submitted evidence or argumentation, products remained permanently deactivated.
Median time needed for taking those decisions	1 week	
Number of instances where decisions were reversed	2	
Any use made of automated means for the purpose of reviewing complaints	none	

Human resources allocated to home24 Marketplace content moderation	
Number of moderators employed	4

Qualifications of content moderators
Bachelor in Humanities, Customer Service, Administrative Assistance, Content Creation, Database Management
Master in International Business, Bachelor in Economics, Business Development, Billing & Accounting, Product Management
Diploma Business in eCommerce, Office Management, Operational Management
Diploma Merchant in eCommerce, Inventory Management, Order Management, Controlling & Monitoring
Linguistic expertise of content moderators
German
French
English
Training given to content moderators with respect to the DSA
Violation of Third-Party Rights in home24's Own Business and Marketplace
Product & Image Checks: home24 Requirements, Approval Process, Rejection Reasons

Art. 24 DSA		Measure taken
Number of disputes submitted to the out-of-court dispute settlement bodies referred to in Art. 21 DSA		0 / n/a
Number of suspensions imposed pursuant to Art. 23 DSA		0 / n/a