



Regulation (EU) 2022/2065 Digital Services Act Transparency Report for Oikotie

Reporting period 17 February 2024 - 16 February 2025

Transparency Report

In accordance with the Digital Services Act (DSA), Articles 15 and 24

1. Introduction

This transparency report covers the reporting period between 17 February 2024 - 16 February 2025 and provides details on content moderation, notices received, and enforcement actions taken for Oikotie in compliance with the Digital Services Act (DSA). The report has been prepared in accordance with the requirements set out in the DSA, based on the data and information currently available to us for the reporting period.

To enhance fraud prevention and user security, Oikotie has been using several key measures during 2024, including:

- **Mandatory BankID verification:** All users must verify their identity via BankID when publishing a listing.
- **Blocking Misuse or Violations of Terms & Conditions:** In cases of misuse or violations of our Terms & Conditions, Oikotie can restrict the offender's access by preventing the associated using any method of identification from being used again on the platform.
- **Prevention of Email-Based Fraud:** The email address is not displayed publicly directly.
- **Prevention of phone number-based Fraud:** The phone number is not displayed publicly directly.
- **Collaboration with Authorities and Industry Partners:** Oikotie maintains ongoing cooperation with law enforcement agencies and industry stakeholders to ensure a secure marketplace.

These proactive and preventive actions have had significant improvements in platform security and user safety.

2. Orders from Member States

DSA Article 15(1)(a)

During the current reporting period, Oikotie has not received orders from Member States requesting action on content or other service-related matters.

3. Notices Received

DSA Article 15(1)(b) cf. Article 16

Oikotie provides a system that allows users to report content they believe to be illegal.

On every listing page there is a report button easily available. In addition the user has the opportunity to make direct contact with Oikoties customer service. Upon receiving a notice from a user, we promptly assess whether the content is illegal or violates our Terms & Conditions. Users are then informed of our decision.

In the reporting period, Oikotie has registered a total of 566 notices from users of our platform. Out of these, Oikotie has registered that action was taken on 109 notices. The notices are categorized as shown in the table below.

Category	Notices received	Action taken
Fraud/Illegal	67	30
Violation of Terms & Conditions or internal rules	124	65
Illegal or violation of Terms & Conditions	185	0
Other possible violation of law or T&C	190	14
Total	566	109

No notices were processed by automated means during the reporting period.

The median response time to take action was: 15 hours. Oikotie Customer support is open Monday to Friday 8-16 and we handle upcoming cases promptly when they arrive during that time.

Notices from Trusted Flaggers

Oikotie has not received notices from Trusted Flaggers during this period. In accordance with DSA Article 22, notices submitted by Trusted Flaggers in the future will be prioritised and flagged internally to ensure these notices are decided upon without undue delay.

4. Content Moderation Initiated by Oikotie

DSA Article 15(1)(c)

During the report period Oikotie did not do any own initiative content moderation.

5. Complaints Through Internal Complaint-Handling System

DSA Article 15(1)(d)

Users can submit a notice if they believe content violates our Terms & Conditions or is illegal, according with Article 16 of the DSA, through our notice system.

When a notice is received, we assess the content and determine whether to take action or dismiss the notice. If a notice is dismissed, the submitter may request a second review. Similarly, if action is taken, the affected user may file a complaint.

On the decisions taken after the receipt of notices according to DSA article 16, Oikotie received one complaint. The complaint was based on disagreement with Oikotie's first decision in the first review of the notice. After the second review of the notice regarding possible illegal content, we decided to uphold our original decision.

6. Use of Automated Content Moderation Tools

DSA Article 15(1)(e)

Oikotie do not use automated tools for content moderation.

7. Out-of-Court Dispute Resolution

DSA Article 24(1)(a) cf. Article 21

Oikotie provides users, individuals, and entities that do not agree with relevant enforcement decisions the right to challenge the decision either in a relevant court or via referral of the decision to a certified dispute settlement body. As of 16 February 2025, we had not received any disputes from certified out-of-court settlement bodies pursuant to DSA Article 21.

8. Measures Against Misuse

DSA Article 24 (1) (b) cf. Article 23

Oikotie reserves the right to restrict or block users who repeatedly violate platform rules or misuse the platform in any way. This includes users engaging in fraud, submitting misleading listings, or otherwise acting in bad faith.

Oikotie acknowledges that there are often multiple sides to a dispute, and the platform does not have the resources to verify the factual accuracy of every user report through direct investigation. Instead, our team reviews reports to determine whether a listing contains clearly misleading information or presents suspicious patterns. If no such indicators are found, the issue is considered a matter to be resolved between buyer and seller.

Misuse by Users Providing Illegal Content - DSA Article 23 (1)

If Oikotie experiences that a user repeatedly provides manifestly illegal content to the platform, Oikotie will suspend the user's identification method and prevent their account from performing certain actions, such as publishing new listings. Oikotie may also suspend the whole account.

In cases of misuse or violations of our Terms & Conditions, Oikotie may restrict the offender's access by preventing any associated identification method from being reused on the platform. Oikotie may also suspend the whole account.

In the reporting period, there is no record of the amount of accounts that have been suspended due to repeated illegal content.

Misuse by Users Submitting Unfounded Notices - DSA Article 23 (2)

During the reporting period, there were no users that were restricted due to misuse of the notice mechanisms.

Misuse by Users Filing Unfounded Complaints - DSA Article 23 (2)

During the reporting period, there were no users that were restricted due to misuse of the complaint mechanisms.

9. Conclusion

Oikotie has seen clear long-term success in its efforts to improve safety and proactively prevent the spread of illegal content on the platform.

The mandatory BankID verification for publishing listings has produced very positive results, significantly reducing abuse and fraud. Additionally, the ability to block the use of hashed social security numbers after violations has further strengthened our preventive measures.

While we are pleased with this progress, there is still work to be done. Even a single case of fraud is one too many, which is why we aim for zero tolerance by continuously developing our fraud prevention strategies. Close cooperation with authorities and industry players ensures we stay ahead of emerging threats.

We will continue to act proactively and decisively to keep the platform safe and trustworthy for all users.
