



## DSA Transparency Report

Shoper

February 2024

Starting from 17 February 2024, and at least once a year, all providers of intermediary and hosting services will have to publish reports on their content moderation. In accordance with Articles 15 and 24, of the EU's Digital Services Act (DSA), Shoper S.A publishes this transparency report providing information on our content moderation practices. This includes details such as the number of orders received from national judicial or administrative authorities, the measures constituting our content moderation practices, the number of pieces of content taken down, the number of notices received from users and trusted flaggers, as well as information on out-of-court dispute settlements and the number of suspensions imposed on users for misusing Shoper S.A services.

This first report covers the reporting period between 17 February 2023 and 17 February 2024 outlines the actions we have taken over the past year to address illegal content, safeguard user rights, and enhance transparency. It reflects our ongoing efforts to collaborate with regulators, law enforcement agencies, and our community to address challenges and opportunities in the digital marketplace. Subsequent reports will cover successive one year periods.

### Section 1: Orders received from Member States' authorities

In this section, we present 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 effect to the order.

Total number of Member State orders to act against illegal content: 0

Member State orders to act against illegal content — median time to confirm receipt: N/A

Member State orders to act against illegal content — median time to give effect to the order: N/A

### Section 2: Notices received through Notice&Action mechanism

In section 2, we present 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 median time needed for taking the action.

The Shoper notice and action mechanism in accordance with Article 16 is available at

shoper.pl/digital-service-act and can be accessed by any individual or entity with an EU IP address.

Total number of notices: 110

Total number of notices on which the Shoper took an action: 11

Notices submitted by trusted flaggers: 0

Notices processed using automated means: 0

Median time to take action: 2 days

Table 1: Notices categorised by type of alleged illegal content concerned

|                        | Count of notices |
|------------------------|------------------|
| Trademark infringement | 78               |
| Copyright infringement | 29               |
| Design infringement    | 2                |
| Scams and/or fraud     | 1                |

Table 2: Number of action taken on the basis of the law or the terms and conditions of the provider

|                                                   | Count of notices |
|---------------------------------------------------|------------------|
| Action taken on the basis of the law              | 0                |
| Action taken on the basis of terms and conditions | 11               |

### Section 3: Shoper-Initiated content moderation

Shoper S.A makes every effort to ensure that our content moderation practices are clear and transparent. We do not utilise automated decision-making in this regard. We conduct verification of stores established on our platform for illegal content, attempted scams, and other online fraud. Our staff members responsible for content moderation receive comprehensive training during onboarding. This training is supplemented by ongoing sessions to ensure that personnel stay informed about new and emerging threats and issues. Those responsible for making decisions in the field of content moderation regularly participate in training sessions.

During the reporting period covered by the report, Shoper did not initiate content moderation actions on its own.

## Section 4: Complaints

Online platform providers offer service recipients, including those who have submitted a notice, access to an effective internal complaint-handling system for a minimum of six months after the decision. This system allows them to electronically and free of charge file complaints against the decisions made by the online platform provider following the receipt of a notice.

These complaints can be lodged against decisions such as whether or not to remove, disable access to, or restrict visibility of information; whether or not to suspend or terminate the provision of the service, in whole or in part, to recipients; whether or not to suspend or terminate the recipients' account; and whether or not to suspend, terminate, or otherwise restrict the ability to monetize information provided by the recipients.

Recipients of Shoper services can use the contact form available on the website <https://www.shoper.pl/kontakt/>, referring to the decision issued in accordance with Article 16(5) or Article 17.

Total complaints received: 0  
Median time to take decisions: N/A

## Section 5: Out-of-Court Disputes

In accordance with Article 21(8) of the DSA, the European Commission will publish a list of certified out-of-court dispute settlement bodies certified by Digital Services Coordinators under DSA Article 21(3). To date, no such list has been published.

Number of disputes submitted to out-of-court dispute settlement bodies referred to in Article 21: 0  
Median time needed for completing the dispute settlement procedures: 0

## Section 6: Suspensions for Misuse of the Service

Based on Article 24 of the DSA, Shoper publishes the number of suspensions imposed pursuant to Article 23, distinguishing between suspensions enacted for the provision of manifestly illegal content, the submission of manifestly unfounded notices and the submission of manifestly unfounded complaints.

Table 3: Total number of suspensions

|                                                               | Total number |
|---------------------------------------------------------------|--------------|
| Suspensions for provision of manifestly illegal content       | 0            |
| Suspensions for submission of manifestly unfounded notices    | 0            |
| Suspensions for submission of manifestly unfounded complaints | 0            |

## Section 7: Shoper recipients of the Service

Table 4: Average monthly EU recipients of the Shoper services

|                                   | Count of monthly recipients |
|-----------------------------------|-----------------------------|
| European Union (6 months average) | Under 17 million            |