

DSA.017 VLOP Info on GTC restrictions

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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.