



# TRANSPARENCY REPORT 2024

# FOREWORD

LOVOO is one of the most popular dating apps in German-speaking countries. For more than ten years now, we have been helping people meet new people in their area, make friends, and fall in love. Features such as live streaming, chats, and the Date Map leverage the possibilities of digitalization to build real-life social relationships, whether for dating or through streaming on Live. In order to do so, we create a safe and trusting environment where our members can express themselves and live life to the fullest, but also discover new things — all while keeping people with dishonest intentions out.

This report outlines how our security teams collaborate with content moderators to uphold our high standards for functionality, security, and protection against illegal and inappropriate content while complying with the Digital Services Act.

This first report covers the reporting period from February 17, 2024, to December 31, 2024. We deliberately chose this shorter reporting period so that our reports will span full calendar years starting from January 1, 2025.

This report serves to fulfill the transparency requirements of Article 15 of the Digital Services Act (DSA; Regulation (EU) 2022/2065). Pursuant to the Act, providers of intermediary services are required to make clear, understandable reports on the content moderation they have performed during the relevant period publicly available at least once a year – in a machine-readable format and in an easily accessible manner.

On November 4, 2024, the European Commission issued Implementing Regulation C/2024/7005 final. It contains details on the implementation of the transparency requirements.

By issuing this report and, in particular, the annex to this report, we comply with these transparency requirements as laid out in Article 15 DSA and the aforementioned implementing regulation. In accordance with this implementing regulation, the report for the period from February 17, 2024, to December 31, 2024, may be prepared according to Regulation (EU) 2022/2065. However, starting July 1, 2025, reports must be prepared using the templates in Annex I of the Implementing Regulation (see Annex 2 of the Implementing Regulation).

This transparency report for LOVOO uses this final template from the Implementing Regulation.

Approximately 90 percent of the LOVOO user base (monthly active users) is comprised of EU users, with the remaining 10 percent falling into the non-EU category. For the aforementioned reporting period, we included moderation cases involving all users.

This transparency report is divided into chapters. The first chapter contains general information about our moderation and illegal and inappropriate content.

The second chapter describes our content moderation processes. Finally, the third chapter contains the quantitative and qualitative information required by the template provided in Implementing Regulation C/2024/7005 final.

Naturally, we also provide the qualitative and quantitative information as required by the Implementing Regulation template for download in CSV format.

## Chapter 1

# GENERAL INFORMATION ABOUT MODERATION AT LOVOO:

## What types of problematic content do we moderate?

We aim to provide our members with the safest and most secure space possible for using LOVOO. We want users to experience our platform as a place for trusted interactions. This applies to all areas of our services, including profile design, interactions and chats, as well as live streams. Hence, we have created **Community Guidelines** that provide rules for interaction on our platform. They also form part of our **Terms and Conditions** (T&C), which all LOVOO users agree to when registering a profile.

Our platform should offer users unlimited opportunities to present themselves to other users in a way that reflects their personality, thereby enabling them to have genuine interactions and dating experiences. This includes being able to communicate openly and express their own opinion. Free and unfettered communication is key to our platform and also our highest priority.

This applies equally to both social dating and livestreaming. Users can share information (“content”) with other users and publish it on our platform via photos, text, chat messages, and livestreaming.

It is essential that users conduct themselves and communicate on our platform in a manner that is both fair and legal. A user's right to express

themselves and their personality ends where it infringes on the rights of others or is illegal. In addition, there are general rules of conduct that we, as a platform provider, uphold for a fair and legal dating and live-streaming experience. Therefore, the following applies: We do not tolerate illegal or inappropriate content. We will moderate any content that is deemed illegal or inappropriate in accordance with applicable laws, the Terms and Conditions, and the Community Guidelines. In doing so, we exercise our right to delete content, such as photos or text, and to partially or completely block or exclude users, where necessary permanently. This process is initiated based on reports that users are free to submit. It is also initiated if we, as the platform operator, become aware of illegal or inappropriate content via our own measures.

As a platform operator, we are aware of our responsibilities and are committed to making decisions that are careful, objective, commensurate, and free from arbitrariness, and which take into consideration all circumstances of each individual case. In our decisions, we take into account the conflicting interests and fundamental rights of our users. All decisions are thoroughly justified, and all affected users are entitled to lodge a complaint with us.

Please find below some examples of content that contravenes the Community Guidelines on LOVOO. These Community Guidelines are available [on our website](#) for your reference at any time.

## **Hate speech, discrimination, defamation**

Hate has no place on our platform. We do not condone content that incites or displays violence or hatred against individuals or identifiable or specific groups based on characteristics such as ethnicity, religion, disability, health status, age, nationality, sexual orientation, gender, gender identity, caste, immigration status, or similar characteristics or attributes associated with systematic discrimination or exclusion.

Freedom of expression and tolerance are among the most important fundamental rights and freedoms – and which we uphold on our platform. However, freedom of expression and tolerance have limits when content is offensive or humiliating, defamatory, threatening, denigrates a religious belief, or constitutes libel.

## **Inappropriate behavior/language, intimidation, bullying, stalking**

All users must respect the wishes of other users. Persistent harassment of others or encouraging others to do so is prohibited. This also applies to attempts at bullying, persistent harassment, stalking, or intimidating others, all of which are strictly prohibited on our platform. Content that is coercive or involves blackmail is prohibited.

## **Protection of minors**

Users must be at least 18 years of age to use our platform. Any use of our platform by minors is prohibited.

Content, particularly images and videos in livestreams, that depicts minors (under 18 years of age) in profile pictures or videos is prohibited on our platform. Minors must be made unrecognizable in all images except profile pictures. Furthermore, minors must always be fully clothed.

## **Sexually inappropriate content/ (child) pornography/depictions of abuse**

We are committed to providing our users with a pleasant dating and streaming experience. Therefore, pornographic and sexualized content is not permitted on our platform. The same applies to offensive or vulgar content, even if it does not depict any pornographic or sexualized content. Any content that sexualizes or promotes or glorifies the sexual exploitation of children or minors (persons under the age of 18) is also strictly prohibited. Should we become aware of such content, we shall immediately inform the relevant government authorities, in particular the criminal and public safety authorities, of this content and behavior in accordance with the provisions of Art. 18 DSA.

## **Endangering public safety/ Depiction of unsafe/prohibited products**

All content that involves dangerous activities or products is prohibited on our platform. We do not tolerate content on our dating platform that involves illegal or inappropriate goods and services, prostitution, or gambling.

## **Violence**

Our platform serves to provide a dating and streaming experience. Any form of violence or depiction of violence is therefore prohibited. Content depicting violence against humans, human-like beings (e.g., computer-generated characters), or animals is not permitted.

Communicating a desire for physical harm, death, or illness to a user, other people, or an identifiable group is also strictly prohibited. Advertising, inciting, or encouraging suicide or self-harm is also not permitted.

In such cases, we shall also inform the relevant authorities of such incidents in accordance with the provisions of Art. 18 DSA.

## **Fake profiles, misleading profile information/profile quality**

Fraudulent behavior and fraudulent content are not permitted on our platform. In particular, this includes disseminating content intended to mislead other users by presenting them with false information to gain an advantage for themselves, which does not necessarily have to be of a monetary nature. Any deception of other users with the aim of causing them to believe in a falsehood by furnishing incorrect facts — thereby gaining an advantage in their search for a partner or any other advantage — shall be considered inappropriate. This prohibition applies both to bots, which are not permitted on our platform, as well as to individuals, i.e. users.

This prohibition includes, but is not limited to, impersonating someone else and providing false information, such as creating multiple profiles, creating a single "fake profile," or providing false information about a user.

Profile pictures and texts must be appropriate. The profile picture must provide other users with an authentic impression of the user's appearance in order to allow for a satisfactory dating experience. Texts must give other users an authentic and realistic impression of the personality of the person who created the profile.

## **Attempted fraud: Financially defrauding members**

It goes without saying that monetary fraud against our members is strictly prohibited, e.g. by creating multiple profiles or a single "fake profile," providing false information about a user, or pretending to be in financial distress for the purpose of obtaining monetary payments or other benefits (also called "scams", "love scams" or "marriage fraud").

## **Data protection violations/IT security**

Fair communication on our platform is only possible if the privacy and data protection of other users or persons is safeguarded at all times.

Any behavior or attempts by users or bots that are liable to jeopardize the IT security of our platform or the security of our users' data are strictly prohibited. The security of our users' data is our top priority.

## **Advertising, spam, copyright infringement**

Our platform is designed to facilitate communication for the purpose of getting to know others, thereby facilitating interaction and dating. The use of our platform for any other purposes is prohibited. Any form of advertising and solicitation for products, services, or other platforms or companies are strictly prohibited, regardless of their format (e.g., messages, images, profile entries, or streams).

Every user must have authorization to use or publish the relevant content. In particular, content must not infringe upon the copyrights and other industrial property rights of third parties. This includes, among other things, copyright, the protection of trade secrets, patent rights, and trademark rights. The use of this content may be lawful if, among other things, the rightsholders have consented to it and the user is able to prove this in cases of doubt.

## Chapter 2

# OUR CONTENT MODERATION

In this chapter, we describe our content moderation processes, i.e., how we deal with inappropriate and illegal content. Inappropriate and/or illegal content will always be deleted, and users responsible for posting such content will have their accounts disabled. The key standards that guide our actions are, in particular, our Community Guidelines, applicable laws, fundamental rights, and a case-by-case commensurability assessment. Our Customer Care team becomes aware of such inappropriate and illegal content in various ways.

We usually gain knowledge of inappropriate and illegal content via the reporting channels that we provide. Furthermore, we also carry out moderation on our own initiative.

## Our reporting channels

We have always facilitated the reporting of inappropriate and illegal content by our users. To access this function, users simply click on the designated report button, which can be found in various locations within our app and on our website. Upon receiving a report, our Customer Care team reviews it and the information it contains thoroughly and carefully in accordance with applicable laws, free of arbitrariness, and objectively. Our entire procedure is based on the provisions of Art. 16 ff. DSA.

## Our in-house moderation

Furthermore, we carry out in-house moderation to prevent inappropriate and illegal content.

### 1. Summary of content moderation carried out on the provider's own initiative

### 2. Meaningful and clearly presented information about content moderation carried out on the provider's own initiative

LOVOO employs a multi-tiered system to combat illegal and inappropriate content, fake profiles, and scam attempts, combining automated and manual review processes. To ensure the greatest possible security for our users, we utilize an automated profile review system supported by an in-house team of developers to combat fake profiles, scams, and spam. In addition, our trained Customer Care team works continuously to prevent and remove illegal and inappropriate content. We use a multifaceted approach to identify problematic activities on our platform, monitoring a combination of profile content and user behavior.

To minimize the reach of illegal content and content that does not comply with our Community Guidelines, we have instituted the following measures: Content that is automatically detected by our system and does not comply with our Community Guidelines is not displayed to other users, or is only displayed for a few seconds, as the time between the user uploading the content and the automated systems detecting it is extremely short. Images that are not processed by automated procedures are manually reviewed immediately after upload. Content that contains violations is subjected to moderation within a few minutes.

For each new profile created to use our dating service, as well as for changes to existing profiles, our security systems automatically check user names, photos, and free text content to immediately identify illegal and inappropriate content (as described in Chapter 1) and prevent it from being published if it violates our Community Guidelines. Images which our system cannot clearly identify are manually reviewed by an external specialist service provider and, in the event of reports from users, by the Customer Care Team. Such reviews are always based on our established Community Guidelines. If a violation is identified, the image is rejected. Users will receive a notification in accordance with the provisions of Art. 16 ff. DSA when photos are rejected. In particular, users will also be informed of the specific reason for the violation.

Various authentication procedures also increase the security and compliance of profiles and content with guidelines. This also allows us to verify the identity of our users, thereby minimizing various risks arising from anonymity on the internet. In the event of any doubt concerning the authenticity of a user, a verification block may be imposed by the Customer Care team as a form of in-house moderation. The same applies to profiles that appear to be fake and are reported to our Customer Care team. If our Customer Care staff also have doubts regarding the authenticity of a profile, it will be disabled until the member in question has been able to dispel all doubt regarding the profile's authenticity. Users are able to lift this verification block themselves by successfully completing the verification process.

We also attach great importance to ensuring that livestreaming content does not violate our Community Guidelines. Only users who have posted a profile picture are allowed to stream. Video streams are sampled at five-second intervals, and trained specialists review screenshots for illegal and inappropriate content. The same applies to comments that are part of a video stream. Trusted streamers with a proven track record of content that complies fully with our guidelines have their streams checked less frequently, but still several times per minute. As soon as content is streamed that does not comply with our Community Guidelines, the stream is immediately terminated and the corresponding profile is disabled. In serious cases, profiles may be excluded from our services permanently.

In the event that a Customer Care officer identifies content that is in violation of our Community Guidelines, this content will be subject to the same moderation procedures as content reported by other users. We inform users in accordance with the provisions of the Digital Services Act if we take measures such as deleting content or disabling accounts. Users are given the opportunity to submit complaints.

Serious or repeated violations of our Community Guidelines can result in profiles being disabled temporarily or permanently. Alongside the Community Guidelines, an internal moderation policy ensures the consistent handling of all profiles and content. This policy specifies the type of action that is appropriate in a given case. In the event that a member engages in behavior that violates our Community Guidelines by sending offensive messages to other members, and we become aware of this behavior, we may take action, including disabling the user's profile for a period ranging from hours to several days, depending on the severity and circumstances of the individual case. Repeated misconduct may result in the complete exclusion of the profile from our services.

In the event of danger to life and limb, we report incidents on our platform to the relevant authorities in accordance with the provisions of the Digital Services Act. In certain very specific cases, we contact the German Federal Criminal Police Office: in cases of depictions of abuse of minors ("child pornography"), the threat of terrorism, human trafficking, or suicide threats.

If required and legally permissible, we will furnish pertinent information to law enforcement agencies and the police for the purpose of clarifying the incidents. Upon request, we also provide affected users with addresses of counseling centers. In general: When an incident with criminal relevance occurs, we take the situation very seriously and advise the affected party to report it to the police.

### 3. Qualitative description of automated means

Both automatic and manual image checks are performed on photo uploads in our app. Every photo that a member wishes to add to their profile first undergoes an automated review process. Our system checks the following:

The number of faces in the photo: If the photo is intended for use as a profile picture, the system will check to see if a recognizable face is present (min. one face, but not more than one). If it does not pass the check, the image will not be approved for this purpose.

- Whether there are children in the photo: Persons under the age of 18 must not be visible.
- Whether text, links, phone numbers, or email addresses are visible in the image, which are not permitted.
- Whether nudity in the form of private parts is visible, which also violates our Community Guidelines.
- Avatar detection: Does the person appear to be fake?

Images in which a violation of our Community Guidelines is detected will be rejected automatically and cannot be used in profiles.

After the automated review process, our external specialist image review service provider manually reviews the images.

Texts containing words on the deny list are also automatically detected, and appropriate measures are taken.

We are constantly working to quickly identify the behavioral patterns of fraudsters, illegal and inappropriate content, and new trends in these areas, and to remove such profiles from our platform. To this end, a comprehensive set of rules and regular update routines have been put in place. For example, we disable suspicious profiles that have been banned from our services in the past as quickly as possible to prevent them from causing any damage. Additionally, we closely monitor access to our platform from geographic regions outside our target markets and respond accordingly. We are always looking for ways to enhance our existing processes to ensure the consistently high quality and detection rate of our security tools.



## 4. Qualitative description of indicators for correct classification rate and the possible error rate of the automated means

We comprehensively evaluate the accuracy, precision, and recall of automated means, such as an image moderation model, before it is applied. Implementation only occurs if the model meets our standards and functions reliably (see tab 8, lines 4-10 of the table). We continue to assess the reactions to automated decisions after implementation. This includes the revocation rate of moderation cases resulting from automated decisions (complaints and appeals). Incoming complaints from users are manually reviewed by Customer Care staff. Justified objections lead to improvements in the measures. Automatically disabled profiles are also checked weekly. If there are any anomalies, such as a rate that falls outside the norm, the automated means are improved accordingly.

Our automated image moderation models are designed to only make decisions in cases where there is a very high confidence rate. In cases where the model's uncertainty level is high, additional manual moderation by an agent is always performed. Furthermore, only automated means with a very high accuracy rate are used to review other profile content. In all other cases, we always rely on manual reviews.

## 5. Specification of the exact purposes for which automated means are used

Automated processes play a major role in the review of profile content, such as photos and free text, on our platform.

### This primarily serves two goals:

Profiles that do not comply with our Community Guidelines should, where possible, not be allowed on our platform in the first place. In any case, they should be detected as early as possible in order to prevent them from causing any damage.

Additionally, automated content reviews, i.e. checks supported by an automatic system, are characterized by a high processing speed and the round-the-clock availability of all necessary functions. This enables us to respond more quickly to inappropriate and illegal content than we could with manual reviews alone. Overall, this significantly improves our user experience.

## 6. Safeguards applied when using automated means

Prior to implementation, all automated means are reviewed to ensure their accuracy. Additionally, they are equipped with event triggers that alert us immediately via dashboards in the event of anomalies, such as significantly higher or lower numbers.

Several times a week, we carry out checks that review metrics such as user reports, disabled profiles, and image uploads. This allows anomalies to be identified and the corresponding internal adjustments to the measures to be made quickly.

Feedback from the Customer Care team regarding incorrectly blocked content is analyzed promptly and implemented to optimize processes.

### How our Customer Care officers are trained and educated

At LOVOO, our experienced Customer Care team addresses our members' concerns every day. Our new Customer Care employees undergo a comprehensive onboarding process that covers the product and moderation, thoroughly preparing them for their work. Detailed training in content moderation and security are essential components of this process, providing both an understanding of the technical systems used and on-the-job training.

Our daily Customer Care work involves different groups of specialists. Employees who are specially trained handle all cases that are high-priority, urgent, or particularly complex. These cases are discussed in consultation with department managers and team leaders.

Weekly team meetings, individual “side-by-side” practical training sessions, and communication via various written channels ensure that all employees have the same up-to-date legal, organizational, and technical knowledge. This setup also allows employees to ask questions about individual cases and get clarification at any time. Comprehensive documentation on all topics related to the Digital Services Act is also available.

### How LOVOO users can protect themselves

Raising awareness and educating our users are also important safety aspects. We have set up [dedicated pages](#) for this in our Help Center. We proactively explain how to recognize fake profiles and how to respond if you encounter one.

We also operate an educational website called “Fighting Fakes”, which addresses topics such as spam, scams, and fake profiles in easy-to-understand sections and provides specific tips and assistance.

We are also committed to spreading awareness about this topic on our social media channels and on our blog. For example, check out this blog post on [love and romance scams](#).

Users can contact our Customer Care team at any time to report any violations of our Community Guidelines that they have spotted in profiles. This can be done via the reporting channels in the app and on our platform's website. Our Customer Care team can also be reached via email, through the contact form on our website, or via the chatbot. If viewers report an ongoing livestream, our team responds within 60 seconds (usually much sooner) and takes action if necessary.

We encourage anyone who discovers illegal or inappropriate content to report it to us. The “Fighting Fakes” awareness page encourages users to do the following when they encounter fake profiles: “What can I do about fake profiles?” Report them to us! To do this, go to the relevant profile and click on the options icon. Then, select the reason. You can quickly and easily block this user in the same section. This is the most direct way to report a profile because it is done directly within the app or on the website, and the content in question is included with the report.

We also take all reports that reach us through other channels seriously, such as email, our chatbot, or the contact form on our website, and investigate every one. In cases involving identity theft with fraudulent intent, we encourage our users to report it to the police. We also provide general assistance by advising affected parties on what information will help the authorities with their investigation.

# QUALITATIVE AND QUANTITATIVE INFORMATION IN ACCORDANCE WITH THE TEMPLATE OF THE EUROPEAN COMMISSION

As a provider of intermediary services, we are required to publish a transparency report in accordance with Art. 15 DSA. The present document complies with this requirement. The reporting period is from **February 17, 2024, to December 31, 2024. The transparency report follows the template provided in** Implementing Regulation C/2024/7005 final. The transparency report, which adheres to the aforementioned template, is also available in CSV format.

- 1. The first tab of the table contains general information about us and the reporting period.
- 2. The second tab (“2\_categories\_names”) lists the categories of illegal and inappropriate content. The various categories that we provide for users to select from have been allocated in accordance with the template's requirements.
- 3. The third tab (“3\_member\_states\_orders”) lists figures relating to government orders to take action against illegal content.
- 4. The fourth tab (“4\_notices”) shows figures relating to measures taken following reports by users via our reporting channels.
- 5. The fifth tab (“5\_own\_initiative\_illegal”) contains figures relating to measures taken by our in-house moderation team against illegal content.
- 6. The sixth tab (“6\_own\_initiative\_TC”) also lists figures relating to measures taken as a result of our in-house moderation, but in relation to inappropriate content, i.e., violations of our Community Guidelines.

- 7. Users have the right to lodge a complaint about our moderation measures. The corresponding figures are shown in the seventh tab (“7\_appeals\_and\_recidivism”).
- 8. The eighth tab (“8\_automated\_means”) contains figures relating to automated methods used in moderation.
- 9. Tabs 9 and 10 only apply to very large online platforms, which we are not.
- 10. Tab 11 (“11\_qualitative”) contains qualitative information about our moderation.

## Tables following the format mandated by the European Commission for the reporting period February 17, 2024, to December 31, 2024.

Notes on reading the tables that follow:  
Empty = category is not applicable  
0 = the category is applicable, but no cases were recorded  
The median duration is specified in hours.

### 1. Information about this report

Applicability	Service	Indicator	Value
All	LOVOO	Name of the service provider	PE Digital
All	LOVOO	Date of the publication of the report	04/17/2025
All	LOVOO	Date of the publication of the latest previous report	Initial report
All	LOVOO	Starting date of reporting period	02/17/2024
All	LOVOO	Ending date of reporting period	12/31/2024

## 2. Category names

Category label	Category description	Category of illegal content/content incompatible with the terms and conditions	Contextual information
<b>TOTAL</b>	<b>All the entries</b>	<b>TOTAL</b>	
<b>Category 1</b>	<b>Animal welfare</b>	<b>STATEMENT_CATEGORY_ANIMAL_WELFARE</b>	
Category 1a	Animal harm	KEYWORD_ANIMAL_HARM	
Category 1b	Unlawful sale of animals	Unlawful sale of animals	
Category 1c	Not captured by any other sub-category	KEYWORD_OTHER	
<b>Category 2</b>	<b>Consumer information infringements</b>	<b>STATEMENT_CATEGORY_CONSUMER_INFORMATION</b>	
Category 2	Hidden advertisement or commercial communication, including by influencers	KEYWORD_HIDDEN_ADVERTISEMENT	
Category 2b	Insufficient information on traders	KEYWORD_INSUFFICIENT_INFORMATION_ON_TRADERS	
Category 2c	Misleading information about the characteristics of the goods and services	KEYWORD_MISLEADING_INFO_GOODS_SERVICES	
Category 2d	Misleading information about the consumer's rights	KEYWORD_MISLEADING_INFO_CONSUMER_RIGHTS	
Category 2e	Non-compliance with pricing regulations	KEYWORD_NONCOMPLIANCE_PRICING	
Category 2f	Not captured by any other sub-category	KEYWORD_OTHER	
<b>Category 3</b>	<b>Cyber violence</b>	<b>STATEMENT_CATEGORY_CYBER_VIOLENCE</b>	<b>Includes all genders, as cases are not currently recorded by gender</b>
Category 3a	Cyber bullying and intimidation	Cyber bullying and intimidation	
Category 3b	Cyber harassment	KEYWORD_CYBER_HARASSMENT	
Category 3c	Cyber incitement to hatred or violence	KEYWORD_CYBER_INCITEMENT	
Category 3d	Cyber stalking	KEYWORD_CYBER_STALKING	
Category 3e	Non-consensual (intimate) material sharing, including (image-based) sexual abuse (excluding content depicting minors)	KEYWORD_NON_CONSENSUAL_IMAGE_SHARING	
Category 3f	Non-consensual sharing of material containing deepfake or similar technology using a third party's features (excluding content depicting minors)	KEYWORD_NON_CONSENSUAL_MATERIAL_DEEPFAKE	
Category 3g	Not captured by any other sub-category	KEYWORD_OTHER	
<b>Category 4</b>	<b>Cyber violence against women</b>	<b>STATEMENT_CATEGORY_CYBER_VIOLENCE_AGAINST_WOMEN</b>	<b>Not currently counted separately for women</b>
Category 4a	Cyber bullying and intimidation against girls	KEYWORD_BULLYING_AGAINST_GIRLS	Figures are included in 3a
Category 4b	Cyber harassment against women	KEYWORD_CYBER_HARASSMENT_AGAINST_WOMEN	Figures are included in 3a
Category 4c	Cyber stalking against women	KEYWORD_CYBER_STALKING_AGAINST_WOMEN	Figures are included in 3a
Category 4d	Gendered disinformation	KEYWORD_FEMALE_GENDERED_DISINFORMATION	Figures are included in 3a
Category 4e	Illegal incitement to violence and hatred against women	KEYWORD_INCITEMENT_AGAINST_WOMEN	Figures are included in 3a
Category 4f	Non-consensual (intimate) material sharing against women, including (image-based) sexual abuse against women (excluding content depicting minors)	KEYWORD_NON_CONSENSUAL_IMAGE_SHARING_AGAINST_WOMEN	Figures are included in 3a
Category 4g	Non-consensual sharing of material containing deepfake or similar technology using a third party's features against women (excluding content depicting minors)	KEYWORD_NON_CONSENSUAL_MATERIAL_DEEPFAKE_AGAINST_WOMEN	Figures are included in 3a
Category 4 h	Not captured by any other sub-category	KEYWORD_OTHER	Figures are included in 3a

Category label	Category description	Category of illegal content/content incompatible with the terms and conditions	Contextual information
<b>Category 5</b>	<b>Data protection and privacy violations</b>	<b>STATEMENT_CATEGORY_DATA_PROTECTION_AND_PRIVACY_VIOLATIONS</b>	
Category 5a	Biometric data breach	KEYWORD_BIOMETRIC_DATA_BREACH	Figures are included in “Other”
Category 5b	Data falsification	KEYWORD_DATA_FALSIFICATION	Figures are included in “Other”
Category 5c	Missing processing ground for data	KEYWORD_MISSING_PROCESSING_GROUND	Figures are included in “Other”
Category 5d	Right to be forgotten	KEYWORD_RIGHT_TO_BE_FORGOTTEN	Figures are included in “Other”
Category 5e	Not captured by any other sub-category	KEYWORD_OTHER	
<b>Category 6</b>	<b>Illegal or harmful speech</b>	<b>STATEMENT_CATEGORY_ILLEGAL_OR_HARMFUL_SPEECH</b>	
Category 6a	Defamation	KEYWORD_DEFAMATION	Figures are included in 3a and 4a
Category 6b	Discrimination	KEYWORD_DISCRIMINATION	
Category 6c	Illegal incitement to violence and hatred based on protected characteristics (hate speech)	KEYWORD_HATE_SPEECH	
Category 6d	Not captured by any other sub-category	KEYWORD_OTHER	
<b>Category 7</b>	<b>Intellectual property infringements</b>	<b>STATEMENT_CATEGORY_INTELLECTUAL_PROPERTY_INFRINGEMENTS</b>	
Category 7a	Copyright infringements	KEYWORD_COPYRIGHT_INFRINGEMENT	
Category 7b	Design infringements	KEYWORD_DESIGN_INFRINGEMENT	
Category 7c	Geographical indications infringements	KEYWORD_GEOGRAPHIC_INDICATIONS_INFRINGEMENT	
Category 7d	Patent infringements	KEYWORD_PATENT_INFRINGEMENT	
Category 7e	Trade secret infringements	KEYWORD_TRADE_SECRET_INFRINGEMENT	
Category 7f	Trademark infringements	KEYWORD_TRADEMARK_INFRINGEMENT	
Category 7g	Not captured by any other sub-category	KEYWORD_OTHER	
<b>Category 8</b>	<b>Negative effects on civic discourse or elections</b>	<b>STATEMENT_CATEGORY_NEGATIVE_EFFECTS_ON_CIVIC_DISCOURSE_OR_ELECTIONS</b>	
Category 8a	Misinformation, disinformation, foreign information manipulation and interference	KEYWORD_MISINFORMATION_DISINFORMATION	
Category 8a	Violation of EU law relevant to civic discourse or elections	KEYWORD_VIOLATION_EU_LAW	
Category 8c	Violation of national law relevant to civic discourse or elections	KEYWORD_VIOLATION_NATIONAL_LAW	
Category 8d	Not captured by any other sub-category	KEYWORD_OTHER	
<b>Category 9</b>	<b>Protection of minors</b>	<b>STATEMENT_CATEGORY_PROTECTION_OF_MINORS</b>	
Category 9a	Age-specific restrictions concerning minors	KEYWORD_AGE_SPECIFIC_RESTRICTIONS_MINORS	
Category 9b	Child sexual abuse material	KEYWORD_CHILD_SEXUAL_ABUSE_MATERIAL	
Category 9c	Child sexual abuse material containing deepfake or similar technology	KEYWORD_CHILD_SEXUAL_ABUSE_MATERIAL_DEEPFAKE	
Category 9d	Grooming/sexual enticement of minors	KEYWORD_GROOMING_SEXUAL_ENTICEMENT_MINORS	
Category 9e	Unsafe challenges	KEYWORD_UNSAFE_CHALLENGES	
Category 9f	Not captured by any other sub-category	KEYWORD_OTHER	

Category label	Category description	Category of illegal content/content incompatible with the terms and conditions	Contextual information
<b>Category 10</b>	<b>Risk for public security</b>	<b>STATEMENT_CATEGORY_RISK_FOR_PUBLIC_SECURITY</b>	
Category 10a	Illegal organizations	KEYWORD_ILLEGAL_ORGANIZATIONS	
Category 10b	Risk for environmental damage	KEYWORD_RISK_ENVIRONMENTAL_DAMAGE	
Category 10c	Risk for public health	KEYWORD_RISK_PUBLIC_HEALTH	
Category 10d	Terrorist content	KEYWORD_TERRORIST_CONTENT	
Category 10e	Not captured by any other sub-category	KEYWORD_OTHER	
<b>Category 11</b>	<b>Scams and/or fraud</b>	<b>STATEMENT_CATEGORY_SCAMS_AND_FRAUD</b>	
Category 11a	Impersonation or account hijacking	KEYWORD_IMPERSONATION_ACCOUNT_HIJACKING	
Category 11b	Inauthentic accounts	KEYWORD_INAUTHENTIC_ACCOUNTS	
Category 11c	Inauthentic listings	KEYWORD_INAUTHENTIC_LISTINGS	
Category 11d	Inauthentic user reviews	KEYWORD_INAUTHENTIC_USER_REVIEWS	
Category 11e	Phishing	KEYWORD_PHISHING	
Category 11f	Pyramid schemes	KEYWORD_PYRAMID_SCHEMES	
Category 11g	Not captured by any other sub-category	KEYWORD_OTHER	
<b>Category 12</b>	<b>Self-harm</b>	<b>STATEMENT_CATEGORY_SELF_HARM</b>	
Category 12a	Content promoting eating disorders	KEYWORD_CONTENT_PROMOTING_EATING_DISORDERS	
Category 12b	Self-mutilation	KEYWORD_SELF_MUTILATION	
Category 12c	Suicide	KEYWORD_SUICIDE	
Category 12d	Not captured by any other sub-category	KEYWORD_OTHER	
<b>Category 13</b>	<b>Unsafe, non-compliant or prohibited products</b>	<b>STATEMENT_CATEGORY_UNSAFE_AND_PROHIBITED_PRODUCTS</b>	
Category 13a	Prohibited or restricted products	KEYWORD_PROHIBITED_PRODUCTS	
Category 13b	Unsafe or non-compliant products	KEYWORD_UNSAFE_PRODUCTS	
Category 13c	Not captured by any other sub-category	KEYWORD_OTHER	
<b>Category 14</b>	<b>Violence</b>	<b>STATEMENT_CATEGORY_VIOLENCE</b>	
Category 14a	Coordinated harm	KEYWORD_COORDINATED_HARM	
Category 14b	General calls or incitement to violence and/or hatred	KEYWORD_INCITEMENT_VIOLENCE_HATRED	
Category 14c	Human exploitation	KEYWORD_HUMAN_EXPLOITATION	
Category 14d	Human trafficking	KEYWORD_HUMAN_TRAFFICKING	Includes all genders
Category 14e	Trafficking in women and girls	KEYWORD_TRAFFICKING_WOMEN_GIRLS	Figures are included in 14d
Category 14f	Not captured by any other sub-category	KEYWORD_OTHER	

Category label	Category description	Category of illegal content/content incompatible with the terms and conditions	Contextual information
<b>Category 15</b>	<b>Other violation of provider's terms and conditions</b>	<b>STATEMENT_CATEGORY_OTHER_VIOLATION_TC</b>	
Category 15a	Adult sexual material	KEYWORD_ADULT_SEXUAL_MATERIAL	
Category 15b	Age-specific restrictions	KEYWORD_AGE_SPECIFIC_RESTRICTIONS	
Category 15c	Geographical requirements	KEYWORD_GEOGRAPHICAL_REQUIREMENTS	
Category 15d	Goods/services not permitted to be offered on the platform	KEYWORD_GOODS_SERVICES_NOT_PERMITTED	
Category 15e	Language requirements	KEYWORD_LANGUAGE_REQUIREMENTS	
Category 15f	Nudity	KEYWORD_NUDITY	
Category 15g	Not captured by any other sub-category	KEYWORD_OTHER	
Category 15h		KEYWORD_SPAM	Subcategory added by us because the topic does not fit into any of the existing categories
Category 15i		KEYWORD_LIVE_GUIDELINES	Subcategory added by us because the topic does not fit into any of the existing categories
Category 15j		KEYWORD_OTHER_PICTURE_GUIDELINES	Subcategory added by us because the topic does not fit into any of the existing categories
Category 15k		KEYWORD_FRAUD	Subcategory added by us because the topic does not fit into any of the existing categories
Category 15l		KEYWORD_RACISM	Subcategory added by us because the topic does not fit into any of the existing categories
Category 15m		KEYWORD_BLACKMAIL	Subcategory added by us because the topic does not fit into any of the existing categories
<b>Category 16</b>	<b>Type of illegal content not specified by the public authority</b>	<b>STATEMENT_CATEGORY_NOT_SPECIFIED_ORDER</b>	
<b>Category 17</b>	<b>Type of alleged illegal content not specified by the notifier</b>	<b>STATEMENT_CATEGORY_NOT_SPECIFIED_NOTICE</b>	

3. Orders from member states

Applica- bility	Service	Reporting period	Category of illegal content	Description of the sub-category "Other"	Scope	Number of orders to act against illegal content received	Number of specific items of infor- mation 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	Number of orders to provide information	Median time to inform the authority of the receipt of the order to provide information	Median time to give effect to the order to provide information	Contextual information on number of orders to act against illegal content received	Contextual information on number of specific items of information included in the total number of orders to act against illegal content	Contextual information on median time to inform the authority of the receipt of the order to act against illegal content	Contextual information on median time to give effect to the order to act against illegal content	Contextual information on number of orders to provide information	Contextual information on median time to inform the authority of the receipt of the order to provide information	Contextual information on median time to give effect to the order to provide information
All	LOVOO	02/17/2024 – 12/31/2024	TOTAL		TOTAL														
All	LOVOO	02/17/2024 – 12/31/2024	STATEMENT_CATEGORY_ANIMAL_WELFARE		TOTAL														
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_ANIMAL_HARM		TOTAL														
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_UNLAWFUL_SALE_ANIMALS		TOTAL														
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_OTHER	Option for users to submit other reports beyond the subcategories offered.	TOTAL														
All	LOVOO	02/17/2024 – 12/31/2024	STATEMENT_CATEGORY_CONSUMER_INFORMATION		TOTAL														
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_HIDDEN_ADVERTISEMENT		TOTAL														
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_INSUFFICIENT_INFORMATION_ON_TRADERS		TOTAL														
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_MISLEADING_INFO_GOODS_SERVICES		TOTAL														
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_MISLEADING_INFO_CONSUMER_RIGHTS		TOTAL														
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_NONCOMPLIANCE_PRICING		TOTAL														
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_OTHER	Text to detail the “Other” keyword.	TOTAL														
All	LOVOO	02/17/2024 – 12/31/2024	STATEMENT_CATEGORY_CYBER_VIOLENCE		TOTAL														
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_CYBER_BULLYING_INTIMIDATION		TOTAL	0													
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_CYBER_HARASSMENT		TOTAL	0													
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_CYBER_INCITEMENT		TOTAL														
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_CYBER_STALKING		TOTAL	0													
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_NON_CONSENSUAL_IMAGE_SHARING		TOTAL	0													
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_NON_CONSENSUAL_MATERIAL_DEEPFAKE		TOTAL	0													
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_OTHER	Text to detail the “Other” keyword.	TOTAL	0													
All	LOVOO	02/17/2024 – 12/31/2024	STATEMENT_CATEGORY_CYBER_VIOLENCE_AGAINST_WOMEN		TOTAL														
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_BULLYING_AGAINST_GIRLS		TOTAL	0													
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_CYBER_HARASSMENT_AGAINST_WOMEN		TOTAL	0													
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_CYBER_STALKING_AGAINST_WOMEN		TOTAL	0													
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_FEMALE_GENDERED_DISINFORMATION		TOTAL														
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_INCITEMENT_AGAINST_WOMEN		TOTAL														
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_NON_CONSENSUAL_IMAGE_SHARING_AGAINST_WOMEN		TOTAL	0													
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_NON_CONSENSUAL_MATERIAL_DEEPFAKE_AGAINST_WOMEN		TOTAL	0													
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_OTHER	Text to detail the “Other” keyword.	TOTAL	0													









3. Orders from member states

Applica- bility	Service	Reporting period	Category of illegal content	Description of the sub-category "Other"	Scope	Number of orders to act against illegal content received	Number of specific items of infor- mation 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	Number of orders to provide information	Median time to inform the authority of the receipt of the order to provide information	Median time to give effect to the order to provide information	Contextual information on number of orders to act against illegal content received	Contextual information on number of specific items of information included in the total number of orders to act against illegal content	Contextual information on median time to inform the authority of the receipt of the order to act against illegal content	Contextual information on median time to give effect to the order to act against illegal content	Contextual information on number of orders to provide information	Contextual information on median time to inform the authority of the receipt of the order to provide information	Contextual information on median time to give effect to the order to provide information
All	LOVOO	02/17/2024–12/31/2024	TOTAL		AT, [...], SE														
All	LOVOO	02/17/2024–12/31/2024	STATEMENT_CATEGORY_ANIMAL_WELFARE		AT, [...], SE														
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_ANIMAL_HARM		AT, [...], SE														
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_UNLAWFUL_SALE_ANIMALS		AT, [...], SE														
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_OTHER	Option for users to submit other reports beyond the subcategories offered.	AT, [...], SE														
All	LOVOO	02/17/2024–12/31/2024	STATEMENT_CATEGORY_CONSUMER_INFORMATION		AT, [...], SE														
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_HIDDEN_ADVERTISEMENT		AT, [...], SE														
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_INSUFFICIENT_INFORMATION_ON_TRADERS		AT, [...], SE														
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_MISLEADING_INFO_GOODS_SERVICES		AT, [...], SE														
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_MISLEADING_INFO_CONSUMER_RIGHTS		AT, [...], SE														
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_NONCOMPLIANCE_PRICING		AT, [...], SE														
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_OTHER	Text to detail the “Other” keyword.	AT, [...], SE														
All	LOVOO	02/17/2024–12/31/2024	STATEMENT_CATEGORY_CYBER_VIOLENCE		AT, [...], SE														
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_CYBER_BULLYING_INTIMIDATION		AT, [...], SE	0													
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_CYBER_HARASSMENT		AT, [...], SE	0													
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_CYBER_INCITEMENT		AT, [...], SE														
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_CYBER_STALKING		AT, [...], SE	0													
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_NON_CONSENSUAL_IMAGE_SHARING		AT, [...], SE	0													
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_NON_CONSENSUAL_MATERIAL_DEEPFAKE		AT, [...], SE	0													
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_OTHER	Text to detail the “Other” keyword.	AT, [...], SE	0													
All	LOVOO	02/17/2024–12/31/2024	STATEMENT_CATEGORY_CYBER_VIOLENCE_AGAINST_WOMEN		AT, [...], SE														
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_BULLYING_AGAINST_GIRLS		AT, [...], SE	0													
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_CYBER_HARASSMENT_AGAINST_WOMEN		AT, [...], SE	0													
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_CYBER_STALKING_AGAINST_WOMEN		AT, [...], SE	0													
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_FEMALE_GENDERED_DISINFORMATION		AT, [...], SE														
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_INCITEMENT_AGAINST_WOMEN		AT, [...], SE														
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_NON_CONSENSUAL_IMAGE_SHARING_AGAINST_WOMEN		AT, [...], SE	0													
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_NON_CONSENSUAL_MATERIAL_DEEPFAKE_AGAINST_WOMEN		AT, [...], SE	0													
All	LOVOO	02/17/2024–12/31/2024	KEYWORD_OTHER	Text to detail the “Other” keyword.	AT, [...], SE	0													







4. Notices

				Number of notices received Scope	Number of notices received from trusted flaggers	Number of specific items of information included in the total number of notices	Number of specific items of information included in the total number of notices by trusted flaggers (trusted flagger notices)	Median time to take action	Median time to take action (trusted flagger notices)	Number of actions taken on the basis of the law	Number of actions taken on the basis of the law (trusted flagger notices)	Number of actions taken on the basis of the terms and conditions of the service	Number of actions taken on the basis of the terms and conditions of the service (trusted flagger notices)	Contextual information on number of notices received from trusted flaggers	Contextual information on number of specific items of information included in the total number of notices	Contextual information on number of specific items of information included in the total number of notices by trusted flaggers (trusted flagger notices)	Contextual information on median time to take action	Contextual information on median time to take action (trusted flagger notices)	Contextual information on number of actions taken on the basis of the law	Contextual information on number of actions taken on the basis of the terms and conditions of the service	Contextual information on number of actions taken on the basis of the terms and conditions of the service (trusted flagger notices)
Applicability	Service	Reporting period	Category of illegal content	Description of the sub-category "Other"																	
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	TOTAL		337,102	0	337,102	0	16	0	49,737	0	287,365	0							Reports can be submitted by users as subcategories that contain “Other,” such as “Harassment. Other” in line 23. Reports can also be submitted as “Other” without a further defining category, as in line 101. We offer these options so that users can submit reports that may not fit into the categories and subcategories we offer in the reporting form. Reports received that contain “Other” are assigned their own subcategory during processing.
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	STATEMENT_CATEGORY_ANIMAL_WELFARE																		
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_ANIMAL_HARM																		
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_UNLAWFUL_SALE_ANIMALS																		
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_OTHER	Text to detail the “Other” keyword.																	
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	STATEMENT_CATEGORY_CONSUMER_INFORMATION																		
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_HIDDEN_ADVERTISEMENT																		
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_INSUFFICIENT_INFORMATION_ON_TRADERS																		
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_MISLEADING_INFO_GOODS_SERVICES																		
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_MISLEADING_INFO_CONSUMER_RIGHTS																		
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_NONCOMPLIANCE_PRICING																		
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_OTHER	Text to detail the “Other” keyword.																	
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	STATEMENT_CATEGORY_CYBER_VIOLENCE		32,888	0	32,888	0	24	0	4,962	0	27,926	0							
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_CYBER_BULLYING_INTIMIDATION		1,609	0	1,609	0	22	0	1,609	0	0	0							
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_CYBER_HARASSMENT		25,888	0	25,888	0	25	0	0	0	25,888	0							
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_CYBER_INCITEMENT																		
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_CYBER_STALKING		113	0	113	0	11	0	113	0	0	0							
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_NON_CONSENSUAL_IMAGE_SHARING		3,240	0	3,240	0	23	0	3,240	0	0	0							
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_NON_CONSENSUAL_MATERIAL_DEEPFAKE		144	0	144	0	35	0	0	0	144	0							
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_OTHER	Text to detail the “Other” keyword.	1,894	0	1,894	0	10	0	0	0	1,894	0							







Applicability	Service	Reporting period	Category of illegal content	Description of the sub-category "Other"	Number of notices received Scope	Number of notices received from trusted flaggers	Number of specific items of information included in the total number of notices	Number of specific items of information included in the total number of notices by trusted flaggers (trusted flagger notices)	Median time to take action	Median time to take action (trusted flagger notices)	Number of actions taken on the basis of the law	Number of actions taken on the basis of the law (trusted flagger notices)	Number of actions taken on the basis of the terms and conditions of the service	Number of actions taken on the basis of the terms and conditions of the service (trusted flagger notices)	Contextual information on number of notices received from trusted flaggers	Contextual information on number of specific items of information included in the total number of notices	Contextual information on number of specific items of information included in the total number of notices by trusted flaggers (trusted flagger notices)	Contextual information on median time to take action (trusted flagger notices)	Contextual information on median time to take action (trusted flagger notices)	Contextual information on number of actions taken on the basis of the law	Contextual information on number of actions taken on the basis of the terms and conditions of the service	Contextual information on number of actions taken on the basis of the terms and conditions of the service (trusted flagger notices)
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	STATEMENT_CATEGORY_SELF_HARM		461	0	461	0	1	0	0	0	461	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_CONTENT_PROMOTING_EATING_DISORDERS																			
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_SELF_MUTILATION		72	0	72	0	10	0	0	0	72	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_SUICIDE		133	0	133	0	2	0	0	0	133	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_OTHER	Text to detail the “Other” keyword.	256	0	256	0	0	0	0	0	256	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	STATEMENT_CATEGORY_UNSAFE_AND_PROHIBITED_PRODUCTS		1,354	0	1,354	0	17	0	177	0	1,177	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_PROHIBITED_PRODUCTS		1,230	0	1,230	0	18	0	177	0	1,053	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_UNSAFE_PRODUCTS																			
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_OTHER	Text to detail the “Other” keyword.	124	0	124	0	0	0	0	0	124	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	STATEMENT_CATEGORY_VIOLENCE		3,374	0	3,374	0	14	0	955	0	2,419	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_COORDINATED_HARM		1,873	0	1,873	0	12	0	171	0	1,702	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_INCITEMENT_VIOLENCE_HATRED																			
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_HUMAN_EXPLOITATION		197	0	197	0	6	0	197	0	0	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_HUMAN_TRAFFICKING		31	0	31	0	11	0	31	0	0	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_TRAFFICKING_WOMEN_GIRLS																			
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_OTHER	Text to detail the “Other” keyword.	1,273	0	1,273	0	19	0	556	0	717	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	STATEMENT_CATEGORY_OTHER_VIOLATION_TC		156,914	0	156,914	0	14	0	40,631	0	116,283	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_ADULT_SEXUAL_MATERIAL		56,445	0	56,445	0	16	0	21,472	0	34,973	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_AGE_SPECIFIC_RESTRICTIONS		9,336	0	9,336	0	11	0	0	0	9,336	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_GEOGRAPHICAL_REQUIREMENTS																			
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_GOODS_SERVICES_NOT_PERMITTED		831	0	831	0	20	0	0	0	831	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_LANGUAGE_REQUIREMENTS																			
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_NUDITY		697	0	697	0	42	0	0	0	697	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_OTHER		1,594	0	1,594	0	1	0	1,594	0	0	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_SPAM		68,268	0	68,268	0	13	0	0	0	68,268	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_OTHER_PICTURE_GUIDELINES		2,178	0	2,178	0	32	0	0	0	2,178	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_FRAUD		16,372	0	16,372	0	14	0	16,372	0	0	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_RACISM		954	0	954	0	14	0	954	0	0	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	KEYWORD_BLACKMAIL		239	0	239	0	1	0	239	0	0	0								
Only for hosting service providers, including online platforms	LOVOO	02/17/2024–12/31/2024	STATEMENT_CATEGORY_NOT_SPECIFIED_NOTICE		0	0	0	0		0	0	0	0	0								

5. Own initiative – Illegal

Applica- bility	Service	Reporting period	Category of illegal content	Description of the sub-category "Other"	Number of measures taken at the provider'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: Interaction restricted	Visibility restriction: Labeled	Visibility restriction: Other	Monetary restriction: Suspension	Monetary restriction: Termination	Monetary restriction: Other	Provision of the service: Suspension	Provision of the service: Termination	Account restriction: Suspension	Account restriction: Termination	Contextual information on number of measures taken at the provider's own initiative	Contextual information on number of measures taken after detection with solely automated means	Contextual information on visibility restriction: Removal	Contextual information on visibility restriction: Disable	Contextual information on visibility restriction: Demoted	Contextual information on visibility restriction: Age restricted	Contextual information on visibility restriction: Interaction restricted	Contextual information on visibility restriction: Labeled	Contextual information on visibility restriction: Other	Contextual information on monetary restriction: Suspension	Contextual information on monetary restriction: Termination	Contextual information on monetary restriction: Other	Contextual information on provision of the service: Suspension	Contextual information on provision of the service: Termination	Contextual information on account restriction: Suspension	Contextual information on account restriction: Termination
All	LOVOO	02/17/2024 – 12/31/2024	TOTAL		172,712		118,402											33,135				Content that is classified as illegal or in violation of the guidelines can be found in tabs 5 and 6. The same clas- sification logic is used in the reporting form (NAM).													Number of disables, including deleted content	
All	LOVOO	02/17/2024 – 12/31/2024	STATEMENT_CATEGORY_ANIMAL_WELFARE																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_ANIMAL_HARM																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_UNLAWFUL_SALE_ANIMALS																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_OTHER	Text to detail the "Other" keyword.																																
All	LOVOO	02/17/2024 – 12/31/2024	STATEMENT_CATEGORY_CONSUMER_INFORMATION																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_HIDDEN_ADVERTISEMENT																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_INSUFFICIENT_INFORMATION_ON_TRADERS																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_MISLEADING_INFO_GOODS_SERVICES																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_MISLEADING_INFO_CONSUMER_RIGHTS																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_NONCOMPLIANCE_PRICING																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_OTHER	Text to detail the "Other" keyword.																																
All	LOVOO	02/17/2024 – 12/31/2024	STATEMENT_CATEGORY_CYBER_VIOLENCE		98,766		85,420											271																		
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_CYBER_BULLYING_INTIMIDATION		118		62											36																		
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_CYBER_HARASSMENT																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_CYBER_INCITEMENT																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_CYBER_STALKING		0		0											0																		
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_NON_CONSENSUAL_IMAGE_SHARING		98,648		85,358											235																		
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_NON_CONSENSUAL_MATERIAL_DEEPFAKE																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_OTHER	Text to detail the "Other" keyword.																																
All	LOVOO	02/17/2024 – 12/31/2024	STATEMENT_CATEGORY_CYBER_VIOLENCE_AGAINST_WOMEN																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_BULLYING_AGAINST_GIRLS																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_CYBER_HARASSMENT_AGAINST_WOMEN																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_CYBER_STALKING_AGAINST_WOMEN																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_FEMALE_GENDERED_DISINFORMATION																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_INCITEMENT_AGAINST_WOMEN																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_NON_CONSENSUAL_IMAGE_SHARING_AGAINST_WOMEN																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_NON_CONSENSUAL_MATERIAL_DEEPFAKE_AGAINST_WOMEN																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_OTHER	Text to detail the "Other" keyword.																																







6. Own initiative – Terms and conditions

Applica- bility	Service	Reporting period	Category of illegal content	Description of the sub-category "Other"	Number of measures taken at the provider'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: Interaction restricted	Visibility restriction: Labeled	Visibility restriction: Other	Monetary restriction: Suspension	Monetary restriction: Termination	Monetary restriction: Other	Provision of the service: Suspension	Provision of the service: Termination	Account restriction: Suspension	Account restriction: Termination	Contextual information on number of measures taken at the provider's own initiative	Contextual information on number of measures taken after detection with solely automated means	Contextual information on visibility restriction: Removal	Contextual information on visibility restriction: Disable	Contextual information on visibility restriction: Demoted	Contextual information on visibility restriction: Age restricted	Contextual information on visibility restriction: Interaction restricted	Contextual information on visibility restriction: Labeled	Contextual information on visibility restriction: Other	Contextual information on monetary restriction: Suspension	Contextual information on monetary restriction: Termination	Contextual information on monetary restriction: Other	Contextual information on provision of the service: Suspension	Contextual information on provision of the service: Termination	Contextual information on account restriction: Suspension	Contextual information on account restriction: Termination
All	LOVOO	02/17/2024 – 12/31/2024	TOTAL		5,196,015	1,121,325	4,505,146										29,146				Content that is classified as illegal or in violation of the guidelines can be found in tabs 5 and 6. The same clas- sification logic is used in the reporting form (NAM).													Number of disables, including deleted content		
All	LOVOO	02/17/2024 – 12/31/2024	STATEMENT_CATEGORY_ANIMAL_WELFARE																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_ANIMAL_HARM																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_UNLAWFUL_SALE_ANIMALS																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_OTHER	Text to detail the "Other" keyword.																																
All	LOVOO	02/17/2024 – 12/31/2024	STATEMENT_CATEGORY_CONSUMER_INFORMATION																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_HIDDEN_ADVERTISEMENT																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_INSUFFICIENT_INFORMATION_ON_TRADERS																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_MISLEADING_INFO_GOODS_SERVICES																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_MISLEADING_INFO_CONSUMER_RIGHTS																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_NONCOMPLIANCE_PRICING																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_OTHER	Text to detail the "Other" keyword.																																
All	LOVOO	02/17/2024 – 12/31/2024	STATEMENT_CATEGORY_CYBER_VIOLENCE		9,778	73	7,245										1,381																			
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_CYBER_BULLYING_INTIMIDATION																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_CYBER_HARASSMENT		1,513	0	425										1,364																			
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_CYBER_INCITEMENT																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_CYBER_STALKING																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_NON_CONSENSUAL_IMAGE_SHARING		21	21	21										0																			
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_NON_CONSENSUAL_MATERIAL_DEEPFAKE		8,243	52	6,799										17																			
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_OTHER	Text to detail the "Other" keyword.	1	0	0										0																			
All	LOVOO	02/17/2024 – 12/31/2024	STATEMENT_CATEGORY_CYBER_VIOLENCE_AGAINST_WOMEN																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_BULLYING_AGAINST_GIRLS																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_CYBER_HARASSMENT_AGAINST_WOMEN																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_CYBER_STALKING_AGAINST_WOMEN																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_FEMALE_GENDERED_DISINFORMATION																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_INCITEMENT_AGAINST_WOMEN																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_NON_CONSENSUAL_IMAGE_SHARING_AGAINST_WOMEN																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_NON_CONSENSUAL_MATERIAL_DEEPFAKE_AGAINST_																																	
All	LOVOO	02/17/2024 – 12/31/2024	WOMEN																																	
All	LOVOO	02/17/2024 – 12/31/2024	KEYWORD_OTHER	Text to detail the "Other" keyword.																																





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7. Appeals and recidivism

Applicability	Service	Reporting period	Section	Indicator	Scope	Value	Contextual information
All	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Number of complaints submitted to the internal-complaints mechanism	Total number	31,033	All complaints submitted via the complaint link provided in the notification regarding the moderation decision are counted. We also count complaints received when a live video is blocked.
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Number of complaints submitted to the internal-complaints mechanism	Decisions upheld	27,188	
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Number of complaints submitted to the internal-complaints mechanism	Decisions partially reversed		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Number of complaints submitted to the internal-complaints mechanism	Decisions reversed	3,845	
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Number of complaints submitted to the internal-complaints mechanism	Median time	22	
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Number of complaints submitted to the internal-complaints mechanism	Decision omitted		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Number of restrictions newly imposed as a result of an internal complaint	Total number		Currently included under in-house moderation
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to remove or disable access to or restrict visibility of information	Total number	5,744	Count of the deletion of content and profile disables that result in restricted visibility
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to remove or disable access to or restrict visibility of information	Decisions upheld	5,030	
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to remove or disable access to or restrict visibility of information	Decisions partially reversed		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to remove or disable access to or restrict visibility of information	Decisions reversed	714	
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to remove or disable access to or restrict visibility of information	Median time	19	
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to suspend or terminate the provision of the service	Total number		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to suspend or terminate the provision of the service	Decisions upheld		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to suspend or terminate the provision of the service	Decisions partially reversed		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to suspend or terminate the provision of the service	Decisions reversed		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to suspend or terminate the provision of the service	Median time		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to suspend or terminate an account	Total number		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to suspend or terminate an account	Decisions upheld		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to suspend or terminate an account	Decisions partially reversed		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to suspend or terminate an account	Decisions reversed		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to suspend or terminate an account	Median time		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to restrict the ability to monetize information	Total number		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to restrict the ability to monetize information	Decisions upheld		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to restrict the ability to monetize information	Decisions partially reversed		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to restrict the ability to monetize information	Decisions reversed		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision to restrict the ability to monetize information	Median time		

Applicability	Service	Reporting period	Section	Indicator	Scope	Value	Contextual information
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision not to take action on a notice submitted in accordance with Article 16	Total number	502	
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision not to take action on a notice submitted in accordance with Article 16	Decisions upheld	502	
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision not to take action on a notice submitted in accordance with Article 16	Decisions partially reversed		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision not to take action on a notice submitted in accordance with Article 16	Decisions reversed		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision not to take action on a notice submitted in accordance with Article 16	Median time	30	
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision not to take action on a notice submitted by a trusted flagger in accordance with Article 16	Total number		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision not to take action on a notice submitted by a trusted flagger in accordance with Article 16	Decisions upheld		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision not to take action on a notice submitted by a trusted flagger in accordance with Article 16	Decisions partially reversed		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision not to take action on a notice submitted by a trusted flagger in accordance with Article 16	Decisions reversed		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Complaint regarding a decision not to take action on a notice submitted by a trusted flagger in accordance with Article 16	Median time		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Number of disputes submitted to out-of-court dispute settlement bodies	Total number		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Number of disputes submitted to out-of-court dispute settlement bodies	Decisions upheld		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Number of disputes submitted to out-of-court dispute settlement bodies	Decisions partially reversed		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Number of disputes submitted to out-of-court dispute settlement bodies	Decisions reversed		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Number of disputes submitted to out-of-court dispute settlement bodies	Median time		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Number of disputes submitted to out-of-court dispute settlement bodies	Decision omitted		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Number of disputes submitted to out-of-court dispute settlement bodies	Percentage of outcomes implemented		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Number of suspensions enacted for the provision of manifestly illegal content	Total number		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Number of suspensions enacted for the provision of manifestly unfounded notices	Total number		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Internal complaints mechanism	Number of suspensions enacted for the provision of manifestly unfounded complaints	Total number		

8. Automated means

Applicability	Service	Reporting period	Section	Indicator	Scope	Value	Contextual information
All	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Number of measures solely taken by automated means	Total number	7,587,104	Total number of cases handled by automated means, including user reports and in-house moderation (trusted flagger requests are handled exclusively manually)
All	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Number of measures not taken by automated means	Total number	23,899,892	Total number of cases processed manually, including user reports, in-house moderation, and trusted flagger requests
All	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Accuracy	Total number	99.979%	
All	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Precision	Total number	99.961%	
All	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Recall	Total number	100.000%	
All	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Number of measures solely taken by automated means	Own initiative	7,452,476	
All	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Accuracy	Own initiative	23,679,368	Currently included under in-house moderation
All	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Precision	Own initiative	99.982%	Count of the deletion of content and profile disables that result in restricted visibility
All	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Recall	Own initiative	99.967%	
All	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Number of notices solely processed by automated means	Own initiative	100.000%	
Only for hosting service providers, including online platforms	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Number of notices not processed by automated means	NAM total	134,628	
Only for hosting service providers, including online platforms	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Accuracy	NAM total	220,524	
Only for hosting service providers, including online platforms	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Precision	NAM total	99.980%	
Only for hosting service providers, including online platforms	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Recall	NAM total	99.964%	
Only for hosting service providers, including online platforms	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Number of notices solely processed by automated means	NAM total	100.000%	
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Number of notices not processed by automated means	NAM trusted flagger		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Accuracy	NAM trusted flagger	0	
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Precision	NAM trusted flagger		Assuming that trusted flaggers identify themselves as such, their requests will be processed exclusively manually.
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Recall	NAM trusted flagger		
Only for providers of online platforms	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Number of measures solely taken by automated means	NAM trusted flagger		

Applicability	Service	Reporting period	Section	Indicator	Scope	Value	Contextual information
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Number of measures solely taken by automated means	bg		
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Number of measures solely taken by automated means	[...]		
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Number of measures solely taken by automated means	sv		
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Number of measures not taken by automated means	bg		
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Number of measures not taken by automated means	[...]		
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Number of measures not taken by automated means	sv		
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Accuracy	bg		
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Precision	[...]		
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Recall	sv		
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Accuracy	bg		
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Precision	[...]		
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Recall	sv		
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Accuracy	bg		
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Precision	[...]		
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	Use of automated means for content moderation	Accuracy of the automated means - Recall	sv		

## 9. Human resources

Applicability	Service	Reporting period	Section	Indicator	Scope	Value	Contextual information
Only for VLOPs		MM/DD/YYYY – MM/DD/YYYY	Human resources dedicated to content moderation	Number of internal moderators employed by the provider	Total number		
Only for VLOPs		MM/DD/YYYY – MM/DD/YYYY	Human resources dedicated to content moderation	Number of external moderators contracted by the provider	Total number		
Only for VLOPs		MM/DD/YYYY – MM/DD/YYYY	Human resources dedicated to content moderation	Number of total moderators with sufficient linguistic expertise	Total number		
Only for VLOPs		MM/DD/YYYY – MM/DD/YYYY	Human resources dedicated to content moderation	Number of total moderators with sufficient linguistic expertise	bg		
Only for VLOPs		MM/DD/YYYY – MM/DD/YYYY	Human resources dedicated to content moderation	Number of total moderators with sufficient linguistic expertise	[...]		
Only for VLOPs		MM/DD/YYYY – MM/DD/YYYY	Human resources dedicated to content moderation	Number of total moderators with sufficient linguistic expertise	sv		

## 10. AMAR

Applicability	Service	Reporting period	Section	Indicator	Scope	Value
Only for VLOPs and VLOSEs		MM/DD/YYYY – MM/DD/YYYY	AMAR	Number of average monthly active recipients during the reporting period	Total number	
Only for VLOPs and VLOSEs		MM/DD/YYYY – MM/DD/YYYY	AMAR	Number of average monthly active recipients during the reporting period	AT	
Only for VLOPs and VLOSEs		MM/DD/YYYY – MM/DD/YYYY	AMAR	Number of average monthly active recipients during the reporting period	[...]	
Only for VLOPs and VLOSEs		MM/DD/YYYY – MM/DD/YYYY	AMAR	Number of average monthly active recipients during the reporting period	SE	



## 11. Qualitative

Applicability	Service	Reporting period	Indicator	Value
All	LOVOO	02/17/2024 – 12/31/2024	Summary of the content moderation engaged in at the providers' own initiative	We use a combination of automated and manual review processes to remove content that does not comply with our Community Guidelines (part of our T&C).
All	LOVOO	02/17/2024 – 12/31/2024	Meaningful and comprehensible information regarding content moderation engaged in at the providers' own initiative	Various types of content, such as user names, free text, prompts, and photos, are subjected to our in-house moderation. If a violation is detected automatically or manually, various measures will be taken, such as removing content or disabling profiles.
All	LOVOO	02/17/2024 – 12/31/2024	Qualitative description of the automated means	When photos are uploaded, a series of parameters are automatically checked, depending on whether they are profile or gallery photos. These include, for example, the number of faces depicted, the recognizability of a face, children depicted, text fragments, nudity, or whether a fake has been detected. Text content is checked against words on a denial list.
All	LOVOO	02/17/2024 – 12/31/2024	Qualitative description of indicators of accuracy and possible rate of error of automated means	Before implementing automation, such as an image moderation model, we comprehensively evaluate the parameters of precision, accuracy, and recall. Implementation only takes place if the model meets our standards and functions reliably. If the model's accuracy is insufficient, additional manual moderation by a human is always carried out.
All	LOVOO	02/17/2024 – 12/31/2024	Specification of the precise purposes to apply automated means	Profile content that does not comply with our Community Guidelines is not permitted on our platform. It needs to be identified as early as possible so that it cannot cause any harm. Automated solutions detect such content at high speed and are available around the clock. This enables us to respond to inappropriate and illegal content more quickly than would be possible with manual review alone. This greatly benefits the overall user experience.
All	LOVOO	02/17/2024 – 12/31/2024	Safeguards applied to the use of automated means	All automated tools are tested for accuracy before implementation. They are also equipped with event triggers that set off alerts in dashboards in the event of anomalies. Additional checks are performed several times a week, reviewing metrics such as user messages, profile disables, and photo uploads. Furthermore, feedback from the Customer Care team regarding incorrectly blocked content is analyzed immediately and implemented to optimize processes.
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	High-level description of the content moderation governance structure	Free text
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	Qualifications of the human resources dedicated to content moderation	Free text
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	Training given to human resources dedicated to content moderation	Free text
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	Support given to human resources dedicated to content moderation	Free text
Only for VLOPs	LOVOO	02/17/2024 – 12/31/2024	Methodology used to compute the number of human resources dedicated to content moderation	Free text

### **Single point of contact pursuant to Art. 11 DSA**

All official inquiries concerning the Digital Services Act (DSA) or content on the platform or content moderation should be sent to:  
lawenforcement(at)lovoo.com

### **Point of contact pursuant to Art. 12 DSA**

All user inquiries concerning the Digital Services Act (DSA) or content on the platform or content moderation should be sent to:  
contentmoderation(at)lovoo.com