

TRANSPARENCY REPORT

In accordance with Article 15 of the Digital Services Act (Regulation (EU) 2022/2065)

Reporting period: 01.01.2025 to 31.12.2025

Introduction

Within European Union's legal framework for digital services, Regulation (EU) 2022/2065 - the Digital Services Act - establishes binding requirements on providers of intermediary services, in particular with regard to transparency, accountability and the protection of users and fundamental rights.

AutoScout24 welcomes the objective of the Digital Services Act to increase trust among consumers and businesses in digital platforms within the European Union, while creating a safe and equitable online environment.

In implementation of the legal obligations under Article 15 of the Digital Services Act and in line with our company's own compliance and governance standards, AutoScout24 hereby publishes this Transparency Report. Responsible provider of this service is AutoScout24 Belgium S.A..

This report describes the processes and measures applied by AutoScout24 to:

- handle reports of potentially illegal content,
- take moderation measures on its own initiative,
- handle appeals against moderation decisions,
- cooperate with authorities of EU Member States, and
- use automated systems to support moderation.

The quantitative data on the categories described in this report are provided in a standardized machine-readable format in accordance with European Commission Implementing Regulation (EU) 2024/2835.

The transparency report is updated regularly, but at least once a year, and made publicly available within the meaning of Article 15 of the Digital Services Act.

Contact point for Digital Services Act inquiries: legal@autoscout24.com

About AutoScout24

AutoScout24 is the largest online car market in Europe. On the platform, private individuals and professional vehicle dealers can offer, search for and purchase vehicles. Users benefit from a large selection of vehicle offers as well as various digital services for buying and selling vehicles.

The platform is part of the AutoScout24 Group, which operates digital marketplaces and solutions for the vehicle trade. In addition to AutoScout24, the group's portfolio also includes specialized platforms such as LeasingMarkt, a leading marketplace for vehicle leasing, and AutoProff, a digital B2B auction platform for vehicle trading.

With its various platforms, the AutoScout24 Group is helping to make vehicle trading in Europe increasingly digital, transparent and efficient.

Content moderation

AutoScout24 aims to ensure a safe and trustworthy platform environment for users.

To this end, AutoScout24 operates both reactive moderation procedures based on reports from users or third parties and proactive moderation measures that can be used to detect potentially problematic content at an early stage.

Incoming reports and identified content are reviewed by specialized moderation teams. Based on this review, AutoScout24 decides on appropriate measures, such as the removal of content or restrictions on user accounts.

Automated systems can be used to identify potentially problematic content and help moderation teams prioritize cases.

Scope of the Transparency Report

This transparency report provides information on the measures and processes that AutoScout24 implements to ensure a secure environment for users.

In particular, the report includes information on the following categories under Article 15 of the Digital Services Act:

1. Orders from EU Member State authorities

AutoScout24 cooperates with competent authorities of EU Member States when they issue orders under Articles 9 and 10 of the Digital Services Act within the scope of their legal powers.

The associated dataset includes in particular:

- the number of orders issued by authorities of EU Member States to address alleged illegal content or to provide information on user accounts;
- a breakdown of the orders by type of order and by the Member State of the issuing authority;
- the period of time between receipt of the order and the implementation of the necessary measure.

The corresponding quantitative data will be published in a standardized, machine-readable format.

2. Reports of potentially illegal content (Notices)

AutoScout24 provides users and third parties with reporting channels through which potentially illegal content can be reported.

The associated dataset includes in particular:

- the number of reports received about potentially illegal content;
- a breakdown of reports by category of suspected illegal content;
- the moderation actions taken as a result, including removing content or restricting user accounts;
- the time between the receipt of a report and the decision on appropriate measures.

The corresponding quantitative data will be published in a standardized, machine-readable format.

3. Moderation measures on AutoScout24's own initiative

In addition to user-initiated reports, AutoScout24 also identifies potentially problematic content on its own initiative.

The associated dataset includes in particular:

- the number of moderation actions taken without prior notice;
- a breakdown of those measures by type of infringement identified;
- differentiation between actions based on allegedly illegal content and actions based on violations of the platform's terms of use;
- information on the use of automated systems to support these measures.

The corresponding quantitative data will be published in a standardized, machine-readable format.

4. Appeals against Moderation Decisions

Users whose content has been removed or whose accounts have been restricted may appeal against these moderation decisions under Article 20 of the Digital Services Act.

The associated dataset includes in particular:

- the number of complaints received against moderation decisions;
- a breakdown of the complaints by type of original measure;
- the results of the review of these complaints;
- the period of time between receipt of the complaint and the decision on the complaint.

The corresponding quantitative data will be published in a standardized, machine-readable format.

5. Use of automated systems for moderation

AutoScout24 uses automated systems to detect potentially problematic content at an early stage and support moderation teams in reviewing it. These systems are used in particular to identify possible violations of the rules and to priorities moderation cases.

The associated dataset includes in particular:

- information on the use of automated systems to support moderation;
- the number of moderation decisions in which automated systems were used;
- information on the role of automated systems in the moderation process.

The corresponding quantitative data will be published in a standardized, machine-readable format.

Measures to protect users

To ensure the security and integrity of the platform, AutoScout24 maintains binding terms of use and policies that expressly prohibit unlawful, misleading or otherwise harmful activities.

To enforce these requirements, AutoScout24 uses a tiered system of automated procedures, manual checks and hybrid moderation mechanisms. These measures are designed to identify, remove, or otherwise restrict content that violates applicable rules.

AutoScout24 pays particular attention to user reports of potential rule violations. Structured and barrier-free reporting channels are available for this purpose. Every reported fact is subjected to a careful examination.

In addition, AutoScout24 actively cooperates with law enforcement authorities and other competent national and European bodies in order to take effective action against serious violations of the law.

AutoScout24 also maintains an ongoing dialogue with industry associations, civil society organizations and other relevant stakeholders to identify risks in the digital space and further develop measures to protect users and platform integrity.