

## TRANSPARENCY REPORT FOR 2024

### Introduction

This report is published in accordance with the Digital Services Act (DSA) and aims to ensure transparency regarding content moderation practices on our platform, shopex.cz. As a marketplace operator, we strive to provide users with clear information about how we manage content published on our platform and what steps we take to ensure compliance with legal regulations and community guidelines.

## 2. Overall Content Moderation Overview

### Types of Moderated Content:

- Product and service listings
- User reviews and comments
- Photos and other media files uploaded by users

### Moderation Goals:

- Ensure compliance with legal regulations (e.g., prohibition of counterfeit or illegal goods sales)
- Enforce platform terms of use (e.g., prohibition of spam, hate speech)

## 3. Moderation Statistics for 2024

- **Total number of processed cases:** 0 moderated posts
- **Types of Interventions:**
  - Removed content: 0 posts
    - ▷ 0 listings contained counterfeits or illegal goods
    - ▷ 0 reviews contained hate speech
    - ▷ 0 listings were flagged as spam or contained misleading information.
  - Blocked content: 0 posts
    - ▷ Content was restricted from display due to regional legal regulations.
  - Flagged content (without removal): 0 posts
    - ▷ Warning labels applied in cases of suspected misinformation or undesirable content.
- **Number of user reports:** 0 reports, of which 0 led to removal or other action.
- **Number of official government orders for content removal/blocking:** 0

## 4. Moderation Procedures

**Automated Moderation:**

- We use algorithms to detect:
  - o Prohibited keywords in listings (e.g., "counterfeit, imitation")
  - o Illegal content (e.g., offers of weapons, prescription drugs without authorization)
  - o Spam and suspicious activities

**Manual Moderation:**

- Moderators manually review reported content and disputed cases
- Moderators are trained to identify counterfeits and assess inappropriate content

**Collaboration with Third Parties:**

- We cooperate with legal experts and specialists to identify illegal goods

**User Involvement:**

- Users can report content via a dedicated email: [dsa@shopex.cz](mailto:dsa@shopex.cz)
- Reports are prioritized and processed within 24 hours

## **5. Transparency in Decision-Making**

**Decision Criteria:**

- Violation of legal regulations (e.g., prohibition of counterfeit or illegal content sales)
- Violation of platform terms (e.g., spam, misleading information, inappropriate content)

**User Notification:**

- Users are informed via email about content removal or blocking.
- We provide an option to appeal decisions.

**Number of Appeals and Their Outcomes:**

- Number of appeals: 0
- Number of successful appeals: 0
- Average processing time for appeals: 0 days

## **6. Additional Obligations Under the DSA**

**Regulation Number of Disputes Submitted to Alternative Dispute Resolution Bodies:**

- Number of disputes: 0
- Average dispute resolution time: 0 days

**Suspensions Under Article 23 of the DSA:**

- Number of suspensions due to manifestly illegal content: 0
- Number of suspensions due to manifestly unfounded notifications: 0
- Number of suspensions due to manifestly unfounded complaints: 0

## **7. Challenges and Improvements**

### **Challenges:**

- Identifying counterfeits requires manual review.
- Distinguishing between misleading and unintentional misinformation.

### **Improvements:**

- We are investing in advanced algorithms for automatic detection of problematic content.

## **8. Number of Active Service Recipients**

- **Average monthly number of active service recipients in the EU:** 190 recipients

o This figure was calculated as an average over the past 6 months and includes individuals who:

- ▷ Requested to publish content on the platform.
- ▷ Were exposed to content available on the platform.

o Bot visits and users outside the EU were excluded from the data.

## **9. Additional Information**

- Terms of use of our platform: <https://shopex.cz/obchodni-podminky-pro-prodejce/>
- Business terms: <https://shopex.cz/obchodni-podminky/>