

Applicability	Service	Indicator	Value
All		Name of the service provider	Intercom, Inc.
All		Date of the publication of the report	23 Feb 2026
All		Date of the publication of the latest previous report	16 Apr 2025
All		Starting date of reporting period	17 Feb 2025
All		Ending date of reporting period	31 Dec 2025

Category label	Category description	Category of illegal content / incompatible with the terms and conditions	Contextual information
TOTAL	All the entries	TOTAL	
Category 1	Animal welfare	STATEMENT CATEGORY ANIMAL WELFARE	
Category 1a	Animal harm	KEYWORD ANIMAL HARM	
Category 1b	Unlawful sale of animals	KEYWORD UNLAWFUL SALE ANIMALS	
Category 1c	Not captured by any other sub-category	KEYWORD OTHER	
Category 2	Consumer information infringements	STATEMENT CATEGORY CONSUMER INFORMATION	
Category 2a	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	
Category 3	Cyber violence	STATEMENT CATEGORY CYBER VIOLENCE	
Category 3a	Cyber bullying and intimidation	KEYWORD CYBER BULLYING 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_DEEPPAKE	
Category 3g	Not captured by any other sub-category	KEYWORD_OTHER	
Category 4	Cyber violence against women	STATEMENT CATEGORY CYBER VIOLENCE AGAINST WOMEN	
Category 4a	Cyber bullying and intimidation against girls	KEYWORD_BULLYING_AGAINST_GIRLS	
Category 4b	Cyber harassment against women	KEYWORD_CYBER_HARASSMENT_AGAINST_WOMEN	
Category 4c	Cyber stalking against women	KEYWORD_CYBER_STALKING_AGAINST_WOMEN	
Category 4d	Gendered disinformation	KEYWORD_FEMALE_GENDERED_DISINFORMATION	
Category 4e	Illegal incitement to violence and hatred against women	KEYWORD_INCITEMENT_AGAINST_WOMEN	
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	
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_DEEPPAKE_AGAINST_WOMEN	
Category 4h	Not captured by any other sub-category	KEYWORD_OTHER	
Category 5	Data protection and privacy violations	STATEMENT CATEGORY DATA PROTECTION AND PRIVACY VIOLATIONS	
Category 5a	Biometric data breach	KEYWORD BIOMETRIC DATA BREACH	
Category 5b	Data falsification	KEYWORD DATA FALSIFICATION	
Category 5c	Missing processing ground for data	KEYWORD_MISSING_PROCESSING_GROUND	
Category 5d	Right to be forgotten	KEYWORD_RIGHT_TO_BE_FORGOTTEN	
Category 5e	Not captured by any other sub-category	KEYWORD_OTHER	
Category 6	Illegal or harmful speech	STATEMENT CATEGORY ILLEGAL OR HARMFUL SPEECH	
Category 6a	Defamation	KEYWORD_DEFAMATION	
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	
Category 7	Intellectual property infringements	STATEMENT CATEGORY INTELLECTUAL PROPERTY INFRINGEMENTS	
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	
Category 8	Negative effects on civic discourse or elections	STATEMENT CATEGORY NEGATIVE EFFECTS ON CIVIC DISCOURSE OR ELECTIONS	
Category 8a	Misinformation, disinformation, foreign information manipulation and interference	KEYWORD_MISINFORMATION_DISINFORMATION	
Category 8b	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	
Category 9	Protection of minors	STATEMENT CATEGORY PROTECTION OF MINORS	
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_DEEPPAKE	
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 10	Risk for public security	STATEMENT CATEGORY RISK FOR PUBLIC SECURITY	
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	
Category 11	Scams and/or fraud	STATEMENT CATEGORY SCAMS AND FRAUD	
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	
Category 12	Self-harm	STATEMENT CATEGORY SELF HARM	
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	
Category 13	Unsafe, non-compliant or prohibited products	STATEMENT CATEGORY UNSAFE AND PROHIBITED PRODUCTS	
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	
Category 14	Violence	STATEMENT CATEGORY VIOLENCE	
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	
Category 14e	Trafficking in women and girls	KEYWORD_TRAFFICKING_WOMEN_GIRLS	
Category 14f	Not captured by any other sub-category	KEYWORD_OTHER	
Category 15	Other violation of provider's terms and conditions	STATEMENT CATEGORY OTHER VIOLATION TC	
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 16	Type of illegal content not specified by the public authority	STATEMENT CATEGORY NOT SPECIFIED ORDER	
Category 17	Type of alleged illegal content not specified by the notifier	STATEMENT CATEGORY NOT SPECIFIED NOTICE	

Applicability	Service	Reporting period	Section	Indicator	Scope	Value	Contextual Information
All		2025-02-17/2025-12-31	Use of automated means for content moderation	Number of measures solely taken by automated means	6,804,104		
All		2025-02-17/2025-12-31	Use of automated means for content moderation	Number of measures not taken by automated means	201		
All		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Accuracy	N/A		
All		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Precision	N/A		
All		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Recall	N/A		
All		2025-02-17/2025-12-31	Use of automated means for content moderation	Number of measures solely taken by automated means	Own-initiative		
All		2025-02-17/2025-12-31	Use of automated means for content moderation	Number of measures not taken by automated means	Own-initiative		
All		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Accuracy	Own-initiative		
All		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Precision	Own-initiative		
All		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Recall	Own-initiative		
Only for providers of hosting services, including online platforms		2025-02-17/2025-12-31	Use of automated means for content moderation	Number of notices solely processed by automated means	NAM Total		
Only for providers of hosting services, including online platforms		2025-02-17/2025-12-31	Use of automated means for content moderation	Number of notices not processed by automated means	NAM Total		
Only for providers of hosting services, including online platforms		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Accuracy	NAM Total		
Only for providers of hosting services, including online platforms		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Precision	NAM Total		
Only for providers of hosting services, including online platforms		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Recall	NAM Total		
Only for providers of online platforms		2025-02-17/2025-12-31	Use of automated means for content moderation	Number of notices solely processed by automated means	NAM Trusted Flagger		
Only for providers of online platforms		2025-02-17/2025-12-31	Use of automated means for content moderation	Number of notices not processed by automated means	NAM Trusted Flagger		
Only for providers of online platforms		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Accuracy	NAM Trusted Flagger		
Only for providers of online platforms		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Precision	NAM Trusted Flagger		
Only for providers of online platforms		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Recall	NAM Trusted Flagger		
Only for VLOPs		2025-02-17/2025-12-31	Use of automated means for content moderation	Number of measures solely taken by automated means	bg		
Only for VLOPs		2025-02-17/2025-12-31	Use of automated means for content moderation	Number of measures solely taken by automated means	[...]		
Only for VLOPs		2025-02-17/2025-12-31	Use of automated means for content moderation	Number of measures solely taken by automated means	sv		
Only for VLOPs		2025-02-17/2025-12-31	Use of automated means for content moderation	Number of measures not taken by automated means	bg		
Only for VLOPs		2025-02-17/2025-12-31	Use of automated means for content moderation	Number of measures not taken by automated means	[...]		
Only for VLOPs		2025-02-17/2025-12-31	Use of automated means for content moderation	Number of measures not taken by automated means	sv		
Only for VLOPs		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Accuracy	bg		
Only for VLOPs		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Precision	[...]		
Only for VLOPs		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Recall	sv		
Only for VLOPs		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Accuracy	bg		
Only for VLOPs		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Precision	[...]		
Only for VLOPs		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Recall	sv		
Only for VLOPs		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Accuracy	bg		
Only for VLOPs		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Precision	[...]		
Only for VLOPs		2025-02-17/2025-12-31	Use of automated means for content moderation	Accuracy of the automated means - Recall	sv		

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

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Only for VLOPs and VLOSEs		YYYY-MM-DD/YYYY-MM-DD	AMAR	Number of average monthly active recipients during the reporting period	TOTAL	
Only for VLOPs and VLOSEs		YYYY-MM-DD/YYYY-MM-DD	AMAR	Number of average monthly active recipients during the reporting period	AT	
Only for VLOPs and VLOSEs		YYYY-MM-DD/YYYY-MM-DD	AMAR	Number of average monthly active recipients during the reporting period	[...]	
Only for VLOPs and VLOSEs		YYYY-MM-DD/YYYY-MM-DD	AMAR	Number of average monthly active recipients during the reporting period	SE	

Applicability	Service	Reporting period	Indicator	Value
All		2025-02-17/2025-12-31	Summary of the content moderation engaged in at the providers' own initiative	Intercom engages in content moderation on its own initiative to maintain a safe and secure environment for customers and their end users.
All		2025-02-17/2025-12-32	Meaningful and comprehensible information regarding content moderation engaged in at the providers' own initiative	Content moderation at Intercom includes proactive detection of abusive behaviour and content through automated systems, supplemented by manual review by trained teams where appropriate. Measures may include content blocking, visibility restrictions, or account-level restrictions, depending on the nature and severity of the identified risk. Customers may contact support if they believe a moderation decision has been applied incorrectly.
All		2025-02-17/2025-12-33	Qualitative description of the automated means	Intercom uses automated systems, including both in-house built and procured software, to support content moderation across various channels.
All		2025-02-17/2025-12-34	Qualitative description of indicators of accuracy and possible rate of error of automated means	Confidence in our tooling is strong, with a low false positive rate. Accuracy is monitored through internal review processes, customer appeals, and
All		2025-02-17/2025-12-35	Specification of the precise purposes to apply automated means	Automated means are applied to:
All		2025-02-17/2025-12-36	Safeguards applied to the use of automated means	Safeguards applied to the use of automated means include:
Only for VLOPs		YYYY-MM-DD/YYYY-MM-DD	High-level description of the content moderation governance structure	Free text
Only for VLOPs		YYYY-MM-DD/YYYY-MM-DD	Qualifications of the human resources dedicated to content moderation	Free text
Only for VLOPs		YYYY-MM-DD/YYYY-MM-DD	Training given to human resources dedicated to content moderation	Free text
Only for VLOPs		YYYY-MM-DD/YYYY-MM-DD	Support given to human resources dedicated to content moderation	Free text
Only for VLOPs		YYYY-MM-DD/YYYY-MM-DD	Methodology used to compute the number of human resources dedicated to content moderation	Free text