

TRANSPARENCY REPORT

Pursuant to Articles 15 and 24 of the Digital Services Act

Reporting period: 01.07.2024 to 31.12.2024

Introduction

As part of the uniform European legal framework for digital services, Regulation (EU) 2022/2065 – the Digital Services Act – imposes binding requirements on providers of intermediary services, particularly with regard to transparency, accountability, and the protection of users and fundamental rights.

AutoScout24 welcomes the objective of the Digital Services Act to strengthen consumer and business confidence in digital platforms within the European Union while creating a safe and fair online environment. In implementation of the legal obligations under Article 15 of the Digital Services Act and in accordance with our company's own compliance and governance standards, we hereby present our transparency report for the reporting period from 01.07.2024 to 31.12.2024.

The report documents the operational and technical measures taken to comply with the requirements of the Digital Services Act, particularly in the area of content moderation and cooperation with the relevant authorities. It also explains the principles according to which AutoScout24 evaluates and removes content, as well as the protective mechanisms in place to maintain the integrity of the service and strengthen user rights.

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

All information contained in the report is also provided in a machine-readable format in accordance with the requirements of Article 15 of the Digital Services Act.

Contact address for concerns regarding the Digital Services Act: legal@autoscout24.com

About AutoScout24

With over 2 million vehicle listings, around 30 million users per month, and more than 43,000 dealer partners, AutoScout24 is Europe's largest online car marketplace. In addition to Germany, the AutoScout24 Group is also represented in the core European markets of Belgium, Luxembourg, the Netherlands, Italy, France, Austria, Norway, Denmark, Poland, and Sweden. With AutoScout24 Smyle, the marketplace enables its users to purchase vehicles entirely online – free of charge and delivered ready-to-drive directly to their doorstep. Since 2020, the leasing specialist LeasingMarkt.de has also been part of the AutoScout24 Group, and since 2022, the B2B auction platform AutoProff has been part of the group as well. Together, the marketplaces are significantly driving forward the digitalization of the European car trade.

Contents of the transparency report

This transparency report provides information about the measures and processes that AutoScout24 implements to ensure a safe environment for users. It also provides insight into our compliance with our legal and ethical obligations. In particular, it contains the following information:

1. Content Moderation

(a) Reporting and remedy procedure

AutoScout24 operates a reporting procedure in accordance with Article 16 of the Digital Services Act, through which users and third parties can report content that is illegal or violates platform guidelines.

Each report is evaluated by a specialized content moderation team. Decisions are communicated to the reporting user with justification.

The following are listed:

- The total number of user reports received, including reports from trusted whistleblowers;
- The various types of allegedly illegal content that have been reported;
- The measures taken as a result (e.g., removal of content and/or blocking of accounts), distinguishing between measures taken in accordance with legal obligations and measures taken in accordance with our own terms of use;
- The number of automatically processed reports and the average time taken to make a decision or take action.

Reports received (consolidated) during the reporting period: 202

Category	Number of Reports	Average Processing Time
Suspected fraud and Phishing	202	18 hours

(b) Proactive automated content detection

To ensure the integrity and security of the platform, AutoScout24 uses specialized automated systems that identify potentially illegal or fraudulent content based on technical detection methods and enable preventive measures to be taken. The technologies used are designed in particular to detect, evaluate, and contain abuse and systematic manipulation attempts at an early stage.

This section of the report provides an overview of how these automated systems work, their scope of application, and their objectives. It also discusses their accuracy, average error rates, and the precautions taken to minimize unintended interference with legitimate content.

The key tools include:

- Text pattern analysis to identify fake offers
- Price plausibility analysis through machine learning
- Geo-blocking and IP screening for blocked regions

Automatically removed content (consolidated) during the reporting period: 4.003

Category	Number of removed contents
Poor ad quality – automatic detection	3154
Poor ad quality – manual review	589
Spam/Phishing	260

2. User complaints and legal remedies

Users whose content has been removed or whose accounts have been blocked have access to an internal, free complaint procedure in accordance with Article 20 of the Digital Services Act. These complaints are processed with the involvement of qualified specialist departments. All decisions made as part of this procedure are documented in a transparent manner and communicated to the users concerned in a reasoned form.

AutoScout24 guarantees a fair, transparent, and non-discriminatory procedure in accordance with the provisions of the Digital Services Act when processing complaints.

The following information is presented in this transparency report:

- Total number of complaints received via the internal complaint system during the reporting period;
- Categorization of the reasons for the complaints, the decisions made in each case (e.g., confirmation or reversal of the measure) and the average time taken to reach a decision;
- Number of cases in which the original decision was revised after review and changed in favor of the affected user.

Total number of complaints received (consolidated) during the reporting period: 948

Complaint Topics	Number	Average Processing Time
General complaints	473	101 hours
Review contested	327	223 hours
Price fixing	106	30 hours
Invoice explanation	42	63 hours

3. Cooperation with public authorities

(a) Removal requests by authorities

This section describes cooperation with the competent authorities of EU member states with regard to removal requests by authorities.

The following are listed:

- Total number of official orders received during the reporting period relating to the removal or blocking of illegal content on the Auto-Scout24 platform;
- Average response time, measured between the receipt of the official order and the confirmation of receipt to the competent authority, as well as the implementation of the requested measure (e.g., by removing or blocking the content in question).

Total number of official orders (consolidated) during the reporting period: 15

Authority	Number of Requests	Average Processing Time
Police	10	925 hours
Tax Office	5	147 hours

(b) Proactive reporting

AutoScout24 has not forwarded any reports to law enforcement authorities on its own initiative.

Measures to protect users

To ensure the security and integrity of the platform, AutoScout24 maintains binding terms of use and guidelines that expressly prohibit illegal, misleading, or otherwise harmful activities. A tiered system of automated procedures, manual checks, and hybrid moderation mechanisms is used to enforce these

requirements. These measures serve to identify, remove, or otherwise restrict content that violates applicable rules.

AutoScout24 pays particular attention to user-initiated reports of potential rule violations. Structured and accessible reporting channels are available for this purpose. Each reported incident is carefully reviewed, ensuring fairness, transparency, and non-discrimination in the decision-making process.

In addition, AutoScout24 actively cooperates with law enforcement agencies and other relevant national and European authorities to effectively combat serious legal violations. Furthermore, AutoScout24 maintains ongoing dialogue with industry associations, civil society organizations, and other relevant stakeholders. The aim of these collaborations is to jointly identify current and emerging risks in the digital space, share best practices, and continuously evaluate and further develop measures to improve user and platform protection.