

## DSA.018 VLOP Application of GTC Restrictions

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### Art. 14 (4) DSA

Providers of intermediary services shall act in a

**diligent,**

**objective** and

**proportionate** manner

in applying and enforcing the restrictions referred to in paragraph 1, with due regard to the

**rights and legitimate interests** of all parties involved,

including the applicable

**fundamental rights of the recipients** of the service, such as the freedom of expression, freedom and pluralism of the media, and other fundamental rights and freedoms as enshrined in the Charter.

### Art. 14 (1) DSA:

Providers of intermediary services shall include information on any restrictions that they impose in relation to the use of their service in respect of information provided by the recipients of the service, in

their terms and conditions. That information shall include information on any policies, procedures, measures and tools used for the purpose of content moderation, including algorithmic decision-making , and human review as well as rules of procedure of their internal complaint handling system. It shall be set out in clear, plain, intelligible, user friendly and unambiguous language, and shall be publicly available in an easily accessible and machine-readable format.