



***Transparency report
for Dailymotion***

On Prohibited Content Policy's enforcement

***Reporting period:
January 1st – December 31st, 2024***

February 17th, 2025

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About this transparency report

Dailymotion is a visual conversation in motion, based on a unique algorithm designed to broaden users' horizons. Dailymotion brings nuance to the debates that animate young people and puts listening, discovery, and kindness back at the heart of interactions to help build a better and safer Internet.

Indeed, at Dailymotion we find that empathy is key to understanding alterity. Caring for each other is our driver to create a safe community. This is the reason why we work to ensure that Dailymotion is an online environment that is secure and upholds the values we stand for.

To keep our platform a safe place to exchange and share content that matters, we have created a [Prohibited Content Policy](#) which is an integral part of our [Terms of Use](#). We rely on various systems to identify potentially harmful content to ensure our policies are respected. We use innovative technologies and people to help us keep our platform safe. We are also committed to be as transparent as possible on the measures we take to tackle harmful and potentially illicit content on our platform.

Dailymotion has invested considerable resources in tailoring the specific needs required for content moderation.

This transparency report provides concrete elements and figures on Dailymotion's content moderation for the calendar year 2024. It is aligned with the transparency reporting requirements under articles 15 and 24 of the European Union's Digital Services Act (Regulation (EU) 2022/2065) called the "DSA".

Section 1. Cooperation with national authorities following orders

Numbers of orders to act against illegal content received from European Union Member States' authorities

Dailymotion may receive orders to act against illegal content from European Member States' authorities. In such event, Dailymotion reviews in priority the content included in the order to verify if it violates our Prohibited Content Policy. If it does, we remove such content. Otherwise, Dailymotion may decide to restrict access to the content in the jurisdiction where it is alleged to be unlawful, after ensuring that the order is valid.

During the reporting period, Dailymotion did not receive any orders to act against illegal content from competent authorities of any Member State of the European Union, such as law enforcement agencies (LEA) or governments.

The data presented in [table 1.1 in appendix 1](#) reflects the above statement.

Numbers of orders to provide information received from European Union Member States' authorities

Similarly to the process described above, Dailymotion may receive orders to provide information about recipients of our service from European Member States' authorities, as part of investigations they are conducting. In such event, Dailymotion ensures that the order is legitimate and legally valid. If Dailymotion has any reasonable doubt about the authenticity and/or legitimacy of the order, we may reject it or require more information.

During the reporting period, Dailymotion received **51 orders to provide information** from French authorities. Dailymotion did not receive other requests to provide information from competent authorities of other Member States of the European Union.

The data presented in [table 1.2 in appendix 1](#) reflects the above statement.

Section 2. User reports

Submission of user reports

Dailymotion allows any individual or entity to report content that appears inappropriate and/or allegedly violates our Prohibited Content Policy whether they have a Dailymotion account or not.

Users will find next to each video, comment or profile a “report” button allowing them to quickly report any inappropriate content by:

1. **(for videos only) Indicating which part of the video they wish to report** – this allows us to quickly identify whether the issue is related to the whole video or a part of it.
2. **Selecting the main reason for their report** – to provide the most appropriate responses possible, we have created different categories of reports corresponding to various harmful behaviors (see below).
3. **Explaining why they are reporting this content** – this step is important as it provides us with elements of context that are deemed useful for properly processing the report.

We also allow our users to [report inappropriate content](#) via mail or email.

Trusted flaggers (as designated by Digital Services Coordinators) can submit a report through that reporting mechanism in line with Article 22 of the DSA. To prioritize these reports, Dailymotion onboards trusted flaggers once they have been designated as such.

Reporting categories

Dailymotion regularly updates its reporting categories, so they reflect always changing behaviors. Therefore, Dailymotion allows reporting in 13 different categories:

- Apology, trivialization, denial of a crime
- Child abuse
- Child sexual abuse material (CSAM)
- Copyright Infringement
- Disinformation
- Harmful content for vulnerable audiences
- Hateful content
- Infringement of other rights
- Malicious, shocking, dangerous or violent content
- Personal data
- Sexual or pornographic content
- Spam or fraudulent content
- Terrorism

Please note that if a user clicks on either the ‘Personal data’, ‘Copyright Infringement’ or ‘Infringement of other rights’ categories, they will be redirected to a dedicated reporting form.

Processing of user reports

Each user report received by Dailymotion is processed by our moderation team in charge of evaluating, 24 hours a day, 7 days a week, if the reported content is illicit and/or contrary to our Prohibited Content Policy which is an integral part of our Terms of Use.

At the end of the moderation process, users whose content has been moderated and the users who reported the content will receive an email from Dailymotion informing them of the outcome of the moderation decision and their right to appeal.

Moderation decisions

There are four types of decisions that can be taken on content following a user report:

- **The content does not infringe our Prohibited Content Policy:** it will remain online.
- **The content infringes our Prohibited Content Policy:** it will be removed from Dailymotion.
- **The content is not appropriate for all audiences:** access to the content will be restricted due to its sensitive nature. It means that the content will no longer be accessible to all audiences and its visibility will be reduced. The content will also be demonetized and will no longer appear in Dailymotion’s search results.
- **The content is not suitable for advertising purposes:** it will be demonetized (i.e. the payments generated by ad revenues will be stopped and no further instream advertising will be associated to the content).

Metrics

Number of reports submitted, and action taken

The metrics presented in [table 2 in appendix 1](#) provide an overview of the number of user reports submitted through the reporting tool on a global scale during the reporting period.

Among these numbers, the table also provides (i) the number of negative moderation actions taken on content following a user report sorted by reporting category as chosen by the reporter, (ii) the median time needed for our moderation team to take action (i.e. time between receipt of the user report and the moderation action taken on the reported content) in minutes.

The data provided should be understood as follows:

- **Number of user reports received:** number of reports received sorted by the reporting category chosen by the user.
- **Number of specific items of information included in the total number of user reports:** amount of content included in each user report received. For copyright and other rights notifications, users can report more than one content in the same report, hence the difference between this data and the one provided in the number of reports received in these categories.
- **Median time to take action:** median time taken by our moderators to process the user report. It corresponds to the median time needed to process all user reports received and not solely user reports that led to a restriction.
- **Number of actions taken on the basis of the law:** all actions taken on the basis of law are included in the number of restrictions taken on the basis of the terms and conditions as our Prohibited Content Policy includes manifestly illegal content.
- **The number of restrictions taken on the basis of the terms and conditions of the service:** the proportion of user reports received that led to a restriction sorted by the reporting category chosen by the user. However, this should not be interpreted as the amount of content that was actually qualified as a violation of our Prohibited Content Policy in the selected category. Please note that Dailymotion can requalify the violation's ground.

The difference between the number of user reports received and the number of restrictions applied can be explained by many factors, among which the fact that a user report can include more than one content to be reviewed. Users can also misuse reporting categories to report content with which they disagree and/or that does not infringe our Prohibited Content Policy.

Number of reports processed by automated means

All user reports received are processed by the Dailymotion moderation team. No user reports are processed by automated means.

Median time needed for taking the action

During the reporting period, the median time needed for moderation's team to process reported content is less than **2 minutes**.

The median time needed to take action following a user report is the time passed between the submission of the report by a user and the first action taken by the moderation team.

Section 3. Moderation actions set up by Dailymotion

Use of automated detection tools

Dailymotion relies on various automated systems to identify potentially harmful content to ensure its policies are respected. We use innovative technologies to help us keep our platform safe.

A dynamic list of keywords and short sentences

Dailymotion has put in place a dynamic list of keywords and short sentences preventing the upload of illegal videos. This list is updated automatically through a machine learning algorithm based on Dailymotion's previous moderation decisions.

Thus, when uploading content on Dailymotion, if the title or the description of the video contains a keyword or short sentence included in the dynamic list, the content will be automatically flagged and pushed for review by our moderation team.

Fingerprinting technology

Dailymotion works with two providers of digital fingerprint recognition solutions: Audible Magic (AM) for audio detection and *Institut National de l'Audiovisuel* (INA) for video detection. These fingerprinting technologies allow us to detect, the moment a video is uploaded, if it infringes our Prohibited Content Policy. Each time a video uploaded on Dailymotion matches a digital fingerprint present in the databases of AM or INA, the content is automatically removed. We use these technologies to avoid the reappearance of already qualified illicit content and to protect copyright holders.

Hash technology

Dailymotion has developed an in-house hashing technology to prevent the reappearance of illicit content. Upon the identification of such content, Dailymotion removes it promptly and creates a digital fingerprint of its entire file so that the exact same content will not be available on Dailymotion again.

Other detection mechanisms

Dailymotion has developed an in-house dynamic detection mechanism allowing the identification of content at risk. Once identified, the content is sent for review to our moderation team.

Dailymotion has also implemented a natural language processing tool which analyses content for moderation purposes. The tool classifies content by scores based on text and transcript analysis. This serves as an indicator for potential harmfulness and helps our moderation team to better identify, prioritize and remove infringing content.

Dedicated initiatives

Dailymotion has put in place initiatives to tackle certain types of content such as terrorist and violent extremist content on its platform. It is led by a group of experts from our moderation team whose mission is to investigate further certain types of content such as terrorist or violent extremist content already qualified as such or start new investigations based on preminent indicators of risk or following specific events.

Persons in charge of content moderation

Dailymotion moderation's team is provided with various moderation tools and guidelines. Moderators receive training on Dailymotion's policies upon their arrival and are regularly trained when guidelines are updated. Calibration meetings are also held on a weekly basis. Due to the specific and sensitive nature of their work, access to psychological support, whenever needed, is available to all moderators.

Metrics

The metrics presented in [table 3 in appendix 1](#) provide an overview of content that has been definitively and negatively moderated after being detected by Dailymotion, on a global scale, during the reporting period.

The data provided in this table should be understood as follows:

- **Number of measures taken at Dailymotion's own initiative:** includes all the moderation decisions taken on all types of content after detection by Dailymotion.
- **Number of measures taken after detection with solely automated means:** includes all the moderation decisions taken on all types of content after being detected by at least one of our automated detection tools (see Section 3).
- **Visibility restriction Removal:** includes all the moderation decisions taken on content after a detection by Dailymotion that resulted in its removal.
- **Visibility restriction Disable:** includes all the moderation decisions taken on content that resulted in its inaccessibility.
- **Visibility restriction Demoted:** includes all the moderation decisions taken on videos that resulted in its demotion.
- **Visibility restriction Age restricted:** includes all the moderation decisions taken on videos that resulted in the content being placed behind a sensitive filter.
- **Visibility restriction Interaction restricted:** Dailymotion does not use such action in its moderation process.
- **Visibility restriction Labelled:** Dailymotion does not use any labelling system to take negative and definitive moderation actions.
- **Visibility restriction Other:** includes all the moderation decisions taken on content that resulted in the content being geo-blocked.

- **Monetary restriction Suspension:** Dailymotion does not take any definitive moderation actions that suspend content monetization.
- **Monetary restriction Termination:** includes all the moderation decisions taken on videos that resulted in the content being demonetized.
- **Monetary restriction Other:** Dailymotion does not use any other monetary restrictions in its moderation process.
- **Monetary restriction Suspension:** Dailymotion does not take any definitive moderation actions that suspend content monetization.
- **Monetary restriction Termination:** includes all the moderation decisions taken on videos that resulted in the content being demonetized.
- **Monetary restriction Other:** Dailymotion does not use any other monetary restrictions in its moderation process.
- **Provision of the service Suspension:** Dailymotion does not take any definitive moderation actions that suspend the provision of the service.
- **Provision of the service Termination:** includes all the moderation decisions taken on an account which definitively restricts a functionality of the service.
- **Account restriction Suspension:** Dailymotion does not take any moderation actions that suspend accounts.
- **Account restriction Termination:** includes all the moderation decisions taken that resulted in accounts being deactivated.

Section 4. Appeal mechanism and actions against recidivism

Appeal process

Dailymotion has created an internal [appeal mechanism](#) for the decisions taken following the detection and/or reporting of Prohibited Content. This internal appeal system allows:

- **The reporter** to contest a moderation decision taken following his/her report; and
- **The user whose content has been moderated** to contest the moderation decision affecting their content.

This internal appeal mechanism is mainly accessible via a URL link indicated in the e-mails sent to the reporter or to the user whose content has been moderated. This URL link redirects to an appeal form which must be filled in by providing all the mandatory information to consider the appeal valid. For copyrighted related content, users can appeal a moderation decision by contacting our support team via a dedicated form. Appeals are allowed for up to six months from the moderation decision.

Moderation decision

Dailymotion is committed to processing appeals quickly and impartially. Each appeal received by Dailymotion within the 6-month timeframe is processed by our moderation team who can apply four types of decisions on the content:

- **The content does not infringe our Prohibited Content Policy:** it will remain online.
- **The content infringes our Prohibited Content Policy:** it will be removed from Dailymotion.
- **The content is not appropriate for all audiences:** access to the content will be restricted due to its sensitive nature. This means that the content will no longer be accessible to all audiences and its visibility will be reduced. The content will also be demonetized and will no longer appear in Dailymotion's search results.
- **The content is not suitable for advertising purposes:** it will be demonetized (i.e.: the payments generated by ad revenues will be stopped and no further instream advertising will be associated to the content).

At the end of the appeal process, the reporter and the user whose content has been moderated will be informed of the outcome.

Other redress possibilities

Both the reporter and the user are informed that they can decide to use other redress possibilities if they do not agree with Dailymotion's moderation decision.

They can challenge this decision in a relevant court or alternatively, refer to a certified out-of-court dispute settlement body. Out-of-court dispute settlement bodies are an alternative to judicial proceedings that users can select, through a list of certified entities, to settle their

dispute with the online platform. The list of bodies and information about the process is available on the [European Commission website](#).

Measures and protection against recidivism

If a reporter frequently submits manifestly unfounded reports or appeals, or if a user often uploads content infringing our Prohibited Content Policy, the individual is warned that continuing the behavior will result in the restriction of their ability to use the abused systems or in termination of their account.

Metrics

The metrics presented in **table 4.1 in appendix 1** provide an overview of the number of valid appeals lodged during the reporting period.

The data provided in this table should be understood as follows:

- **Decision upheld:** when the initial and the appeal moderation decisions are the same.
- **Decision partially reversed:** when a restriction was initially applied on the content and another restriction was applied in appeal (e.g. a video was initially placed behind a sensitive filter but after further review in the appeal process, it ended up being removed. The content is still restricted but on another ground.).
- **Decision reversed:** when the initial moderation decision applied a restriction on the content and the appeal decision unrestricted the content or when the content was initially authorized but after further review in the appeal process, it ended up being restricted.

The metrics presented in **table 4.2 in appendix 1** provide an overview of the number of disputes submitted through out-of-court dispute settlement bodies and the number of restrictions issued for misuses.

During the reporting period of this transparency report, Dailymotion did not receive any disputes submitted through out-of-court dispute settlement bodies and we do not have any volumes to report relating to manifestly unfounded notices or manifestly unfounded complaints.

The repeated provision of infringing content may be sanctioned by the termination of the account rather than by a temporary suspension of the features of our service.

Section 5. Use of automated means for content moderation

To ensure its policies are respected, Dailymotion places human analysis at the heart of its moderation's system. However, in order to improve the efficiency of such systems, Dailymotion relies on innovative technologies to help detect and remove infringing content.

This is the reason why, as stated in section 3, Dailymotion uses automatic moderation (i.e. with no human reviewer involvement) solely for detected content that matches a fingerprint that was previously generated in the INA and/or AM and/or Dailymotion's databases. As we are relying on third party technologies, Dailymotion is currently unable to provide more information on their accuracy, precision, and recall.

In all other cases, content moderated by Dailymotion is processed by human reviewers.

The metrics presented in [Table 5 of Appendix 1](#) should be understood as follows:

- **Number of measures solely taken by automated means:**
 - *Total*: the total number of negative and definitive moderation decisions taken automatically
 - *Own-initiative*: the number of negative and definitive moderation decisions taken automatically following a detection by Dailymotion
- **Number of measures not taken by automated means:**
 - *Total*: the total number of negative and definitive moderation decisions taken by a human moderator
 - *Own-initiative*: the number of negative and definitive moderation decisions taken by a human moderator following detection by Dailymotion
- **Number of notices solely processed by automated means:**
 - *Total*: Dailymotion does not use automated means to process user reports
 - *Trusted Flaggers*: Dailymotion does not use automated means to process user reports submitted by Trusted Flaggers
- **Number of notices not processed by automated means:**
 - *Total*: the total number of user reports processed by moderators
 - *Trusted flaggers*: the total number of user reports submitted by Trusted Flaggers processed by moderators. Please note that Dailymotion did not receive any report submitted by Trusted Flaggers during the reporting period.

Appendix 1 - Metrics

Table 1.1 – Orders to act against illegal content received from the authorities of the member states of the European Union

Reporting period	Scope	Number of orders to act against illegal content received	Number of specific items of information included in the total number of orders to act against illegal content	Median time to inform the authority of the receipt of the order to act against illegal content	Median time to give effect to the order to act against illegal content
2024-01-01/2024-12-31	TOTAL	0	NA	NA	NA
2024-01-01/2024-12-31	AT	0	NA	NA	NA
2024-01-01/2024-12-31	BE	0	NA	NA	NA
2024-01-01/2024-12-31	BG	0	NA	NA	NA
2024-01-01/2024-12-31	CY	0	NA	NA	NA
2024-01-01/2024-12-31	CZ	0	NA	NA	NA
2024-01-01/2024-12-31	DE	0	NA	NA	NA
2024-01-01/2024-12-31	HR	0	NA	NA	NA
2024-01-01/2024-12-31	DK	0	NA	NA	NA
2024-01-01/2024-12-31	ES	0	NA	NA	NA
2024-01-01/2024-12-31	EE	0	NA	NA	NA
2024-01-01/2024-12-31	FI	0	NA	NA	NA
2024-01-01/2024-12-31	FR	0	NA	NA	NA
2024-01-01/2024-12-31	GR	0	NA	NA	NA
2024-01-01/2024-12-31	HU	0	NA	NA	NA
2024-01-01/2024-12-31	IR	0	NA	NA	NA
2024-01-01/2024-12-31	IT	0	NA	NA	NA

2024-01-01/2024-12-31	LV	0	NA	NA	NA
2024-01-01/2024-12-31	LT	0	NA	NA	NA
2024-01-01/2024-12-31	LU	0	NA	NA	NA
2024-01-01/2024-12-31	MT	0	NA	NA	NA
2024-01-01/2024-12-31	NL	0	NA	NA	NA
2024-01-01/2024-12-31	PL	0	NA	NA	NA
2024-01-01/2024-12-31	PT	0	NA	NA	NA
2024-01-01/2024-12-31	RO	0	NA	NA	NA
2024-01-01/2024-12-31	SK	0	NA	NA	NA
2024-01-01/2024-12-31	SI	0	NA	NA	NA
2024-01-01/2024-12-31	SE	0	NA	NA	NA

Table 1.2 – Orders to provide information received from the authorities of the member states of the European Union.

Reporting period	Scope	Category of illegal content*	Number of orders to provide information	Median time to inform the authority of the receipt of the order to provide information (in hours)	Median time to give effect to the order to provide information (in hours)
2024-01-01/2024-12-31	TOTAL		51	0	3
2024-01-01/2024-12-31	AT		0		
2024-01-01/2024-12-31	BE		0		
2024-01-01/2024-12-31	BG		0		
2024-01-01/2024-12-31	CY		0		
2024-01-01/2024-12-31	CZ		0		
2024-01-01/2024-12-31	DE		0		
2024-01-01/2024-12-31	HR		0		
2024-01-01/2024-12-31	DK		0		
2024-01-01/2024-12-31	ES		0		
2024-01-01/2024-12-31	EE		0		
2024-01-01/2024-12-31	FI		0		
2024-01-01/2024-12-31	FR	VIOLENCE	1		
		OTHER	50		
2024-01-01/2024-12-31	GR		0		
2024-01-01/2024-12-31	HU		0		
2024-01-01/2024-12-31	IR		0		
2024-01-01/2024-12-31	IT		0		
2024-01-01/2024-12-31	LV		0		
2024-01-01/2024-12-31	LT		0		
2024-01-01/2024-12-31	LU		0		

2024-01-01/2024-12-31	MT		0		
2024-01-01/2024-12-31	NL		0		
2024-01-01/2024-12-31	PL		0		
2024-01-01/2024-12-31	PT		0		
2024-01-01/2024-12-31	RO		0		
2024-01-01/2024-12-31	SK		0		
2024-01-01/2024-12-31	SI		0		
2024-01-01/2024-12-31	SE		0		

**The category of illegal content indicated corresponds to the one specified in the request, if any.*

Table 2 – User reports received and processed categorized by reporting category between January 1st and December 31, 2024.

Reporting category chosen by user	Number of user reports received	Number of specific items of information included in the total number of user reports	Median time to take action	Number of actions taken on the basis of the law	Number of restrictions taken on the basis of the terms and conditions of the service
TOTAL	197312	1251552	00:00:47	0	1228139
APOLOGY, TRIVIALIZATION, DENIAL OF A CRIME	443	443	00:00:31	0	205
CHILD ABUSE	2659	2659	00:00:30	0	1092
COPYRIGHT	140490	1191790	03:30:00	0	1191790
CHILD SEXUAL ABUSE MATERIAL	1119	1119	00:02:11	0	168
FAKENEWS	3225	3225	00:00:24	0	837
HARMFUL FOR CHILDREN	3067	3067	00:00:23	0	1691
HATEFUL CONTENT	2907	2907	00:00:33	0	1530
OTHER	2351	2351	05:52:19	0	291
OTHER RIGHTS	553	3446	00:40:00	0	3446
SEXUAL OR PORNOGRAPHIC	6218	6218	00:01:02	0	2862
SPAM	26128	26175	00:00:08	0	23059
TERRORIST	6399	6399	21:32:58*	0	140
VIOLENT	1753	1753	00:00:47	0	1028

* This is due to a technical issue caused by the misuse of Dailymotion's reporting tool by a user. However, the median time needed to process content reported as terrorism by a user that led to a restriction is 00:00:47.

Table 3 – Content moderation following detection by Dailymotion between January 1st and December 31, 2024.

Category of incompatibility with the provider's terms and conditions	Number of measures taken at Dailymotion's own initiative	Number of measures taken after detection with solely automated means	Visibility restriction Removal	Visibility restriction Disable	Visibility restriction Demoted	Visibility restriction Age restricted	Visibility restriction on Interaction restricted	Visibility restriction Labelled	Visibility restriction Other	Monetary restriction on Suspension	Monetary restriction Termination	Monetary restriction Other	Provision of the service Suspension	Provision of the service Termination	Account restriction Suspension	Account restriction Termination
TOTAL	1381035	1123227	488426	6166	802984	60248	0	0	65880	0	742736	0	0	29	0	23716
CHILD ABUSE	880	532	811	185												69
COPYRIGHT INFRINGEMENT	279573	278485	278490	0												1083
CHILD SEXUAL ABUSE MATERIAL	210	150	210	23												0
FAKE NEWS	287	159	235	32												52
HATEFUL CONTENT	459	234	352	69												107
OTHER	1016586	796583	147693	0												0
SEXUAL OR PORNOGRAPHIC CONTENT	27177	19323	24443	714												2734
SPAM	49297	23800	30247	1511												19050
TERRORIST	353	199	247	131												106
VIOLENT	6213	3762	5698	3501												515

Table 4.1 – Appeals lodged between January 1st and December 31, 2024.

Indicator	Scope	Value
Number of complaints submitted to the internal-complaints mechanism	Total number	3163
Number of complaints submitted to the internal-complaints mechanism	Decisions upheld	1279
Number of complaints submitted to the internal-complaints mechanism	Decisions partially reversed	247
Number of complaints submitted to the internal-complaints mechanism	Decisions reversed	932
Number of complaints submitted to the internal-complaints mechanism	Median time	33,5
Number of complaints submitted to the internal-complaints mechanism	Decision omitted	523
Number of restrictions newly imposed as a result of an internal complaint	Total number	405
Complaint regarding a decision to remove or disable access to or restrict visibility of information	Total number	2803
Complaint regarding a decision to remove or disable access to or restrict visibility of information	Decisions upheld	718
Complaint regarding a decision to remove or disable access to or restrict visibility of information	Decisions partially reversed	230
Complaint regarding a decision to remove or disable access to or restrict visibility of information	Decisions reversed	666
Complaint regarding a decision to remove or disable access to or restrict visibility of information	Median time	2,5
Complaint regarding a decision to suspend or terminate the provision of the service	Total number	NA
Complaint regarding a decision to suspend or terminate the provision of the service	Decisions upheld	NA
Complaint regarding a decision to suspend or terminate the provision of the service	Decisions partially reversed	NA
Complaint regarding a decision to suspend or terminate the provision of the service	Decisions reversed	NA
Complaint regarding a decision to suspend or terminate the provision of the service	Median time	NA
Complaint regarding a decision to suspend or terminate an account	Total number	747
Complaint regarding a decision to suspend or terminate an account	Decisions upheld	454
Complaint regarding a decision to suspend or terminate an account	Decisions partially reversed	47

Complaint regarding a decision to suspend or terminate an account	Decisions reversed	266
Complaint regarding a decision to suspend or terminate an account	Median time	14
Complaint regarding a decision to restrict the ability to monetise information	Total number	129
Complaint regarding a decision to restrict the ability to monetise information	Decisions upheld	35
Complaint regarding a decision to restrict the ability to monetise information	Decisions partially reversed	50
Complaint regarding a decision to restrict the ability to monetise information	Decisions reversed	44
Complaint regarding a decision to restrict the ability to monetise information	Median time	0,5
Complaint regarding a decision not to take action on a notice submitted in accordance with Article 16	Total number	171
Complaint regarding a decision not to take action on a notice submitted in accordance with Article 16	Decisions upheld	59
Complaint regarding a decision not to take action on a notice submitted in accordance with Article 16	Decisions partially reversed	41
Complaint regarding a decision not to take action on a notice submitted in accordance with Article 16	Decisions reversed	67
Complaint regarding a decision not to take action on a notice submitted in accordance with Article 16	Median time	0,5
Complaint regarding a decision not to take action on a notice submitted by a Trusted Flagger in accordance with Article 16	Total number	0
Complaint regarding a decision not to take action on a notice submitted by a Trusted Flagger in accordance with Article 16	Decisions upheld	0
Complaint regarding a decision not to take action on a notice submitted by a Trusted Flagger in accordance with Article 16	Decisions partially reversed	0
Complaint regarding a decision not to take action on a notice submitted by a Trusted Flagger in accordance with Article 16	Decisions reversed	0
Complaint regarding a decision not to take action on a notice submitted by a Trusted Flagger in accordance with Article 16	Median time	NA

Table 4.2 – Out-of-court disputes and actions against recidivism taken between January 1st and December 31, 2024.

Section	Indicator	Scope	Value
Out-of-court dispute settlement bodies	Number of disputes submitted to out-of-court dispute settlement bodies	Total number	0
Out-of-court dispute settlement bodies	Number of disputes submitted to out-of-court dispute settlement bodies	Decisions upheld	0
Out-of-court dispute settlement bodies	Number of disputes submitted to out-of-court dispute settlement bodies	Decisions partially reversed	0
Out-of-court dispute settlement bodies	Number of disputes submitted to out-of-court dispute settlement bodies	Decisions reversed	0
Out-of-court dispute settlement bodies	Number of disputes submitted to out-of-court dispute settlement bodies	Median time	0
Out-of-court dispute settlement bodies	Number of disputes submitted to out-of-court dispute settlement bodies	Decision omitted	0
Out-of-court dispute settlement bodies	Number of disputes submitted to out-of-court dispute settlement bodies	Percentage of outcomes implemented	0
Suspensions imposed on repeated offenders	Number of suspensions enacted for the provision of manifestly illegal content	Total number	0
Suspensions imposed on repeated offenders	Number of suspensions enacted for the provision of manifestly unfounded notices	Total number	0
Suspensions imposed on repeated offenders	Number of suspensions enacted for the provision of manifestly unfounded complaints	Total number	0

Table 5 – Use of automated means for content moderation between January 1st and December 31, 2024.

Indicator	Scope	Number
Number of measures solely taken by automated means	Total number	423134
	Own-initiative	423134
Number of measures not taken by automated means	Total number	2187452
	Own-initiative	957901
Number of notices solely processed by automated means	Total number	0
	Trusted Flagger	0
Number of notices not processed by automated means	Total number	197299
	Trusted Flagger	0