

DSA.421 MC Points of contact for recipients

Authors: Winfried Veil

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Art. 12 DSA

Points of contact for recipients of services

1. Providers of intermediary services shall designate a single point of contact enabling the recipient of the service to communicate directly and rapidly with them, by electronic means and in a user-friendly manner, including by allowing recipients of the service to choose the means of communication, which shall not solely rely on automated tools.

2. In addition to the obligations provided under Directive 2000/31/EC, providers of intermediary services shall make public the information necessary for the recipients of the service to easily identify and communicate with their single points of contact. This information shall be easily accessible and kept up to date.