

DSA.023 VLOP Transparency Report

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Art. 15 DSA

Transparency reporting obligations for providers of intermediary services

1. Providers of **intermediary services** shall make publicly available and in a machine-readable format and in an easily accessible manner, at least once a year, clear, easily comprehensible reports on any content moderation they engaged in during the relevant period. Those reports shall include, in particular, information on the following, as applicable:

(a) for providers of **intermediary services**, the number of orders received from Member States' authorities including orders issued in accordance with Articles 9 and 10, categorised by the type of illegal content concerned, the Member State issuing the order, and the median time needed to inform the authority issuing the order, or any other authority specified in the order, of its receipt and to give an effect to the order;

(b) for providers of **hosting services**, the number of notices submitted in accordance with Article 16, categorised by the type of alleged illegal content concerned, the number of notices submitted by trusted flaggers, any action taken pursuant to the notices by differentiating whether the action was taken on the basis of the law or the terms and conditions of the provider, the number of notices processed by using automated means and the averaged median time needed for taking the action;

(c) for providers of **intermediary services**, meaningful and comprehensible information about the content moderation engaged in at the providers' own initiative, including the use of automated tools, the measures taken to provide training and assistance to persons in charge of content moderation, the number and type of measures taken that affect the availability, visibility and accessibility of information provided by the recipients of the service and the recipients' ability to provide information through the service, and other related restrictions of the service, the information reported shall be categorised by the type of illegal content or violation of the terms and conditions of the service provider, by the detection method and by the type of restriction applied;

(d) for providers of **intermediary services**, the number of complaints received through the internal complaint-handling systems in accordance with the provider's terms and conditions and, for providers of online platforms, also in accordance with Article 20, the basis for those complaints, decisions taken in

respect of those complaints, the median time needed for taking those decisions and the number of instances where those decisions were reversed.

(e) any use made of **automated means for the purpose of content moderation**, including a qualitative description, a specification of the precise purposes, indicators of the accuracy and the possible rate of error of the automated means used in fulfilling those purposes and any safeguards applied.

2. Paragraph 1 of this Article shall not apply to providers of intermediary services that qualify as **micro or small enterprises** within the meaning of the Annex to Recommendation 2003/361/EC and which are not very large online platforms in accordance with Article 33 of this Regulation.

3. The Commission may adopt **implementing acts** to lay down templates concerning the form, content and other details of reports pursuant to paragraph 1 of this Article, including harmonised reporting periods. Those implementing acts shall be adopted in accordance with the advisory procedure referred to in Article 89.