



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

01.01.2025 - 31.12.2025

### 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	52	15	11	345	22	8	453
Product safety issues	10	6	3	59	5	3	86
Environmental issues	1	1	0	7	1	0	10
Intellectual property rights	2	4	0	30	1	1	38
Inappropriate content	10	5	5	62	9	13	104
Consumer protection rights	52	32	19	392	59	60	614
Accessibility	1	3	1	3	4	1	13
Total amount	128	66	39	898	101	86	1318

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	1	5	0	0	6
Product safety issues	0	0	0	4	0	0	4
Environmental issues	0	0	0	1	0	0	1
Intellectual property rights	0	1	0	10	1	1	13
Inappropriate content	0	0	0	0	0	0	0
Consumer protection rights	0	0	0	2	0	0	2
Accessibility	0	0	0	0	0	0	0
Total amount	0	1	1	22	1	1	26

Valid legal notices (e.g. excluding general customer service requests such as delivery time estimate)	Receipt of information	Country	Measure taken	Finalization
Intellectual property rights	25.03.2025 DE	Product deactivated as asserted third-party rights could not be disproved (Basis: T&Cs)	15.10.2025	
Product safety issues	09.04.2025 DE	Information validated and notification of such to the notifying person (Basis: Law)	11.07.2025	
False, misleading or incomplete information	12.04.2025 DE	Information has been corrected by the marketplace seller (Basis: T&C)	02.06.2025	
Intellectual property rights	14.04.2025 DE	Information checked in accordance with consumer law (Basis: T&Cs)	07.07.2025	
Environmental issues	26.04.2025 DE	Information validated and notification of such to the notifying person (Basis: Law)	02.05.2025	
Consumer protection rights	07.05.2025 DE	Information checked in accordance with consumer law (Basis: T&Cs)	11.07.2025	
Intellectual property rights	14.05.2025 DE	Product deactivated as asserted third-party rights could not be disproved (Basis: T&Cs)	02.06.2025	
False, misleading or incomplete information	14.05.2025 DE	Product deactivated due to misleading product description (Basis: Law)	11.07.2025	
False, misleading or incomplete information	19.05.2025 DE	Product deactivated due to misleading product description (Basis: T&Cs)	11.07.2025	
Product safety issues	31.05.2025 DE	Information validated and notification of such to the notifying person (Basis: Law)	11.07.2025	
Intellectual property rights	10.06.2025 NL	Concerns of notifying person addressed and notification of such to the notifying person (Basis: Law)	11.07.2025	
Product safety issues	11.06.2025 DE	Information has been corrected due to misleading product description (Basis: Law)	11.07.2025	
Intellectual property rights	19.06.2025 FR	Information validated and product deactivated (Basis: Law)	11.07.2025	
Intellectual property rights	03.08.2025 DE	Information validated and product deactivated (Basis: T&Cs)	28.08.2025	
Consumer protection rights	07.08.2025 DE	Information checked in accordance with consumer law (Basis: Law)	29.08.2025	
Intellectual property rights	11.09.2025 IT	Product deactivated as asserted third-party rights could not be disproved (Basis: T&Cs)	07.10.2025	
Product safety issues	02.11.2025 DE	Information validated and notification of such to the notifying person (Basis: Law)	18.11.2025	
Intellectual property rights	11.11.2025 DE	Information validated and notification of such to the notifying person (Basis: T&Cs)	21.11.2025	
False, misleading or incomplete information	14.11.2025 DE	Information has been corrected due to misleading product description (Basis: T&Cs)	08.12.2025	
Intellectual property rights	21.11.2025 DE	Product deactivated as asserted third-party rights could not be disproved (Basis: T&Cs)	10.12.2025	
Intellectual property rights	21.11.2025 DE	Product deactivated as asserted third-party rights could not be disproved (Basis: T&Cs)	10.12.2025	
False, misleading or incomplete information	26.11.2025 DE	Information validated and notification of such to the notifying person (Basis: Law)	22.12.2025	
Intellectual property rights	27.11.2025 DE	Product deactivated as asserted third-party rights could not be disproved (Basis: T&Cs)	08.12.2025	
Intellectual property rights	28.11.2025 DE	Product deactivated as asserted third-party rights could not be disproved (Basis: T&Cs)	08.12.2025	

False, misleading or incomplete information	28.11.2025	BE	Information checked in accordance with consumer law (Basis: Law)	09.12.2025
Intellectual property rights	17.12.2025	DE	Information has been corrected due to misleading product description (Basis: T&Cs)	20.12.2025

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	511	Temporary deactivation and opportunity to respond --> Permanent deactivation
Number of measures affecting content taken on provider's own initiative due to violation of law	0	Temporary deactivation until marketplace seller completes the legally required information
Number of complaints received pursuant to Art. 20	11	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	0	
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	3
Qualifications of content moderators	
Bachelor in Business Communication, Project Management, Strategic Communication, Market Research, B2B Content Creation, Certifications in Project Management, CRM, Digital Marketing, SEO Content, Sales Strategies	
Bachelor and Master in Garment Technology, Customer Service & Quality Management	
Customer Support & Marketing (NL markets), Technical skills: MS Office, SAP, CRM tools, analytics (Google Analytics, Hotjar), UX tools (Figma), creative tools	
Linguistic expertise of content moderators	
German	
Dutch	
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	
Information Security; Data Protection; Sustainability; Dealing with Privacy Incidents (operating procedure); Anti Corruption; General Equal Treatment Ac; Human Rights; Occupational Safety	

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