

Synopsis - DSA

Regulation on a Single Market for Digital Services (Digital Services Act)

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References:

Commission: Proposal for a Regulation of the European Parliament and of the Council on a Single Market For Digital Services (Digital Services Act) and amending Directive 2000/31/EC, COM(2020) 825 final, 2020/0361(COD), <https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:52020PC0825>

European Parliament: Amendments adopted by the European Parliament on 20 January 2022 on the proposal for a regulation of the European Parliament and of the Council on a Single Market For Digital Services (Digital Services Act) and amending Directive 2000/31/EC (COM(2020)0825 – C9-0418/2020 – 2020/0361(COD)), P9_TA(2022)0014, https://www.europarl.europa.eu/doceo/document/TA-9-2022-0014_EN.html.

Council: Proposal for a Regulation of the European Parliament and of the Council on a Single Market For Digital Services (Digital Services Act) and amending Directive 2000/31/EC - General approach, ST 13203 2021 INIT, https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CONSIL:ST_13203_2021_INIT

Explanation of the synoptic presentation and the highlighting of the texts:

The middle column represents the Commission's original proposal.

*The left column reflects the Parliament's position, with amendments to the Commission's proposal highlighted in **blue**.*

*The right column reflects the Council's General Approach, with amendments to the Commission proposal highlighted in **green**.*

"[...]" indicates that individual words or passages from the original Commission proposal are no longer found in the respective positioning of the Parliament or the Council.

Underlining and boldface in the Commission proposal indicate that the text is being amended at this point by the Parliament (underlined) or Council (bold).

Proposal for a
REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL
on a Single Market For Digital Services (Digital Services Act) and amending Directive 2000/31/EC
(Text with EEA relevance)

THE EUROPEAN PARLIAMENT AND THE COUNCIL OF THE EUROPEAN UNION,
Having regard to the Treaty on the Functioning of the European Union, and in particular Article 114 thereof,
Having regard to the proposal from the European Commission,
After transmission of the draft legislative act to the national parliaments,
Having regard to the opinion of the European Economic and Social Committee,
Having regard to the opinion of the Committee of the Regions,
Having regard to the opinion of the European Data Protection Supervisor,
Acting in accordance with the ordinary legislative procedure,
Whereas:

Position European Parliament	Commission Proposal	Council General Approach
<p>(1) Information society services and especially intermediary services have become an important part of the Union's economy and daily life of Union citizens. Twenty years after the adoption of the existing legal framework applicable to such services laid down in Directive 2000/31/EC of the European Parliament and of the Council, new and innovative business models and services, such as online social networks and marketplaces, have allowed business users and consumers to impart and access information and engage in transactions in novel and innovative ways, transforming their communication, consumption and business habits. A majority of Union citizens now uses those services on a daily basis. However, the digital transformation and increased use of those services has also resulted in new risks and challenges, for individual users, companies and for society as a whole.</p> <p>(2) Member States are increasingly introducing, or are considering introducing, national laws on the matters covered by this Regulation, imposing, in particular, diligence requirements for providers of intermediary services, and resulting in a fragmentation of the internal market. Those diverging national laws negatively affect the internal market, which, pursuant to Article 26 of the Treaty, comprises an area without internal frontiers in which the free movement of goods and services and freedom of establishment are ensured, taking into account the inherently</p>	<p>(1) Information society services and especially intermediary services have become an important part of the Union's economy and daily life of Union citizens. Twenty years after the adoption of the existing legal framework applicable to such services laid down in Directive 2000/31/EC of the European Parliament and of the Council, new and innovative business models and services, such as online social networks and marketplaces, have allowed business users and consumers to impart and access information and engage in transactions in novel ways. A majority of Union citizens now uses those services on a daily basis. However, the digital transformation and increased use of those services has also resulted in new risks and challenges, both for individual users and for society as a whole.</p> <p>(2) Member States are increasingly introducing, or are considering introducing, national laws on the matters covered by this Regulation, imposing, in particular, diligence requirements for providers of intermediary services. Those diverging national laws negatively affect the internal market, which, pursuant to Article 26 of the Treaty, comprises an area without internal frontiers in which the free movement of goods and services and freedom of establishment are ensured, taking into account the inherently cross-border nature of the internet, which is generally used</p>	<p>(1) Information society services and especially intermediary services have become an important part of the Union's economy and daily life of Union citizens. Twenty years after the adoption of the existing legal framework applicable to such services laid down in Directive 2000/31/EC of the European Parliament and of the Council, new and innovative business models and services, such as online social networks and marketplaces, have allowed business users and consumers to impart and access information and engage in transactions in novel ways. A majority of Union citizens now uses those services on a daily basis. However, the digital transformation and increased use of those services has also resulted in new risks and challenges, both for individual recipients of the service and for society as a whole.</p> <p>(2) Member States are increasingly introducing, or are considering introducing, national laws on the matters covered by this Regulation, imposing, in particular, diligence requirements for providers of intermediary services. Those diverging national laws negatively affect the internal market, which, pursuant to Article 26 of the Treaty, comprises an area without internal frontiers in which the free movement of goods and services and freedom of establishment are ensured, taking into account the inherently cross-border nature of the internet, which is generally used</p>

cross-border nature of the internet, which is generally used to provide those services. The conditions for the provision of intermediary services across the internal market should be harmonised, so as to provide businesses with access to new markets and opportunities to exploit the benefits of the internal market, while allowing consumers and other recipients of the services to have increased choice, without lock-in effects, and reducing administrative burden for intermediary services, especially for micro, small and medium sized enterprises.

(3) Responsible and diligent behaviour by providers of intermediary services is essential for a safe, accessible, predictable and trusted online environment and for allowing Union citizens and other persons to exercise their fundamental rights and freedoms guaranteed in the Charter of Fundamental Rights of the European Union ('Charter'), in particular the rights to privacy, to protection of personal data, respect for human dignity, private and family life, the freedom of expression and information, the freedom and the pluralism of the media, and the freedom to conduct a business, a high level of consumer protection, the equality between women and men and the right to non-discrimination. Children have particular rights enshrined in Article 24 of the Charter and in the United Nations Convention on the Rights of the Child (UNCRC). As such, the best interests of the child should be a primary consideration in all matters affecting them. The UNCRC General comment No 25 on children's rights in relation to the digital

to provide those services. The conditions for the provision of intermediary services across the internal market should be harmonised, so as to provide businesses with access to new markets and opportunities to exploit the benefits of the internal market, while allowing consumers and other recipients of the services to have increased choice.

(3) Responsible and diligent behaviour by providers of intermediary services is essential for a safe, predictable and trusted online environment and for allowing Union citizens and other persons to exercise their fundamental rights guaranteed in the Charter of Fundamental Rights of the European Union ('Charter'), in particular the freedom of expression and information and the freedom to conduct a business, and the right to non-discrimination.

to provide those services. The conditions for the provision of intermediary services across the internal market should be harmonised, so as to provide businesses with access to new markets and opportunities to exploit the benefits of the internal market, while allowing consumers and other recipients of the services to have increased choice. Both business users, consumers and other users can be "recipients of the service" for the purpose of this Regulation.

(3) Responsible and diligent behaviour by providers of intermediary services is essential for a safe, predictable and trusted online environment and for allowing Union citizens and other persons to exercise their fundamental rights guaranteed in the Charter of Fundamental Rights of the European Union ('Charter'), in particular the freedom of expression and information and the freedom to conduct a business, and the right to non-discrimination.

environment formally sets out how these rights apply to the digital world.

(4) [...] In order to safeguard and improve the functioning of the internal market, a targeted set of uniform, effective and proportionate mandatory rules should be established at Union level. This Regulation provides the conditions for innovative digital services to emerge and to scale up in the internal market. The approximation of national regulatory measures at Union level concerning the requirements for providers of intermediary services is necessary in order to avoid and put an end to fragmentation of the internal market and to ensure legal certainty, thus reducing uncertainty for developers, protecting consumers and fostering interoperability. By using requirements that are technology neutral, innovation should not be hampered but instead be stimulated, while respecting fundamental rights.

(4a) Given the importance of digital services, it is essential that this Regulation ensures a regulatory framework which ensures full, equal and unrestricted access to intermediary services for all recipients of services, including persons with disabilities. Therefore, it is important that accessibility requirements for intermediary services, including their user interfaces, are consistent with existing Union law, such as the European Accessibility Act and the Web Accessibility Directive and that Union law is further developed, so that no one is left behind as result of digital innovation.

(4) Therefore, in order to safeguard and improve the functioning of the internal market, a targeted set of uniform, effective and proportionate mandatory rules should be established at Union level. This Regulation provides the conditions for innovative digital services to emerge and to scale up in the internal market. The approximation of national regulatory measures at Union level concerning the requirements for providers of intermediary services is necessary in order to avoid and put an end to fragmentation of the internal market and to ensure legal certainty, thus reducing uncertainty for developers and fostering interoperability. By using requirements that are technology neutral, innovation should not be hampered but instead be stimulated.

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(5) This Regulation should apply to providers of certain information society services as defined in Directive (EU) 2015/1535 of the European Parliament and of the Councilⁱⁱ, that is, any service normally provided for remuneration, at a distance, by electronic means and at the individual request of a recipient. Specifically, this Regulation should apply to providers of intermediary services, and in particular intermediary services consisting of services known as 'mere conduit', 'caching' and 'hosting' services, given that the exponential growth of the use made of those services, mainly for legitimate and socially beneficial purposes of all kinds, has also increased their role in the intermediation and spread of unlawful or otherwise harmful information and activities.

(6) In practice, certain providers of intermediary services intermediate in relation to services that may or may not be provided by electronic means, such as remote information technology services, transport of **persons and goods**, accommodation or delivery services. This Regulation should apply only to intermediary services and not affect requirements set out in Union or national law relating to products or services intermediated through intermediary services, including in situations where the intermediary service constitutes an integral part of another service which is not an intermediary service as specified in the case law of the Court of Justice of the European Union.

(5) This Regulation should apply to providers of certain information society services as defined in Directive (EU) 2015/1535 of the European Parliament and of the Councilⁱⁱⁱ, that is, any service normally provided for remuneration, at a distance, by electronic means and at the individual request of a recipient. Specifically, this Regulation should apply to providers of intermediary services, and in particular intermediary services consisting of services known as 'mere conduit', 'caching' and 'hosting' services, given that the exponential growth of the use made of those services, mainly for legitimate and socially beneficial purposes of all kinds, has also increased their role in the intermediation and spread of unlawful or otherwise harmful information and activities.

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(5) This Regulation should apply to providers of certain information society services as defined in Directive (EU) 2015/1535 of the European Parliament and of the Council⁸, that is, any service normally provided for remuneration, at a distance, by electronic means and at the individual request of a recipient. Specifically, this Regulation should apply to providers of intermediary services, and in particular intermediary services consisting of services known as 'mere conduit', 'caching', '**online search engine**' and 'hosting' services, given that the exponential growth of the use made of those services, mainly for legitimate and socially beneficial purposes of all kinds, has also increased their role in the intermediation and spread of unlawful or otherwise harmful information and activities.

(6) In practice, certain providers of intermediary services intermediate in relation to services that may or may not be provided by electronic means, such as remote information technology services, transport, accommodation or delivery services. This Regulation should apply only to intermediary services and not affect requirements set out in Union or national law relating to products or services intermediated through intermediary services [...]. **This Regulation should not apply in situations where the intermediation is indispensable to the provision of the intermediated service and the service provider exercises decisive influence over the conditions under which the intermediated service is provided, as specified in the case**

(7) In order to ensure the effectiveness of the rules laid down in this Regulation and a level playing field within the internal market, those rules should apply to providers of intermediary services irrespective of their place of establishment or residence, in so far as they provide services in the Union, as evidenced by a substantial connection to the Union.

(8) Such a substantial connection to the Union should be considered to exist where the service provider has an establishment in the Union or, in its absence, on the basis of the **directing** [...] of activities towards one or more Member States. The **directing** of activities towards one or more Member States can be determined on the basis of all relevant circumstances, including factors such as the use of a language or a currency generally used in that Member State, or the possibility of ordering products or services, or using a national top level domain. The **directing** of activities towards a Member State could also be derived from the availability of an application in the relevant national application store, from the provision of local advertising or advertising in the language used in that Member State, or from the handling of customer relations such as by providing customer service in the language generally used in that Member State. A substantial connection should also be assumed where a service provider directs its activities to one or more Member State as set out in Article

(7) In order to ensure the effectiveness of the rules laid down in this Regulation and a level playing field within the internal market, those rules should apply to providers of intermediary services irrespective of their place of establishment or **residence**, in so far as they **provide** services in the Union, as evidenced by a substantial connection to the Union.

(8) Such a substantial connection to the Union should be considered to exist where the service provider has an establishment in the Union or, in its absence, on the basis of the existence of a significant number of **users** in one or more Member States, or the targeting of activities towards one or more Member States. The targeting of activities towards one or more Member States can be determined on the basis of all relevant circumstances, including factors such as the use of a language or a currency generally used in that Member State, or the possibility of ordering products or services, or **using a national** top level domain. The targeting of activities towards a Member State could also be derived from the availability of an application in the relevant national application store, from the provision of local advertising or advertising in the language used in that Member State, or from the handling of customer relations such as by providing customer service in the language generally used in that Member State. A substantial connection should also be assumed where a service provider directs its activities

law of the Court of Justice of the European Union.

(7) In order to ensure the effectiveness of the rules laid down in this Regulation and a level playing field within the internal market, those rules should apply to providers of intermediary services irrespective of their place of establishment or **location**, in so far as they **offer** services in the Union, as evidenced by a substantial connection to the Union.

(8) Such a substantial connection to the Union should be considered to exist where the service provider has an establishment in the Union or, in its absence, on the basis of the existence of a significant number of **recipients of the service** in one or more Member States **in relation to their population**, or the targeting of activities towards one or more Member States. The targeting of activities towards one or more Member States can be determined on the basis of all relevant circumstances, including factors such as the use of a language or a currency generally used in that Member State, or the possibility of ordering products or services, or **the use of a relevant** top level domain. The targeting of activities towards a Member State could also be derived from the availability of an application in the relevant national application store, from the provision of local advertising or advertising in the language used in that Member State, or from the handling of customer relations such as by providing customer service in the language generally used in that Member State. A substantial connection should also be assumed

17(1)(c) of Regulation (EU) No 1215/2012 of the European Parliament and of the Council. On the other hand, mere technical accessibility of a website from the Union cannot, on that ground alone, be considered as establishing a substantial connection to the Union.

(9) This Regulation should complement, yet not affect the application of rules resulting from other acts of Union law regulating certain

to one or more Member **State** as set out in Article 17(1)(c) of Regulation (EU) 1215/2012 of the European Parliament and of the Council^{iv}. On the other hand, mere technical accessibility of a website from the Union cannot, on that ground alone, be considered as establishing a substantial connection to the Union.

(9) This Regulation should **complement, yet not affect the application of rules resulting from** other acts of Union law

where a service provider directs its activities to one or more Member **States** as set out in Article 17(1)(c) of Regulation (EU) 1215/2012 of the European Parliament and of the Council. On the other hand, mere technical accessibility of a website from the Union cannot, on that ground alone, be considered as establishing a substantial connection to the Union.

(8a) The place at which a service provider is established in the Union should be determined in compliance with Union law as interpreted by the Court of Justice of the European Union according to which the concept of establishment involves the actual pursuit of an economic activity through a fixed establishment for an indefinite period. This requirement is also fulfilled where a company is constituted for a given period. The place of establishment of a company offering services via a website is not the place at which the technology supporting its website is located or the place at which its website is accessible but the place where it pursues its economic activity. In cases where a provider has several places of establishment it is important to determine from which place of establishment the service concerned is offered. In cases where it is difficult to determine from which of several places of establishment a given service is offered, this is the place where the provider has the centre of his activities relating to this particular service.

(9) This Regulation **fully harmonises the rules applicable to intermediary services in the internal market with the objective to ensure a**

aspects of the provision of intermediary services, in particular Directive 2000/31/EC, with the exception of those changes introduced by this Regulation, Directive 2010/13/EU of the European Parliament and of the Council as amended, and Regulation (EU) 2021/784 of the European Parliament and of the Council^v. Therefore, this Regulation leaves those other acts, which are to be considered *lex specialis* in relation to the generally applicable framework set out in this Regulation, unaffected. However, the rules of this Regulation *should* apply in respect of issues that are not or not fully addressed by those other acts as well as issues on which those other acts leave Member States the possibility of adopting certain measures [...]. To assist Member States and service providers, the Commission should provide guidelines as to how to interpret the interaction and complementary nature between different Union legal acts and this Regulation and how to prevent any duplication of requirements on providers or potential conflicts in the interpretation of similar requirements. In particular, the guidelines should clarify any potential conflicts between the conditions and obligations laid down in legal acts, referred to in this Regulation, explaining which legal act should prevail.

(9a) In line with Article 167(4) of the Treaty on the Functioning of the European Union, cultural aspects should be taken into account, in particular in order to respect and to promote the cultural and linguistic diversity. It is essential that this Regulation contributes to

regulating **certain** aspects of the provision of intermediary services, **in particular** Directive 2000/31/EC, **with the exception of those changes introduced by** this Regulation, Directive 2010/13/EU of the European Parliament and of the Council as amended,^{vi} and Regulation (EU) .../. of the European Parliament and of the Council^{vii} – **proposed Terrorist Content Online Regulation.** **Therefore, this Regulation leaves those other acts, which are to be considered *lex specialis* in relation to the generally applicable framework set out in this Regulation, unaffected.** However, the rules of this Regulation apply in respect of issues that are not or not fully addressed by those other acts as well as issues on which those other acts leave Member States the possibility of adopting certain measures at national level.

safe, predictable and trusted online environment, where fundamental rights enshrined in the Charter are effectively protected. Accordingly, Member States should not adopt or maintain additional national requirements on those matters falling within the scope of this Regulation, unless explicitly provided for in this Regulation, since this would affect the direct and uniform application of the fully harmonised rules applicable to the providers of intermediary services in accordance with the objectives of this Regulation. This does not preclude the possibility to apply other national legislation applicable to providers of intermediary services in accordance with Union law, including Directive 2000/31/EC, in particular its Article 3, which pursue other legitimate public interest objectives. [...] **see proposed Recital 10.*

protect the freedom of expression and information, media freedom and to foster media pluralism as well as cultural and linguistic diversity.

(10) For reasons of clarity, it should also be specified that this Regulation is without prejudice to Regulation (EU) 2019/1148 of the European Parliament and of the Council and Regulation (EU) 2019/1150 of the European Parliament and of the Council, , Directive 2002/58/EC of the European Parliament and of the Council and Regulation [...] on temporary derogation from certain provisions of Directive 2002/58/EC, [Directive \(EU\) 2018/1972 of the European Parliament and of the Council^{viii}](#), as well as Union law on consumer protection, in particular Directive 2005/29/EC of the European Parliament and of the Council , Directive 2011/83/EU of the European Parliament and of the Council and Directive 93/13/EEC of the European Parliament and of the Council, as amended by Directive (EU) 2019/2161 of the European Parliament and of the Council, [Directive \(EU\) 2019/882 of the European Parliament and of the Council, Regulation \(EU\) 2019/1020, Directive 2001/95/EC, Directive 2013/11/EU of the European Parliament and of the Council, Regulation \(EU\) 2017/2394^{ix}](#), and on the protection of personal data, in particular Regulation (EU) 2016/679 of the European Parliament and of the Council.³⁸ The protection of individuals with regard to the processing of personal data is solely governed by the rules of Union law on that subject, in particular Regulation (EU) 2016/679 and

(10) For reasons of clarity, it should also be specified that this Regulation is without prejudice to Regulation (EU) 2019/1148 of the European Parliament and of the Council^x and Regulation (EU) 2019/1150 of the European Parliament and of the Council,^{xi} Directive 2002/58/EC of the European Parliament and of the Council^{xii} and Regulation [...] on **temporary derogation from certain provisions of Directive 2002/58/EC^{xiii} as well as** Union law on consumer protection, in particular Directive 2005/29/EC of the European Parliament and of the Council^{xiv}, Directive 2011/83/EU of the European Parliament and of the Council^{xv} and Directive 93/13/EEC of the European Parliament and of the Council^{xvi}, **as amended by Directive (EU) 2019/2161 of the European Parliament and of the Council^{xvii}**, and on the protection of personal data, in particular Regulation (EU) 2016/679 of the European Parliament and of the Council.^{xviii} The protection of individuals with regard to the processing of personal data is solely governed by the rules of Union law on that subject, in particular Regulation (EU) 2016/679 and Directive 2002/58/EC. This Regulation is also without prejudice to the rules of Union law on working conditions.

(10) This Regulation should **be without prejudice to other acts of Union law regulating the provision of information society services in general, other aspects of the provision of intermediary services in the internal market or specifying and complementing the harmonised rules set out in this Regulation such as** Directive 2010/13/EU of the European Parliament and of the Council as amended, **including the specific objectives set out in that Directive as regards video-sharing platforms, Regulation (EU) 2021/784 of the European Parliament and of the Council^{xix}, Regulation (EU) 2019/1148 of the European Parliament and of the Council^{xx}, Regulation (EU) /.... [on European Production and Preservation Orders for electronic evidence in criminal matters]; Directive (EU) /.... [laying down harmonised rules on the appointment of legal representatives for the purpose of gathering evidence in criminal proceedings] and Regulation (EU) 2019/1150 of the European Parliament and of the Council, Directive 2002/58/EC of the European Parliament and of the Council¹⁶ and Regulation (EU) 2021/1232 of the European Parliament and of the Council. Similarly, for reasons of clarity, it should also be specified that this Regulation is without prejudice to Union law on consumer protection, in particular Directive 2005/29/EC of the European Parliament and of the Council, Directive 2011/83/EU of the European**

Directive 2002/58/EC. This Regulation is also without prejudice to the rules of Union **or national law** on working conditions.

(11) It should be clarified that this Regulation is without prejudice to the rules of Union law on copyright and related rights, **in particular**

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Parliament and of the Council and Directive 93/13/EEC [...] of the European Parliament and of the Council, on the protection of personal data, in particular Regulation (EU) 2016/679 of the European Parliament and of the Council and Regulation (EU) 1215/2012 of the European Parliament and of the Council of 12 December 2012 on jurisdiction and the recognition and enforcement of judgments in civil and commercial matters^{xxi}. This Regulation is, therefore, without prejudice to Union rules on private international law, in particular rules regarding jurisdiction and the recognition and enforcement of judgments in civil and commercial matters and rules on the law applicable to contractual and non-contractual obligations. The protection of individuals with regard to the processing of personal data is solely governed by the rules of Union law on that subject, in particular Regulation (EU) 2016/679 and Directive 2002/58/EC. This Regulation is also without prejudice to the rules of Union law on working conditions and the rules of Union law in the field of judicial cooperation in civil and criminal matters. However, to the extent that these rules pursue the same objectives laid down in this Regulation, the rules of this Regulation apply in respect of issues that are not or not fully addressed by those other acts as well as issues on which those other acts leave Member States the possibility of adopting certain measures at national level.

(11) It should be clarified that this Regulation is without prejudice to the rules of Union law on copyright and related rights, **including**

Directive (EU) 2019/790 of the European Parliament and of the Council, which establish specific rules and procedures that should remain unaffected.

(12) In order to achieve the objective of ensuring a safe, **accessible**, predictable and trusted online environment, for the purpose of this Regulation the concept of “illegal content” **should underpin the general idea that what is illegal offline should also be illegal online. The concept of “illegal content”** should be defined **appropriately** and **should cover** information relating to illegal content, products, services and activities. In particular, that concept should be understood to refer to information, irrespective of its form, that under the applicable **Union or national** law is either itself illegal, such as illegal hate speech, or terrorist content and unlawful discriminatory content, or that **is not in compliance with Union law since it refers** to activities that are illegal, such as the sharing of images depicting child sexual abuse, unlawful non-consensual sharing of private images, online stalking, the sale of non-compliant or counterfeit products, **illegal trading of animals, plants and substances**, the non-authorised use of copyright protected material or activities involving infringements of consumer protection law, **the provision of illegal services in particular in the area of accommodation services on short-term rental platforms non-compliant with Union or national** law. In this regard, it is immaterial whether the illegality of the information or

establish specific rules and procedures that should remain unaffected.

(12) In order to achieve the objective of ensuring a safe, predictable and trusted online environment, for the purpose of this Regulation the concept of “illegal content” should **be defined broadly and also covers** information relating to illegal content, products, services and activities. In particular, that concept should be understood to refer to information, irrespective of its form, that under the applicable law is either itself illegal, such as illegal hate speech or terrorist content and unlawful discriminatory content, or that **relates** to activities that are illegal, **such as** the sharing of images depicting child sexual abuse, unlawful non-consensual sharing of private images, online stalking, the sale of non-compliant or counterfeit products, the non-authorised use of copyright protected material **or activities involving infringements of consumer protection law**. In this regard, it is immaterial whether the illegality of the information or activity results from Union law or from national law that is **consistent** with Union law and what the precise nature or subject matter is of the law in question.

Directive 2001/29/EC, Directive 2004/48/EC and Directive 2019/790/EU; in particular this Regulation is without prejudice to the specific rules and procedures governing the liability of providers of intermediary services set in those Directives.

(12) In order to achieve the objective of ensuring a safe, predictable and trusted online environment, for the purpose of this Regulation the concept of “illegal content” should **underpin the general idea that what is illegal offline should also be illegal online. The concept should be defined broadly to cover** information relating to illegal content, products, services and activities. In particular, that concept should be understood to refer to information, irrespective of its form, that under the applicable law is either itself illegal, such as illegal hate speech or terrorist content and unlawful discriminatory content, or that relates to activities that are illegal. **Illustrative examples include** the sharing of images depicting child sexual abuse, unlawful nonconsensual sharing of private images, online stalking, the sale of non-compliant or counterfeit products, **the sale of products or the provision of services in infringement of consumer protection law**, the non-authorised use of copyright protected material, **the illegal offer of accommodation services or illegal sale of live animals**. In this regard, it is immaterial whether the illegality of the information or activity results from Union law or from national law that is **in compliance** with Union law and what the precise nature or subject matter is of the law in question.

activity results from Union law or from national law that is **in conformity** with Union law, **including the Charter** and what the precise nature or subject matter is of the law in question.

(13) Considering the particular characteristics of the services concerned and the corresponding need to make the providers thereof subject to certain specific obligations, it is necessary to distinguish, within the broader category of providers of hosting services as defined in this Regulation, the subcategory of online platforms. Online platforms, such as social networks or online marketplaces, should be defined as providers of hosting services that not only store information provided by the recipients of the service at their request, but that also disseminate that information to the public, again at their request. However, in order to avoid imposing overly broad obligations, providers of hosting services should not be considered as online platforms where the dissemination to the public is merely a minor **or a** purely ancillary feature of another service **or functionality of the principal service** and that feature **or functionality** cannot, for objective technical reasons, be used without that other, principal service, and the integration of that feature **or functionality** is not a means to circumvent the applicability of the rules of this Regulation applicable to online platforms. For example, the comments section in an online newspaper could constitute such a feature, where it is clear that it is ancillary to the main service represented by the

(13) Considering the particular characteristics of the services concerned and the corresponding need to make the providers thereof subject to certain specific obligations, it is necessary to distinguish, within the broader category of providers of hosting services as defined in this Regulation, the subcategory of online platforms. Online platforms, such as social networks or online marketplaces, should be defined as providers of hosting services that not only store information provided by the recipients of the service at their request, but that also disseminate that information to the public, again at their request. However, in order to avoid imposing overly broad obligations, providers of hosting services should not be considered as online platforms where the dissemination to the public is merely a minor and purely ancillary feature **of** another service and that feature cannot, for objective technical reasons, be used without that other, principal service, and the integration of that feature is not a means to circumvent the applicability of the rules of this Regulation applicable to online platforms. For example, the comments section in an online newspaper could constitute such a feature, where it is clear that it is ancillary to the main service represented by the publication of news under the editorial responsibility of the publisher.

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publication of news under the editorial responsibility of the publisher. For the purposes of this Regulation, cloud computing services should not be considered to be an online platform in cases where allowing the dissemination of specific content constitutes a minor or ancillary feature. Moreover, cloud computing services, when serving as infrastructure, for example, as the underlining infrastructural storage and computing services of an internet-based application or online platform, should not in itself be seen as disseminating to the public information stored or processed at the request of a recipient of an application or online platform which it hosts.

(14) The concept of 'dissemination to the public', as used in this Regulation, should entail the making available of information to a potentially unlimited number of persons, that is, making the information easily accessible to users in general without further action by the recipient of the service providing the information being required, irrespective of whether those persons actually access the information in question. Accordingly, where access to information requires registration or admittance to a group of users, that information should be considered to have been disseminated to the public only where users seeking to access the information are automatically registered or admitted without a human decision on whom to grant access. Information exchanged using interpersonal communication services, as defined in Directive (EU) 2018/1972 of the European Parliament and of the Council, such as emails

(14) The concept of 'dissemination to the public', as used in this Regulation, should entail the making available of information to a potentially unlimited number of persons, that is, making the information easily accessible to **users** in general without further action by the recipient of the service providing the information being required, irrespective of whether those persons actually access the information in question. **The mere possibility to create groups of users of a given service should not, in itself, be understood to mean that the information disseminated in that manner is not disseminated to the public. However, the concept should exclude dissemination of information within closed groups consisting of a finite number of pre-determined persons.** Interpersonal communication services, as defined in Directive (EU) 2018/1972 of the European

responsibility of the publisher. In contrast, the hosting of comments in a social network should be considered an online platform service, where it is clear that it is a major feature of the service offered, even if it is ancillary to publishing the posts of recipients of the service.

(14) The concept of 'dissemination to the public', as used in this Regulation, should entail the making available of information to a potentially unlimited number of persons, that is, making the information easily accessible to **recipients of the service** in general without further action by the recipient of the service providing the information being required, irrespective of whether those persons actually access the information in question. Accordingly, where access to information requires registration or admittance to a group of recipients of the service, that information should be considered to be disseminated to the public only where recipients of the service seeking to access the information are automatically registered or admitted without a human decision or selection of whom to grant access. Interpersonal communication services, as defined in Directive (EU) 2018/1972 of the European Parliament and of the Council, such

or private messaging services, **are not considered to have been disseminated to the public**. Information should be considered disseminated to the public within the meaning of this Regulation only where that occurs upon the direct request by the recipient of the service that provided the information.

(15) Where some of the services provided by a provider are covered by this Regulation whilst others are not, or where the services provided by a provider are covered by different sections of this Regulation, the relevant provisions of this Regulation should apply only in respect of those services that fall within their scope.

(16) The legal certainty provided by the horizontal framework of conditional exemptions from liability for providers of intermediary services, laid down in Directive

Parliament and of the Council,^{xxii} such as emails or private messaging services, **fall outside the scope of this Regulation**.

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as emails or private messaging services, fall outside the scope of **the definition of online platforms as they are used for interpersonal communication between a finite number of persons which is determined by the sender of the communication**. However, the obligations set out in this Regulation for providers of online platforms may apply to services that allow the making available of information to a potentially unlimited number of recipients, not determined by the sender of the communication, such as through public groups or open channels. Information should be considered disseminated to the public within the meaning of this Regulation only where that occurs upon the direct request by the recipient of the service that provided the information. **Consequently, providers of services, such as cloud infrastructure, which are provided at the request of parties other than the content providers and only indirectly benefit the latter, should not be covered by the definition of online platforms.**

(15) Where some of the services **offered** by a provider are covered by this Regulation whilst others are not, or where the services **offered** by a provider are covered by different sections of this Regulation, the relevant provisions of this Regulation should apply only in respect of those services that fall within their scope.

(16) The legal certainty provided by the horizontal framework of conditional exemptions from liability for providers of intermediary services, laid down in Directive

2000/31/EC, has allowed many novel services to emerge and scale-up across the internal market. That framework should therefore be preserved. However, in view of the divergences when transposing and applying the relevant rules at national level, and for reasons of clarity, **consistency, predictability, accessibility** and coherence, that framework should be incorporated in this Regulation. It is also necessary to clarify certain elements of that framework, having regard to case law of the Court of Justice of the European Union, **as well as technological and market developments.**

(17) The relevant rules of Chapter II should only establish when the provider of intermediary services concerned cannot be held liable in relation to illegal content provided by the recipients of the service. Those rules should not be understood to provide a positive basis for establishing when a provider can be held liable, which is for the applicable rules of Union or national law to determine. Furthermore, the exemptions from liability established in this Regulation should apply in respect of any type of liability as regards any type of illegal content, irrespective of the precise subject matter or nature of those laws.

(18) The exemptions from liability established in this Regulation should not apply where, instead of confining itself to providing the services neutrally, by a merely technical and automatic processing of the information provided by the recipient of the service, the

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(18) The exemptions from liability established in this Regulation should not apply where, instead of confining itself to providing the services neutrally, by a merely technical and automatic processing of the information provided by the recipient of the service, the

provider of intermediary services plays an active role of such a kind as to give it knowledge of, or control over, that information. **The mere ranking or displaying in an order, or the use of a recommender system should not, however, be deemed as having control over an information.** Those exemptions should accordingly not be available in respect of liability relating to information provided not by the recipient of the service but by the provider of intermediary service itself, including where the information has been developed under the editorial responsibility of that provider.

(19) In view of the different nature of the activities of 'mere conduit', 'caching' and 'hosting' and the different position and abilities of the providers of the services in question, it is necessary to distinguish the rules applicable to those activities, in so far as under this Regulation they are subject to different requirements and conditions and their scope differs, as interpreted by the Court of Justice of the European Union.

(20) **Where** a provider of intermediary services deliberately collaborates with a recipient of the services in order to undertake illegal activities, **the service should be deemed not to have been provided** neutrally and **the provider** should therefore not be able to benefit from the exemptions from liability provided for in this Regulation.

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(20) A provider of intermediary services that deliberately collaborates with a recipient of the services in order to undertake illegal activities does not provide its service neutrally and should therefore not be able to benefit from the exemptions from liability provided for in this Regulation.

provider of intermediary services plays an active role of such a kind as to give it knowledge of, or control over, that information. Those exemptions should accordingly not be available in respect of liability relating to information provided not by the recipient of the service but by the provider of **the** intermediary service itself, including where the information has been developed under the editorial responsibility of that provider.

(19) In view of the different nature of the activities of 'mere conduit', 'caching' and 'hosting' and the different position and abilities of the providers of the services in question, it is necessary to distinguish the rules applicable to those activities, in so far as under this Regulation they are subject to different requirements and conditions and their scope differs, as interpreted by the Court of Justice of the European Union.

(20) A provider of intermediary services that deliberately collaborates with a recipient of the services in order to undertake illegal activities does not provide its service neutrally and should therefore not be able to benefit from the exemptions from liability provided for in this Regulation. **This is the case, for instance, where it offers its service with the main purpose of facilitating illegal activities, for example by making explicit its purpose to facilitate criminal activities and that its**

(21) A provider should be able to benefit from the exemptions from liability for 'mere conduit' and for 'caching' services when it is in no way involved in the content of the information transmitted. This requires, among other things, that the provider does not modify the information that it transmits. However, this requirement should not be understood to cover manipulations of a technical nature, which take place in the course of the transmission, as such manipulations do not alter the integrity of the information transmitted.

(22) In order to benefit from the exemption from liability for hosting services, the provider should, after having become aware of the illegal nature of the content and thus obtaining actual knowledge or awareness, act expeditiously to remove or to disable access to that content. The removal or disabling of access should be undertaken in the observance of a high level of consumer protection and of the Charter of Fundamental Rights, including the principle of freedom of expression and the right to receive and impart information and ideas without interference by public authority. The provider can obtain actual knowledge or awareness of the illegal nature of the content through, in particular, its own-initiative investigations or notices

(21) A provider should be able to benefit from the exemptions from liability for 'mere conduit' and for 'caching' services when it is in no way involved with the information transmitted. This requires, among other things, that the provider does not modify the information that it transmits. However, this requirement should not be understood to cover manipulations of a technical nature which take place in the course of the transmission, as **such** manipulations do not alter the integrity of the information transmitted.

(22) In order to benefit from the exemption from liability for hosting services, the provider should, upon obtaining actual knowledge or awareness of illegal content, act expeditiously to remove or to disable access to that content. The removal or disabling of access should be undertaken in the observance of the **principle of** freedom of expression. The provider can obtain such actual knowledge or awareness through, **in particular**, its own-initiative investigations or notices submitted to it by individuals or entities in accordance with this Regulation in so far as those notices are sufficiently precise and adequately substantiated to allow a diligent economic operator to reasonably identify, assess and

services are suited for that purpose. The fact alone that a service offers encrypted transmissions or any other system that makes the identification of the user impossible should not in itself qualify as deliberate collaboration.

(21) A provider should be able to benefit from the exemptions from liability for 'mere conduit' and for 'caching' services when it is in no way involved with the information transmitted. This requires, among other things, that the provider does not modify the information that it transmits. However, this requirement should not be understood to cover manipulations of a technical nature which take place in the course of the transmission, as long as these manipulations do not alter the integrity of the information transmitted.

(22) In order to benefit from the exemption from liability for hosting services, the provider should, upon obtaining actual knowledge or awareness of illegal content, act expeditiously to remove or to disable access to that content. The removal or disabling of access should be undertaken in the observance of the right to freedom of expression. The provider can obtain such actual knowledge or awareness, inter alia, through its own-initiative investigations, or notices submitted to it by individuals or entities in accordance with this Regulation in so far as those notices are sufficiently precise and adequately substantiated to allow a diligent economic operator to reasonably identify, assess and where appropriate act against the allegedly

submitted to it by individuals or entities in accordance with this Regulation in so far as those notices are sufficiently precise and adequately substantiated to allow a diligent **hosting service provider** to reasonably identify, assess and where appropriate act against the allegedly illegal content. **As long as providers act upon obtaining actual knowledge, they should benefit from the exemptions from liability referred to in this Regulation.**

(23) In order to ensure the effective protection of consumers when engaging in intermediated commercial transactions online, certain providers of hosting services, namely, online platforms that allow consumers to conclude distance contracts with traders, should not be able to benefit from the exemption from liability for hosting service providers established in this Regulation, in so

where appropriate act against the allegedly illegal content.

(23) In order to ensure the effective protection of consumers when engaging in intermediated commercial transactions online, certain providers of hosting services, namely, online **platforms that allow consumers to conclude distance contracts with traders**, should not be able to benefit from the exemption from liability for hosting service providers established in this Regulation, in so

illegal content. However, such actual knowledge cannot be considered to be obtained solely on the ground that that provider is aware, in a general sense, of the fact that its service is also used to share illegal content and that it therefore has an abstract knowledge that such content is being made available illegally through its service. Furthermore, the fact that an provider automatically indexes content uploaded to its service, that it has a search function and that it recommends content on the basis of the profiles or preferences of the recipients of the service is not a sufficient ground for the conclusion that that provider has 'specific' knowledge of illegal activities carried out on that platform or of illegal content stored on it.

(22a) The exemption of liability should not apply where the recipient of the service is acting under the authority or the control of the provider of a hosting service. For example, where the provider of the online marketplace determines the price of the goods or services offered by the trader, it could be considered that the trader acts under the authority or control of that online marketplace

(23) In order to ensure the effective protection of consumers when engaging in intermediated commercial transactions online, certain providers of hosting services, namely, online **marketplaces**, should not be able to benefit from the exemption from liability for hosting service providers established in this Regulation, in so far as those **marketplaces** present the relevant information relating to

far as those online platforms present the relevant information relating to the transactions at issue in such a way that it leads consumers to believe that the information was provided by those online platforms themselves or by recipients of the service acting under their authority or control, and that those online platforms thus have knowledge of or control over the information, even if that may in reality not be the case. In that regard, it should be determined objectively, on the basis of all relevant circumstances, whether the presentation could lead to such a belief on the side of a consumer. *Such a belief may arise, for example, where the online platform allowing distance contracts with traders fails to display clearly the identity of the trader pursuant to this Regulation, or is marketing the product or service in its own name rather than using the name of the trader who will supply it, or where the provider determines the final price of the goods or services offered by the trader.*

(24) The exemptions from liability established in this Regulation should not affect the possibility of injunctions of different kinds against providers of intermediary services, even where they meet the conditions set out as part of those exemptions. Such injunctions could, in particular, consist of orders by courts or administrative authorities requiring the termination or prevention of any infringement, including the removal of illegal content specified in such orders, issued in compliance with Union law, or the disabling of access to it.

far as those **online platforms** present the relevant information relating to the transactions at issue in such a way that it leads consumers to believe that the information was provided by those online **platforms** themselves or by recipients of the service acting under their authority or control, and that those online **platforms** thus have knowledge of or control over the information, even if that may in reality not be the case. In that regard, **it** should be determined objectively, on the basis of all relevant circumstances, whether the presentation could lead to such a belief on the side of an average and reasonably well-informed consumer.

(24) The exemptions from liability established in this Regulation should not affect the possibility of injunctions of different kinds against providers of intermediary services, even where they meet the conditions set out as part of those exemptions. Such injunctions could, in particular, consist of orders by courts or administrative authorities requiring the termination or prevention of any infringement, including the removal of illegal content specified in such orders, issued in compliance with Union law, or the disabling of access to it.

the transactions at issue in such a way that it leads consumers to believe that the information was provided by those online **marketplaces** themselves or by recipients of the service acting under their authority or control, and that those online **marketplaces** thus have knowledge of or control over the information, even if that may in reality not be the case. *This could be, for example, the case where the online marketplace fails to display clearly the identity of the trader pursuant to this Regulation, where the online marketplace withholds such identity or contact details until after the conclusion of the trader-consumer contract, or is marketing the product or service in its own name rather than using the name of the trader who will supply it.* In that regard, it should be determined objectively, on the basis of all relevant circumstances, whether the presentation could lead to such a belief on the side of an average consumer **who is reasonably well informed and reasonably observant and circumspect.**

(24) The exemptions from liability established in this Regulation should not affect the possibility of injunctions of different kinds against providers of intermediary services, even where they meet the conditions set out as part of those exemptions. Such injunctions could, in particular, consist of orders by courts or administrative authorities requiring the termination or prevention of any infringement, including the removal of illegal content specified in such orders, issued in compliance with Union law, or the disabling of access to it.

(25) In order to create legal certainty and not to discourage activities aimed at detecting, identifying and acting against illegal content that providers of intermediary services may undertake on a voluntary basis, it should be clarified that the mere fact that providers undertake such activities does not lead to the unavailability of the exemptions from liability set out in this Regulation, **solely because they are carrying out voluntary own-initiative investigations**, provided those activities are carried out in good faith and in a diligent manner **and are accompanied with additional safeguards against over-removal of legal content**. **Providers of intermediary services should make best efforts to ensure that where automated tools are used for content moderation, the technology is sufficiently reliable to limit to the maximum extent possible the rate of errors where information is wrongly considered as illegal content**. In addition, it is appropriate to clarify that the mere fact that those providers take measures, in good faith, to comply with the requirements of Union law, including those set out in this Regulation as regards the implementation of their terms and conditions, should not lead to the unavailability of those exemptions from liability. Therefore, any such activities and measures that a given provider may have taken should not be taken into account when determining whether the provider can rely on an exemption from liability, in particular as regards whether the provider provides its service neutrally and can therefore fall within the scope of the relevant provision, without

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(25) In order to create legal certainty and **to encourage** activities aimed at detecting, identifying and acting against illegal content that providers of **all categories of** intermediary services may undertake on a voluntary basis, it should be clarified that the mere fact that providers undertake such activities does not lead to the unavailability of the exemptions from liability set out in this Regulation, provided those activities are carried out in good faith and in a diligent manner. In addition, it is appropriate to clarify that the mere fact that those providers take measures, in good faith, to comply with the requirements of Union law, including those set out in this Regulation as regards the implementation of their terms and conditions, should not lead to the unavailability of those exemptions from liability. Therefore, any such activities and measures that a given provider may have taken should not be taken into account when determining whether the provider can rely on an exemption from liability, in particular as regards whether the provider **offers** its service neutrally and can therefore fall within the scope of the relevant provision, without this rule however implying that the provider can necessarily rely thereon. **Voluntary actions should not be used to circumvent the obligations of all providers of intermediary services under this Regulation**.

this rule however implying that the provider can necessarily rely thereon.

(26) Whilst the rules in Chapter II of this Regulation concentrate on the exemption from liability of providers of intermediary services, it is important to recall that, despite the generally important role played by those providers, the problem of illegal content and activities online should not be dealt with by solely focusing on their liability and responsibilities. Where possible, third parties affected by illegal content transmitted or stored online should attempt to resolve conflicts relating to such content without involving the providers of intermediary services in question. Recipients of the service should be held liable, where the applicable rules of Union and national law determining such liability so provide, for the illegal content that they provide and may disseminate through intermediary services. Where appropriate, other actors, such as group moderators in closed **and open** online environments, in particular in the case of large groups, should also help to avoid the spread of illegal content online, in accordance with the applicable law. Furthermore, where it is necessary to involve information society services providers, including providers of intermediary services, any requests or orders for such involvement should, as a general rule, be directed to the **specific provider** that has the technical and operational ability to act against specific items of illegal content, so as to prevent and minimise any possible negative effects for the availability and accessibility of

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information that is not illegal content.
Consequently providers should act where they are in the best place to do so.

(27) Since 2000, new technologies have emerged that improve the availability, efficiency, speed, reliability, capacity and security of systems for the transmission and storage of data online, leading to an increasingly complex online ecosystem. In this regard, it should be recalled that providers of services establishing and facilitating the underlying logical architecture and proper functioning of the internet, including technical auxiliary functions, can also benefit from the exemptions from liability set out in this Regulation, to the extent that their services qualify as 'mere conduits', 'caching' or hosting services. Such services include, as the case may be and among others, wireless local area networks, domain name system (DNS) services, top-level domain name registries, certificate authorities that issue digital certificates, Virtual Private Networks, cloud infrastructure services, or content delivery networks, that enable or improve the functions of other providers of intermediary services. Likewise, services used for communications purposes, and the technical means of their delivery, have also evolved considerably, giving rise to online services such as Voice over IP, messaging services and web-based e-mail services, where the communication is delivered via an internet access service. Those services, too, can benefit from the exemptions from liability, to the extent that they qualify as 'mere conduit', 'caching' or hosting service.

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(27) Since 2000, new technologies have emerged that improve the availability, efficiency, speed, reliability, capacity and security of systems for the transmission and storage of data online, leading to an increasingly complex online ecosystem. In this regard, it should be recalled that providers of services establishing and facilitating the underlying logical architecture and proper functioning of the internet, including technical auxiliary functions, can also benefit from the exemptions from liability set out in this Regulation, to the extent that their services qualify as 'mere conduits', 'caching' or hosting services. Such services include, as the case may be, wireless local area networks, domain name system (DNS) services, top-level domain name registries, registrars, certificate authorities that issue digital certificates, or content delivery networks, that enable or improve the functions of other providers of intermediary services. Likewise, services used for communications purposes, and the technical means of their delivery, have also evolved considerably, giving rise to online services such as Voice over IP, messaging services and web-based e-mail services, where the communication is delivered via an internet access service. Those services, too, can benefit from the exemptions from liability, to the extent that they qualify as 'mere conduit', 'caching' or hosting service.

(27a) A single webpage or website may include elements that qualify differently between 'mere conduit', 'caching' or hosting services and the rules for exemptions from liability should apply to each accordingly. For example, a search engine could act solely as a 'caching' service as to information included in the results of an inquiry. Elements displayed alongside those results, such as online advertisements, would however still qualify as a hosting service.

(27a) Intermediary services span a wide range of economic activities which take place online and that develop continually to provide for transmission of information that is swift, safe and secure, and to ensure convenience of all participants of the online ecosystem. For example, 'Mere conduit' intermediary services include generic categories of services such as internet exchange points, wireless access points, virtual private networks, domain name system (DNS) services and resolvers, top-level domain name registries, registrars, certificate authorities that issue digital certificates, voice over IP and other interpersonal communication services, while generic examples of 'caching' intermediary services include the sole provision of content delivery networks, reverse proxies or content adaptation proxies. Such services are crucial to ensure smooth and efficient transition of information delivered on the internet. The same applies to online search engines in view of their important role in locating information online. Examples of "hosting services" include categories of services such as cloud computing, web hosting, paid referencing services or services enabling sharing information and content online, including file storage and sharing. Intermediary services may be provided in isolation, as a part of another type of intermediary service, or simultaneously with other intermediary services. Whether a specific service constitutes a mere conduit, caching, hosting or online search engine service depends solely on its technical functionalities, that might evolve in

(28) Providers of intermediary services should not be subject to a monitoring obligation, **neither de jure, nor de facto** with respect to obligations of a general nature. This does not concern **specific and properly identified** monitoring obligations in a specific case, **where set out in Union acts** and, in particular, does not affect orders by national authorities in accordance with national legislation that implement Union legal acts, in accordance with the conditions established in this Regulation **and other Union law considered as lex specialis**. Nothing in this Regulation should be construed as an imposition of a general monitoring obligation or active fact-finding obligation, or as a general obligation for providers to take proactive measures to relation to illegal content. **Equally, Member States should not prevent providers of intermediary services from providing end-to-end encrypted services. Applying effective end-to-end encryption to data is essential for trust in and security on the Internet, and effectively prevents unauthorised third party access. Furthermore, to ensure effective digital privacy, Member States should not impose a general obligation on providers of intermediary services to limit the anonymous use of their services. In accordance with the principle of data minimisation and in order to prevent unauthorised disclosure, identity theft and other forms of abuse of personal data, recipients should have the right to use and pay for services anonymously wherever**

(28) Providers of intermediary services should not be subject to a monitoring obligation with respect to obligations of a general nature. This **does not concern** monitoring obligations **in a specific case and, in particular**, does not affect orders by national authorities in accordance with national legislation, in accordance with the conditions established in this Regulation. Nothing in this Regulation should be construed as an imposition of a general monitoring obligation or active fact-finding obligation, or as a general obligation for providers to take proactive measures to relation to illegal content.

time, and should be assessed on a case-by-case basis.

(28) Providers of intermediary services should not be subject to a monitoring obligation with respect to obligations of a general nature. **For instance, any monitoring obligation that requires the providers of intermediary services to perform a general search of all content in order to find any potential illegal content, or that puts excessive burdens or requires unreasonable or excessive resources and measures by the providers of intermediary services, should be considered a general monitoring obligation. This should not prevent monitoring obligations of a specific nature, provided that they meet the principles of proportionality and necessity, are in conformity with the conditions as set out by any relevant Union law, including the Charter, as interpreted by the Court of Justice of the European Union, and the illegality of the content in question has been established by a court or is manifest, insofar this does not compel the provider of an intermediary service to carry out an independent assessment of that specific content. The ban of general monitoring obligation does not affect orders by national authorities in accordance with national legislation, in accordance with the conditions established in this Regulation. Such orders should not consist in requiring a service provider to introduce, exclusively at its own expense, a screening system which entails general and permanent monitoring in order to prevent any future infringement. However, such orders may require a provider of hosting**

reasonable efforts can make this possible. This should apply without prejudice to the obligations in Union law on the protection of personal data. Providers can enable anonymous use of their services by refraining from collecting personal data regarding the recipient and their online activities and by not preventing recipients from using anonymising networks for accessing the service. Anonymous payment can take place for example by paying in cash, by using cash-paid vouchers or prepaid payment instruments.

(29) Depending on the legal system of each Member State and the field of law at issue, national judicial or administrative authorities may order providers of intermediary services to act against certain specific items of illegal content or to provide certain specific items of information. The national laws in conformity with Union law, including the Charter on the basis of which such orders are issued differ considerably and the orders are increasingly addressed in cross-border situations. In order to ensure that those orders can be complied

(29) Depending on the legal system of each Member State and the field of law at issue, national judicial or administrative authorities may order providers of intermediary services to act against **certain** specific items of illegal content or to provide certain specific **items of** information. The national laws on the basis of which such orders are issued differ considerably and the orders are increasingly addressed in cross-border situations. In order to ensure that those orders can be complied with in an effective and efficient manner, so

services to remove information which it stores, the content of which is identical or equivalent to the content of information which was previously declared to be unlawful, or to block access to that information, irrespective of who requested the storage of that information, provided that the monitoring of and search for the information concerned is limited to information properly identified in the order, such as the name of the person concerned by the infringement determined previously, the circumstances in which that infringement was determined and equivalent content to that which was declared to be illegal, and does not require the provider of hosting services to carry out an independent assessment of that content, as interpreted by the Court of Justice of the European Union. Nothing in this Regulation should be construed as an imposition of a general monitoring obligation or a **general** active fact-finding obligation, or as a general obligation for providers to take proactive measures to relation to illegal content.

(29) Depending on the legal system of each Member State and the field of law at issue, national judicial or administrative authorities, including law enforcement authorities, may order providers of intermediary services to act against **one or more** specific items of illegal content or to provide certain specific [...] information. The national laws on the basis of which such orders are issued differ considerably and the orders are increasingly addressed in cross-border situations. In order to ensure that those orders can be complied

with in an effective and efficient manner, so that the public authorities concerned can carry out their tasks and the providers are not subject to any disproportionate burdens, without unduly affecting the rights and legitimate interests of any third parties, it is necessary to set certain conditions that those orders should meet and certain complementary requirements relating to the **effective** processing of those orders.

that the public authorities concerned can carry out their tasks and the providers are not subject to any disproportionate burdens, without unduly affecting the rights and legitimate interests of any third parties, it is necessary to set certain conditions that those orders should meet and certain complementary requirements relating to the processing of those orders.

with in an effective and efficient manner, **in particular in a cross-border context**, so that the public authorities concerned can carry out their tasks and the providers are not subject to any disproportionate burdens, without unduly affecting the rights and legitimate interests of any third parties, it is necessary to set certain conditions that those orders should meet and certain complementary requirements relating to the processing of those orders. **This Regulation harmonises only certain specific minimum conditions that such orders should fulfil in order to make the obligation of providers to inform on the effect given to those orders, applicable in accordance with this Regulation. Therefore, this Regulation does not provide a legal basis for the issuing of such orders nor for their territorial scope or cross-border enforcement. The applicable Union or national law on the basis of which those orders are issued, may require additional conditions and should also be the basis for the enforcement of the respective orders. In case of noncompliance with such orders, the issuing Member State should be able to enforce them in accordance with its national law. The applicable national laws should be in compliance with Union law, including the Charter and the Treaty provisions on the freedom of establishment and to provide services within the Union, in particular with regard to online gambling and betting services. The application of those national laws for the enforcement of the respective orders is without prejudice to applicable Union legal acts or international**

(30) Orders to act against illegal content or to provide information should be issued in compliance with Union law, **including the Charter** and in particular Regulation (EU)

(30) Orders to act against illegal content or to provide information should be issued in compliance with Union law, **in particular** Regulation (EU) 2016/679 and the prohibition

agreements concluded by the Union or by Member States relating to the cross-border recognition, execution and enforcement of those orders, in particular in civil and criminal matters. The requirements relating to the obligation to inform on the processing of those orders, which are laid down in this Regulation, should be subject to the rules in Chapter IV. The provider of intermediary services should inform the issuing authority about the effect given to the orders without undue delay after executing the requested actions in compliance with the deadlines set out in the relevant Union or national law.

If, in exceptional cases, the provider of intermediary services cannot comply with the order, such information should be accompanied by the reasons for not complying with the order, including the reasons why the conditions of the order have not been fulfilled or where applicable, objectively justifiable technical and operational reasons for nonexecution and a request for further information and clarification. The requirements to provide information on redress available to the provider of the service and to the recipient of the service who provided the content, includes a requirement to provide information about administrative complaint handling mechanisms and judicial redress including appeals against orders issued by judicial authorities.

(30) Relevant national authorities should be able to issue such orders against content considered illegal or orders to provide information on the basis of Union or its

2016/679 and the prohibition of general obligations to monitor information or to actively seek facts or circumstances indicating illegal activity laid down in this Regulation. The conditions and requirements laid down in this Regulation which apply to orders to act against illegal content are without prejudice to other Union acts providing for similar systems for acting against specific types of illegal content, such as Regulation (EU) 2021/784 on addressing the dissemination of terrorist content online, or Regulation (EU) 2017/2394 that confers specific powers to order the provision of information on Member State consumer law enforcement authorities, whilst the conditions and requirements that apply to orders to provide information are without prejudice to other Union acts providing for similar relevant rules for specific sectors. Those conditions and requirements should be without prejudice to retention and preservation rules under applicable national law, in conformity with Union law and confidentiality requests by law enforcement authorities related to the non-disclosure of information.

of general obligations to monitor information or to actively seek facts or circumstances indicating illegal activity laid down in this Regulation. The conditions and requirements laid down in this Regulation which apply to orders to act against illegal content are without prejudice to other Union acts providing for similar systems for acting against specific types of illegal content, such as Regulation (EU) .../.... **[proposed Regulation addressing the dissemination of terrorist content online]**, or Regulation (EU) 2017/2394 that confers specific powers to order the provision of information on Member State consumer law enforcement authorities, whilst the conditions and requirements that apply to orders to provide information are without prejudice to other Union acts providing for similar relevant rules for specific sectors. Those conditions and requirements should be without prejudice to retention and preservation rules under applicable national law, in **conformity** with Union law and confidentiality requests by law enforcement authorities related to the non-disclosure of information.

national laws, in compliance with Union law, and address them to providers of intermediary services, including those which are established in another Member State. Orders to act against illegal content or to provide information should be issued in compliance with Union law, in particular the Charter. However, this should be without prejudice to Union law in the field of judicial cooperation in civil or criminal matters, including Regulation (EU) No 1215/2012 of the European Parliament and of the Council of 12 December 2012 on jurisdiction and the recognition and enforcement of judgments in civil and commercial matters and Regulation (EU) .../... on European production and preservation orders for electronic evidence in criminal matters, and to national criminal or civil procedural law. Therefore where those laws in the context of criminal or civil proceedings, provide for additional or incompatible conditions than those provided for this Regulation in relation to orders to act against illegal content or to provide information, the conditions provided for in this Regulation may not apply or may be adapted. In particular, the obligation on the Digital Services Coordinator from the Member State of the issuing authority to transmit a copy of the orders to all other Digital Services Coordinators may not apply in the context of criminal proceedings or may be adapted, where the applicable national criminal procedural laws so provide. Furthermore, the obligation for the orders to contain a statement of reasons explaining why the

information is illegal content, may be adapted where necessary under the applicable national criminal procedural laws for the prevention, investigation, detection and prosecution of criminal offences. Finally, the obligation on the providers of intermediary services to inform the recipient of the service may be delayed in accordance with the applicable laws, in particular in the context of criminal, civil or administrative proceedings. In addition, the orders should be issued in compliance with Regulation (EU) 2016/679 and the prohibition of general obligations to monitor information or to actively seek facts or circumstances indicating illegal activity laid down in this Regulation. The conditions and requirements laid down in this Regulation which apply to orders to act against illegal content are without prejudice to other Union acts providing for similar systems for acting against specific types of illegal content, such as Regulation (EU) 2021/784, Regulation (EU) 2019/1020, or Regulation (EU) 2017/2394 that confers specific powers to order the provision of information on Member State consumer law enforcement authorities, whilst the conditions and requirements that apply to orders to provide information are without prejudice to other Union acts providing for similar relevant rules for specific sectors. Those conditions and requirements should be without prejudice to retention and preservation rules under applicable national law, in compliance with Union law and confidentiality requests by law enforcement authorities related to the non-disclosure of information. The conditions and

<p>(31) The territorial scope of such orders to act against illegal content should be clearly set out on the basis of the applicable Union or national law in conformity with Union law, including Directive 2000/31/EC and the Charter, enabling the issuance of the order and should not exceed what is strictly necessary to achieve its objectives. In that regard, the</p>	<p>(31) The territorial scope of such orders to act against illegal content should be clearly set out on the basis of the applicable Union or national law enabling the issuance of the order and should not exceed what is strictly necessary to achieve its objectives. In that regard, the national judicial or administrative authority issuing the order should balance the objective</p>	<p>requirements for orders to act against illegal content under this Regulation should not affect the possibility for Member States to require a provider of intermediary services to prevent an infringement, in compliance with this Regulation, in particular the prohibition of general monitoring obligations, and with Union law as interpreted by the Court of Justice of the European Union. Such conditions and requirements should be fulfilled at the latest when the order is transmitted to the provider concerned. The order may be adopted in one of the official languages of the issuing authority of the Member State. Where this language is different from the language declared by the provider of intermediary services or from another official language of the Union, bilaterally agreed between the authority issuing the order and the provider of intermediary services, the transmission of the order should be accompanied by a translation of at least the elements of the order which are set out in this Regulation. Where a provider of intermediary services has bilaterally agreed to use a certain language with the authorities of a Member State, it is encouraged to accept orders in the same language issued by authorities in other Member States.</p> <p>(31) The territorial scope of such orders to act against illegal content should be clearly set out on the basis of the applicable Union or national law enabling the issuance of the order and should not exceed what is strictly necessary to achieve its objectives. In that regard, the national judicial or administrative authority, including a law enforcement authority, issuing</p>
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national judicial or administrative authority issuing the order should balance the objective that the order seeks to achieve, in accordance with the legal basis enabling its issuance, with the rights and legitimate interests of all third parties that may be affected by the order, in particular their fundamental rights under the Charter. **Exceptionally**, where the order referring to the specific information may have effects beyond the territory of the Member State of the authority concerned, the authority should assess whether the information at issue is likely to constitute illegal content in other Member States concerned and, where relevant, take account of the relevant rules of Union law or international law and the interests of international comity.

(32) The orders to provide information regulated by this Regulation concern the production of specific information about individual recipients of the intermediary service concerned who are identified in those orders for the purposes of determining compliance by the recipients of the services with applicable Union or national rules. Therefore, orders about information on a group of recipients of the service who are not specifically identified, including orders to provide aggregate information required for statistical purposes or evidence-based policy-making, should remain unaffected by the rules of this Regulation on the provision of information. **Member States should ensure full implementation of the Union legal framework on confidentiality of communications and online privacy, as well as on protection of**

that the order seeks to achieve, in accordance with the legal basis enabling its issuance, with the rights and legitimate interests of all third parties that may be affected by the order, in particular their fundamental rights under the Charter. **In addition, where the order referring to the specific information may have effects beyond** the territory of the Member State **of the authority concerned, the authority should assess whether the information at issue is likely to constitute illegal content in other Member States concerned and, where relevant, take account of the relevant rules of** Union law **or international law and** the interests of international comity.

(32) The orders to provide information regulated by this Regulation concern the production of specific information about individual recipients of the intermediary service concerned who are identified in those orders for the purposes of determining compliance by the recipients of the services with applicable Union or national rules. Therefore, orders about information on a group of recipients of the service who are not specifically identified, including orders to provide aggregate information required for statistical purposes or evidence-based policy-making, should remain unaffected by the rules of this Regulation on the provision of information.

the order should balance the objective that the order seeks to achieve, in accordance with the legal basis enabling its issuance, with the rights and legitimate interests of all third parties that may be affected by the order, in particular their fundamental rights under the Charter. **In particular in a cross-border context, the effect of the order should be limited to the territory of the issuing Member State, unless the illegality of the content derives directly from Union law or the issuing authority considers that the rights at stake require a wider territorial scope, in accordance with Union and international law, including the interests of international comity.**

(32) The orders to provide information regulated by this Regulation concern the production of specific information about individual recipients of the intermediary service concerned who are identified in those orders for the purposes of determining compliance by the recipients of the services with applicable Union or national rules. **Such orders could request information aiming to enable the identification of the recipients of the service concerned.** Therefore, orders about information on a group of recipients of the service who are not specifically identified, including orders to provide aggregate information required for statistical purposes or evidence-based policy-making, should remain unaffected by the rules of this Regulation on the provision of information.

natural persons with regard to the processing of personal data enshrined in Directive (EU) 2016/680. In particular, Member States should respect the rights of individuals and journalists and refrain from seeking information which could harm media freedom or freedom of expression.

(33) Orders to act against illegal content and to provide information are subject to the rules safeguarding the competence of the Member State where the service provider addressed is established and laying down possible derogations from that competence in certain cases, set out in Article 3 of Directive 2000/31/EC, only if the conditions of that Article are met. Given that the orders in question relate to specific items of illegal content and information, as defined in Union or national law in compliance with Union law, respectively, where they are addressed to providers of intermediary services established in another Member State, they should not in principle restrict those providers' freedom to provide their services across borders. The competent authority should transmit the orders to act against illegal content and to provide information directly to the relevant addressee by any electronic means capable of producing a written record under conditions that allow the service provider to establish authenticity, including the accuracy of the date and the time of sending and receipt of the order, such as by secured email and platforms or other secured channels, including those made available by the service provider, in line with the rules protecting personal data. This

(33) Orders to act against illegal content and to provide information are subject to the rules safeguarding the competence of the Member State where the service provider addressed is established and laying down possible derogations from that competence in certain cases, set out in Article 3 of Directive 2000/31/EC, only if the conditions of that Article are met. Given that the orders in question relate to specific items of illegal content and information, respectively, where they are addressed to providers of intermediary services established in another Member State, they do not in principle restrict those providers' freedom to provide their services across borders. Therefore, the rules set out in Article 3 of Directive 2000/31/EC, including those regarding the need to justify measures derogating from the competence of the Member State where the service provider is established on certain specified grounds and regarding the notification of such measures, do not apply in respect of those orders.

(33) Orders to act against illegal content and to provide information are subject to the rules safeguarding the competence of the Member State where the service provider addressed is established and laying down possible derogations from that competence in certain cases, set out in Article 3 of Directive 2000/31/EC, only if the conditions of that Article are met. Given that the orders in question relate to specific items of illegal content and information, respectively, where they are addressed to providers of intermediary services established in another Member State, they do not in principle restrict those providers' freedom to provide their services across borders. Therefore, the rules set out in Article 3 of Directive 2000/31/EC, including those regarding the need to justify measures derogating from the competence of the Member State where the service provider is established on certain specified grounds and regarding the notification of such measures, do not apply in respect of those orders.

requirement should notably be met by the use of qualified electronic registered delivery services as provided for by Regulation (EU) No 910/2014 of the European Parliament and of the Council. This Regulation should be without prejudice to the rules on the mutual recognition and enforcement of judgements, namely as regards the right to refuse recognition and enforcement of an order to act against illegal content, in particular where such an order is contrary to the public policy in the Member State where recognition or enforcement is sought.

(33a) This Regulation should not prevent the relevant national judicial or administrative authorities on the basis of the applicable Union or national law, in conformity with Union law, to issue an order to restore content, where such content has been in compliance with the terms and conditions of the intermediary service provider, but has been erroneously considered as illegal by the service provider and has been removed.

(33b) To ensure the effective implementation of this Regulation, orders to act against illegal content and to provide information should comply with Union law, including with the Charter. The Commission should provide an effective response to breaches of Union law through infringement proceedings.

(34) In order to achieve the objectives of this Regulation, and in particular to improve the functioning of the internal market and ensure a safe and transparent online environment, it is necessary to establish a clear, effective,

(34) In order to achieve the objectives of this Regulation, and in particular to improve the functioning of the internal market and ensure a safe and transparent online environment, it is necessary to establish a clear and balanced

(33a) This Regulation does not prevent the relevant national judicial and administrative authorities, on the basis of national or Union law, from issuing orders to restore one or more specific items of legal content which is in conformity with the terms and conditions of a given provider of intermediary services but has been removed.

(34) In order to achieve the objectives of this Regulation, and in particular to improve the functioning of the internal market and ensure a safe and transparent online environment, it is necessary to establish a clear and balanced

predictable and balanced set of harmonised due diligence obligations for providers of intermediary services. Those obligations should aim in particular to guarantee different public policy objectives such as **a high level of consumer protection**, the safety and trust of the recipients of the service, including minors and vulnerable users, **the protection of** relevant fundamental rights enshrined in the Charter, **the** meaningful accountability of those providers and **the empowerment** of recipients and other affected parties, whilst facilitating the necessary oversight by competent authorities.

(35) In that regard, it is important that the due diligence obligations are adapted to the type, nature and **size** of the intermediary service concerned. This Regulation therefore sets out basic obligations applicable to all providers of intermediary services, as well as additional obligations for providers of hosting services and, more specifically, online platforms and very large online platforms. To the extent that providers of intermediary services may fall within those different categories in view of the nature of their services and their size, they should comply with all of the corresponding obligations of this Regulation **in relation to those services**. Those harmonised due diligence obligations, which should be reasonable and non-arbitrary, are needed to achieve the identified public policy concerns, such as safeguarding the legitimate interests of the recipients of the service, addressing illegal practices and protecting fundamental rights online.

set of harmonised due diligence obligations for providers of intermediary services. Those obligations should aim in particular to guarantee different public policy objectives such as the safety and trust of the recipients of the service, including minors and **vulnerable** users, protect the relevant fundamental rights enshrined in the Charter, to ensure meaningful accountability of those providers and to empower recipients and other affected parties, whilst facilitating the necessary oversight by competent authorities.

(35) In that regard, it is important that the due diligence obligations are adapted to the type and nature of the intermediary service concerned. This Regulation therefore sets out basic obligations applicable to all providers of intermediary services, as well as additional obligations for providers of hosting services and, more specifically, online platforms and very large online platforms. To the extent that providers of intermediary services may fall within those different categories in view of the nature of their services and their size, they should comply with all of the corresponding obligations of this Regulation. Those harmonised due diligence obligations, which should be reasonable and non-arbitrary, are needed to achieve the identified public policy concerns, such as safeguarding the legitimate interests of the recipients of the service, addressing illegal practices and protecting fundamental rights online.

set of harmonised due diligence obligations for providers of intermediary services. Those obligations should aim in particular to guarantee different public policy objectives such as the safety and trust of the recipients of the service, including minors and users **at particular risk of being subject to hate speech, sexual harassments or other discriminatory actions**, protect the relevant fundamental rights enshrined in the Charter, to ensure meaningful accountability of those providers and to empower recipients and other affected parties, whilst facilitating the necessary oversight by competent authorities.

(35) In that regard, it is important that the due diligence obligations are adapted to the type, **size** and nature of the intermediary service concerned. This Regulation therefore sets out basic obligations applicable to all providers of intermediary services, as well as additional obligations for providers of hosting services and, more specifically, **providers of** online platforms and **of** very large online platforms. To the extent that providers of intermediary services may fall within those different categories in view of the nature of their services and their size, they should comply with all of the corresponding obligations of this Regulation. Those harmonised due diligence obligations, which should be reasonable and non-arbitrary, are needed to achieve the identified public policy concerns, such as safeguarding the legitimate interests of the recipients of the service, addressing illegal practices and protecting fundamental rights **enshrined in the Charter**

(36) In order to facilitate smooth and efficient communications relating to matters covered by this Regulation, providers of intermediary services should be required to **designate** a single point of contact and to publish relevant **and up to date** information relating to their point of contact, including the languages to be used in such communications. **Such information should be notified to the Digital Service Coordinator in the Member State of establishment.** The point of contact can also be used by trusted flaggers and by professional entities which are under a specific relationship with the provider of intermediary services. **It should be possible that this contact point is the same contact point as required under other Union acts.** In contrast to the legal representative, the point of contact should serve operational purposes and should not necessarily have to have a physical location.

(36) In order to facilitate smooth and efficient communications relating to matters covered by this Regulation, providers of intermediary services should be required to **establish** a single point of contact and to publish relevant information relating to **their** point of contact, including the languages to be used in such communications. The point of contact can also be used by trusted flaggers and by professional entities which are under a specific relationship with the provider of intermediary services. In contrast to the legal representative, the point of contact should serve operational purposes and should not **necessarily have** to have a physical location.

online. The due diligence obligations are compatible with and independent from the question of liability of intermediaries which need therefore to be assessed separately. As such, intermediary services could be exempt from liability for third party content or activities regardless of whether they have been considered to comply with their due diligence obligations.

(36) In order to facilitate smooth and efficient **two-way** communications, **including, where relevant, by acknowledging the receipt of such communications,** relating to matters covered by this Regulation, providers of intermediary services should be required to **designate** a single **electronic** point of contact and to publish relevant information relating to **that** point of contact, including the languages to be used in such communications. The **electronic** point of contact can also be used by trusted flaggers and by professional entities which are under a specific relationship with the provider of intermediary services. In contrast to the legal representative, the **electronic** point of contact should serve operational purposes and should not **be required** to have a physical location. **When specifying the languages of communication, providers of intermediary services are encouraged to ensure that the languages chosen do not per se constitute an obstacle to communication. Where necessary, providers of intermediary services and Member States' authorities may reach a separate agreement on the language of communication, or seek alternative means to overcome the language barrier, including by**

(36a) Providers of intermediary services should also be required to designate a single point of contact for recipients of services, which allows rapid, direct and efficient communication in particular by easily accessible means such as telephone number, email addresses, electronic contact forms, chatbots or instant messaging. It should be explicitly indicated when a user communicates with chatbots. To facilitate rapid, direct and efficient communication, recipients of services should not be faced with lengthy phone menus or hidden contact information. In particular, phone menus should always include the option to speak to a human. Providers of intermediary services should allow recipients of services to choose means of direct and efficient communication which do not solely rely on automated tools. This requirement should not affect the internal organisation of providers of intermediary services, including the ability to use third-party services to provide this communication system, such as external service providers and call centres.

(37) Providers of intermediary services that are established in a third country that offer services in the Union should designate a sufficiently mandated legal representative in the Union and provide information relating to their legal representatives, so as to allow for the effective oversight and, where necessary, enforcement of this Regulation in relation to those providers. It should be possible for the

(37) Providers of intermediary services that are established in a third country that offer services in the Union should designate a sufficiently mandated legal representative in the Union and provide information relating to their legal representatives, **so as to allow for the effective oversight and, where necessary, enforcement of this Regulation in relation to those providers.** It should be

using all available technological means or internal and external human resources.

(37) Providers of intermediary services that are established in a third country that offer services in the Union should designate a sufficiently mandated legal representative in the Union and provide information relating to their legal representatives [...]. **In order to comply with this obligation, moreover, the providers of intermediary services should ensure that the designated legal**

legal representative to also function as point of contact, provided the relevant requirements of this Regulation are complied with. **It should be possible that a legal representative is mandated by more than one provider of intermediary services, in accordance with national law, provided that such providers qualify as micro, small or medium sized enterprises as defined in Recommendation 2003/361/EC.**

(38) Whilst the freedom of contract of providers of intermediary services should in principle be respected, it is appropriate to set certain rules on the content, application and enforcement of the terms and conditions of those providers in the interests of **protecting fundamental rights, in particular freedom of expression and of information**, transparency, the protection of recipients of the service and the avoidance of **discriminatory**, unfair or arbitrary outcomes. **In particular, it is important to ensure that terms and conditions are drafted in a clear and unambiguous language in line with applicable Union and national law. The terms and conditions should**

possible for the legal representative to also function as point of contact, provided the relevant requirements of this Regulation are complied with.

(38) Whilst the freedom of contract of providers of intermediary services should in principle be respected, it is appropriate to set certain rules on the content, application and enforcement of the terms and conditions of those providers in the interests of transparency, the protection of recipients of the service and the avoidance of unfair or arbitrary outcomes.

representative has the necessary powers and resources to cooperate with the relevant authorities. This could be the case, for example, where a provider of intermediary services appoints a subsidiary undertaking of the same group of the provider, or *a fortiori* its parent undertaking, if they are established in the Union. However, it might not be the case, for instance, when the legal representative is subject to reconstruction proceedings, bankruptcy, personal or corporate insolvency. This should allow for the effective oversight and, where necessary, enforcement of this Regulation by the Board, the Commission and the national competent authorities, or any other authorities applying enforcement powers pursuant to this Regulation. It should be possible for the legal representative to also function as **electronic point of contact, provided the relevant requirements of this Regulation are complied with.**

(38) Whilst the freedom of contract of providers of intermediary services should in principle be respected, it is appropriate to set certain rules on the content, application and enforcement of the terms and conditions of those providers in the interests of transparency, the protection of recipients of the service and the avoidance of unfair or arbitrary outcomes. **Providers of the intermediary services should clearly include and maintain up to date in their terms and conditions the grounds on the basis of which they may restrict the provision of their service. When designing, applying and enforcing those restrictions providers of intermediary service**

include information on any policies, procedures, measures and tools used for the purpose of content moderation, including algorithmic decision-making, human review, as well as on the right to terminate the use of the service. Providers of intermediary services should also provide recipients of services with a concise and easily readable summary of the main elements of the terms and conditions, including the remedies available, using, where appropriate graphical elements, such as icons.

(39) To ensure an adequate level of transparency and accountability, providers of intermediary services should **draw up an annual report in a standardised and machine-readable format**, in accordance with the harmonised requirements contained in this Regulation, on the content moderation they engage in, including the measures taken as a result of the application and enforcement of their terms and conditions. However, so as to avoid disproportionate burdens, those transparency reporting obligations should not apply to providers that are micro- or small enterprises as defined in Commission

(39) To ensure an adequate level of transparency and accountability, providers of intermediary services should annually report, in accordance with the harmonised requirements contained in this Regulation, on the content moderation they engage in, including the measures taken as a result of the application and enforcement of their terms and conditions. However, so as to avoid disproportionate burdens, those transparency reporting obligations should not apply to providers that are micro- or small enterprises as defined in Commission Recommendation 2003/361/EC.^{xxiii}

should take into account the rights and legitimate interests of the recipients of the service, including fundamental rights as enshrined in the Charter. For example, providers of very large online platforms should in particular pay due regard to freedom of expression and information, including media freedom and pluralism. All providers of intermediary services should pay regard to international standards for the protection of human rights, such as the UN Guiding Principles on Business and Human Rights, which can provide guidance to observe the applicable fundamental rights. Providers of intermediary services that are primarily aimed at minors below the age of 18 years, for example through the design or marketing of the service, or which are used predominantly by a large number of minors, should make particular efforts to render the explanation of their terms and conditions easily understandable to minors.

(39) To ensure an adequate level of transparency and accountability, providers of intermediary services should annually report, in accordance with the harmonised requirements contained in this Regulation, on the content moderation they engage in, including the measures taken as a result of the application and enforcement of their terms and conditions. However, so as to avoid disproportionate burdens, those transparency reporting obligations should not apply to providers that are micro- or small enterprises as defined in Commission Recommendation 2003/361/EC **and which are not very large**

Recommendation 2003/361/EC which do not also qualify as very large online platforms.

(39a) Recipients of a service should be able to make a free, autonomous and informed decisions or choices when using a service and providers of intermediary services shall not use any means, including via its interface, to distort or impair that decision-making. In particular, recipients of the service should be empowered to make such decision sinter alia regarding the acceptance of and changes to terms and conditions, advertising practices, privacy and other settings, recommender systems when interacting with intermediary services. However, certain practices typically exploit cognitive biases and prompt recipients of the service to purchase goods and services that they do not want or to reveal personal information they would prefer not to disclose. Therefore, providers of intermediary services should be prohibited from deceiving or nudging recipients of the service and from distorting or impairing the autonomy, decision-making, or choice of the recipients of the service via the structure, design or functionalities of an online interface or a part thereof ('dark patterns'). This should include, but should not be limited to, exploitative design choices to direct the recipient to actions that benefit the provider of intermediary services, but which may not be in the recipients' interests, presenting choices in a non-neutral manner, such as giving more visual prominence to a consent option, repetitively requesting or urging the recipient to make a decision such as making the

online platforms in accordance with this Regulation.

procedure of cancelling a service significantly more cumbersome than signing up to it. However, rules preventing dark patterns should not be understood as preventing providers to interact directly with users and to offer new or additional services to them. In particular it should be possible to approach a user again in a reasonable time, even if the user had denied consent for specific data processing purposes, in accordance with Regulation (EU) 2016/679. The Commission should be empowered to adopt a delegated act to define practices that could be considered as dark patterns.

(39b) To ensure an efficient and adequate application of the obligation on traceability of business users, without imposing any disproportionate burdens, the intermediary service providers covered should carry out due diligence checks prior to the use of their service to verify the reliability of the information provided by the business user concerned, in particular by using freely accessible official online databases or online interfaces, such as national trade registers or by requesting the business user concerned to provide trustworthy supporting documents, such as copies of identity documents, certified bank statements, company certificates and trade register certificates. They may also use other sources, available for use at a distance, which offer a similar degree of reliability for the purpose of complying with this obligation.

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content online, as they store information provided by and at the request of the recipients of the service and typically give other recipients access thereto, sometimes on a large scale. It is important that all providers of hosting services, regardless of their size, put in place **easily accessible, comprehensive and** user-friendly notice and action mechanisms that facilitate the notification of specific items of information that the notifying party considers to be illegal content to the provider of hosting services concerned ('notice'), pursuant to which that provider can **establish that the content in question is clearly illegal without additional legal or factual examination of the information indicated in the notice and** remove or disable access to that content ('action'). **Such mechanism should include a clearly identifiable reporting mechanism, located close to the content in question allowing to notify quickly and easily items of information considered to be illegal content under Union or national law.** Provided the requirements on notices are met, it should be possible for individuals or entities to notify multiple specific items of allegedly illegal content through a single notice **in order to ensure the effective operation of notice and action mechanisms. While individuals should always be able to submit notices anonymously, such notices should not give rise to actual knowledge, except in the case of information considered to involve one of the offences referred to in Directive 2011/93/EU.** The obligation to put in place notice and action mechanisms should apply, for instance, to file

content online, as they store information provided by and at the request of the recipients of the service and typically give other recipients access thereto, sometimes on a large scale. It is important that all providers of hosting services, regardless of their size, put in place user-friendly notice and action mechanisms that facilitate the notification of specific items of information that the notifying party considers to be illegal content to the provider of hosting services concerned ('notice'), pursuant to which that provider can decide whether or not it agrees with that assessment and wishes to remove or disable access to that content ('action'). Provided the requirements on notices are met, it should be possible for individuals or entities to notify multiple specific items of allegedly illegal content through a single notice. The obligation to put in place notice and action mechanisms should apply, for instance, to file storage and sharing services, web hosting services, advertising servers and paste bins, in as far as they qualify as providers of hosting services covered by this Regulation.

content online, as they store information provided by and at the request of the recipients of the service and typically give other recipients access thereto, sometimes on a large scale. It is important that all providers of hosting services, regardless of their size, put in place user-friendly notice and action mechanisms that facilitate the notification of specific items of information that the notifying party considers to be illegal content to the provider of hosting services concerned ('notice'), pursuant to which that provider can decide whether or not it agrees with that assessment and wishes to remove or disable access to that content ('action'). **Such mechanisms should be at least as easy to find and use as notification mechanisms for content that violates the terms and conditions of the hosting service provider.** Provided the requirements on notices are met, it should be possible for individuals or entities to notify multiple specific items of allegedly illegal content through a single notice. The obligation to put in place notice and action mechanisms should apply, for instance, to file storage and sharing services, web hosting services, advertising servers and paste bins, in as far as they qualify as providers of hosting services covered by this Regulation.

storage and sharing services, web hosting services, advertising servers and paste bins, in as far as they qualify as providers of hosting services covered by this Regulation.

(40a) Nevertheless, notices should be directed to the actor that has the technical and operational ability to act and the closest relationship to the recipient of the service that provided the information or content. Such hosting service providers should redirect such notices to the particular online platform and inform the Digital Services Coordinator.

(40b) Moreover, hosting providers should seek to act only against the items of information notified. Where the removal or disabling of access to individual items of information is technically or operationally unachievable due to legal or technological reasons, such as encrypted file and data storage and sharing services, hosting providers should inform the recipient of the service of the notification and seek action.

(41) The rules on such notice and action mechanisms should be harmonised at Union level, so as to provide for the timely, diligent, objective, **non-arbitrary and non-discriminatory** processing of notices on the basis of rules that are uniform, transparent and clear and that provide for robust safeguards to protect the right and legitimate interests of all affected parties, in particular their fundamental rights guaranteed by the Charter, irrespective of the Member State in which those parties are established or reside and of the field of law at issue. The

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fundamental rights include, as the case may be, the right to freedom of expression and information, the right to respect for private and family life, the right to protection of personal data, the right to non-discrimination and the right to an effective remedy of the recipients of the service; the freedom to conduct a business, including the freedom of contract, of service providers; as well as the right to human dignity, the rights of the child, the right to protection of property, including intellectual property, and the right to non-discrimination of parties affected by illegal content.

(41a) Providers of hosting services should act upon notices without undue delay, taking into account the type of illegal content that is being notified and the urgency of taking action. The provider of hosting services should inform the individual or entity notifying the specific content of its decision without undue delay after taking a decision whether to act upon the notice or not.

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(41a) Those mechanisms should allow for the submission of notices which are sufficiently precise and adequately substantiated to enable the hosting provider concerned to take an informed and diligent decision in respect of the content to which the notice relates, in particular whether or not that content is to be considered illegal content and is to be removed or access thereto is to be disabled. Those mechanisms should be such as to facilitate the provision of notices that contain an explanation of the reasons why the notice

(42) Where a hosting service provider decides to remove, disable **access to, demote or impose other measures with regard to** information provided by a recipient of the service, for instance following receipt of a notice or acting on its own initiative, including through the use of automated means, that **have been proven to be efficient, proportionate and accurate, that** provider should **in a clear and user-friendly manner** inform the recipient of its decision, the reasons for its decision and the available redress possibilities to contest the decision, in view of the negative consequences that such decisions may have for the recipient, including as regards the exercise of its fundamental right to freedom of expression. That obligation should apply irrespective of the reasons for the decision, in particular whether the action

(42) Where a hosting **service** provider decides to remove or disable information provided by a recipient of the service, for instance following receipt of a notice or acting on its own initiative, including **through the use of** automated means, that provider should inform the recipient of its decision, the reasons for its decision and the available redress possibilities to contest the decision, in view of the negative consequences that such decisions may have for the recipient, including as regards the exercise of its fundamental right to freedom of expression. That obligation should apply irrespective of the reasons for the decision, in particular whether the action has been taken because the information notified is considered to be illegal content or incompatible with the applicable terms and conditions. **Available** recourses to challenge the decision of the

provider considers that content to be illegal content and a clear indication of the location of that content. The notice should contain sufficient information to enable the provider of intermediary services to identify, without a detailed legal examination, that it is clear that the content is illegal and that the decision to remove or disable access to it is compatible with freedom of expression and information. Except for the submission of notices relating to offences referred to in Articles 3 to 7 of Directive 2011/93/EU of the European Parliament and of the Council^{xxiv}, it is necessary to know the identity of the notice provider, for instance to avoid misuses or to identify alleged infringements to personality rights or intellectual property rights.

(42) Where a provider **of hosting services** decides to remove or disable information provided by a recipient of the service or to otherwise restrict its visibility or monetisation, for instance following receipt of a notice or acting on its own initiative, including **exclusively by** of automated means, that provider should inform **in a clear and easily comprehensible way** the recipient of its decision, the reasons for its decision and the available redress possibilities to contest the decision, in view of the negative consequences that such decisions may have for the recipient, including as regards the exercise of its fundamental right to freedom of expression. That obligation should apply irrespective of the reasons for the decision, in particular whether the action has been taken because the information notified is considered to be illegal

has been taken because the information notified is considered to be illegal content or incompatible with the applicable terms and conditions. Available recourses to challenge the decision of the hosting service provider should always include judicial redress. The obligation should however not apply in a number of situations, namely when the content is deceptive or part of high-volume of commercial content, or when it has been requested by a judicial or law enforcement authority to not inform the recipient due to an ongoing criminal investigation until the criminal investigation is closed. Where a provider of hosting service does not have the information necessary to inform the recipient by a durable medium, it should not be required to do so.

(42a) A provider of hosting services may in some instances become aware, such as through a notice by a notifying party or through its own voluntary measures, of information relating to certain activity of a recipient of the service, such as the provision of certain types of illegal content, that reasonably justify, having regard to all relevant circumstances of which the online platform is aware, the suspicion that the recipient may have committed, may be committing or is likely to commit a serious criminal offence involving an imminent threat to the life or safety of person, such as offences specified in Directive 2011/93/EU of the European Parliament and of the Council. In such instances, the provider of hosting services should inform without delay the

hosting **service** provider should always **include judicial redress**.

Cf. Recital 48 of the Commission's Proposal

content or incompatible with the applicable terms and conditions. Restriction of visibility may consist in demotion in ranking or in recommender systems, as well as in limiting accessibility by one or more recipients of the service or blocking the user from an online community without the user knowing it ('shadow banning'). The monetisation via advertising revenue of content provided by the recipient of the service can be restricted by suspending or terminating the monetary payment or revenue associated to that content. Irrespective of available recourses to challenge the decision of the provider of hosting services, the recipient of the service should always have a right to initiate proceedings before a court in accordance with the national laws.

(42a) A provider of hosting services may in some instances become aware, such as through a notice by a notifying party or through its own voluntary measures, of information relating to certain activity of a recipient of the service, such as the provision of certain types of illegal content, that reasonably justify, having regard to all relevant circumstances of which the provider of hosting services is aware, the suspicion that the recipient may have committed, may be committing or is likely to commit a criminal offence involving a threat to the life or safety of person or persons, such as offences specified in Directive 2011/36/EU of the European Parliament and of the Council^{xxv}, Directive 2011/93/EU of the European Parliament and of the Council or Directive (EU)

competent law enforcement authorities of such suspicion, providing, upon their request, all relevant information available to it, including where relevant the content in question and an explanation of its suspicion and unless instructed otherwise, should remove or disable the content. The information notified by the hosting service provider should not be used for any purpose other than those directly related to the individual serious criminal offence notified. This Regulation does not provide the legal basis for profiling of recipients of the services with a view to the possible identification of criminal offences by online platforms provider of hosting services. Providers of hosting services should also respect other applicable rules of Union or national law for the protection of the rights and freedoms of individuals when informing law enforcement authorities. In order to facilitate the notification of suspicions of criminal offenses, Member States should notify to the Commission the list of the competent law enforcement or judicial authorities.

(43) To avoid disproportionate burdens, the additional obligations imposed on online platforms under this Regulation should not apply to micro or small enterprises as defined in Recommendation 2003/361/EC of the Commission, unless their reach and impact is such that they meet the criteria to qualify as very large online platforms under this Regulation. The consolidation rules laid down in that Recommendation help ensure that any

(43) To avoid disproportionate burdens, the additional obligations imposed on online platforms under this Regulation should not apply to micro or small enterprises as defined in Recommendation 2003/361/EC of the Commission^{xxvii}, unless **their reach and impact is such that they meet the criteria** to qualify as very large online platforms under this Regulation. The consolidation rules laid down in that Recommendation help ensure

2017/541 of the European Parliament and of the Council^{xxvi}. For example, specific items of content could give rise to a suspicion of a threat to the public, such as incitement to terrorism within the meaning of Article 21 of Directive (EU) 2017/541. In such instances, the provider of hosting services should inform without delay the competent law enforcement authorities of such suspicion. The provider of hosting services should provide all relevant information available to it, including where relevant the content in question and, if available, the time when the content was published, including the designated time zone, an explanation of its suspicion and the information necessary to locate and identify the relevant recipient of the service. This Regulation does not provide the legal basis for profiling of recipients of the services with a view to the possible identification of criminal offences by providers of hosting services. Providers of hosting services should also respect other applicable rules of Union or national law for the protection of the rights and freedoms of individuals when informing law enforcement authorities.

(43) To avoid disproportionate burdens, the additional obligations imposed on providers of online platforms under this Regulation should not apply to micro or small enterprises as defined in Recommendation 2003/361/EC of the Commission, unless [...] they [...] qualify as very large online platforms under this Regulation. The consolidation rules laid down in that Recommendation help ensure that any circumvention of those additional obligations is

circumvention of those additional obligations is prevented. The exemption of micro- and small enterprises from those additional obligations should not be understood as affecting their ability to set up, on a voluntary basis, a system that complies with one or more of those obligations.

(43a) Similarly, in order to ensure that the obligations are only applied to those providers of intermediary services where the benefit would outweigh the burden on the provider, the Commission should be empowered to issue a waiver to the requirements of Chapter III Section 3, in whole or in parts, to those providers of intermediary services that are non-for profit t, or are medium-sized enterprises, but do not present any systemic risk related to illegal content and have limited exposure to illegal content. The providers should present justified reasons for why they should be issued a waiver and send their application first to their Digital Services Coordinators of establishment for a preliminary assessment. The Commission should examine such an application taking into account a preliminary assessment carried out by the Digital Services Coordinators of establishment. The preliminary assessment should be sent together with the application to the Commission. The Commission should monitor the application of the waiver and have the right revoke a waiver at any time. The Commission should maintain a public list of all waiver issued and their conditions.

that any circumvention of those additional obligations is prevented. The exemption of micro- and small enterprises from those additional obligations should not be understood as affecting their ability to set up, on a voluntary basis, a system that complies with one or more of those obligations.

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(44) Recipients of the service, should be able to easily and effectively contest certain decisions, of online platforms that negatively affect them. **This should include decisions of online platforms allowing consumers to conclude distance contracts with traders to suspend the provisions of their services to traders.** Therefore, online platforms should be required to provide for internal complaint-handling systems, which meet certain conditions aimed at ensuring that the systems are easily accessible and lead to swift, **non-discriminatory, non-arbitrary** and fair outcomes **within ten working days starting on the date on which the online platform received the complaint.** In addition, provision should be made for the possibility of **entering, in good faith, an** out-of-court dispute settlement of disputes, including those that could not be resolved in satisfactory manner through the internal complaint-handling systems, by certified bodies that have the requisite independence, means and expertise to carry out their activities in a fair, swift and cost-effective manner **and within a reasonable period of time.** The possibilities to contest decisions of online platforms thus created should complement, yet leave unaffected in all respects, the possibility to seek judicial redress in accordance with the laws of the Member State concerned.

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(44) Recipients of the service, **including individuals or entities that have submitted a notice,** should be able to easily and effectively contest certain decisions of **providers of** online platforms that negatively affect them. Therefore, **providers of** online platforms should be required to provide for internal complaint-handling systems, which meet certain conditions aimed at ensuring that the systems are easily accessible and lead to swift and fair outcomes, **and are subject to human review. Such systems should enable all recipients of the service, including individuals or entities that have submitted a notice, to lodge a complaint and should not set up formal requirements such as referral to specific, relevant legal provisions or elaborate legal explanations. The possibility to lodge a complaint for the reversal of the contested decisions should be available for at least six months, to be calculated from the time of informing the recipient of the service, including the individual or entity, of the decision.** In addition, provision should be made for the possibility of out-of-court dispute settlement of disputes **in good faith,** including those that could not be resolved in satisfactory manner through the internal complaint-handling systems, by certified bodies that have the requisite independence, means and expertise to carry out their activities in a fair, swift and cost-effective manner. **The fees charged by the dispute settlement bodies should be reasonable, accessible, attractive, inexpensive for consumer and proportionate, and assessed on a case-by-case basis.**

(45) For contractual consumer-to-business disputes over the purchase of goods or services, Directive 2013/11/EU of the European Parliament and of the Council ensures that Union consumers and businesses in the Union have access to quality-certified alternative dispute resolution entities. In this regard, it should be clarified that the rules of this Regulation on out-of-court dispute settlement are without prejudice to that Directive, including the right of consumers

(45) For contractual consumer-to-business disputes over the purchase of goods or services, Directive 2013/11/EU of the European Parliament and of the Council^{xxviii} ensures that Union consumers and businesses in the Union have access to quality-certified alternative dispute resolution entities. In this regard, it should be clarified that the rules of this Regulation on out-of-court dispute settlement are without prejudice to that Directive, including the right of consumers

Providers of online platforms should be able to refuse to engage in dispute settlement in the case when the same dispute regarding the same content has already been resolved or is being reviewed by another dispute settlement body provided that they comply with the existing or future outcome of the dispute settlement consistently. Recipients of the service, including individuals or entities that have submitted notices, should be able to choose between the internal complaint mechanism, an out-of-court dispute settlement or judicial redress. The possibilities to contest decisions of providers of online platforms thus created should complement, yet leave unaffected in all respects, the possibility to seek judicial redress in accordance with the laws of the Member State concerned, and therefore exercising their right to an effective judicial remedy as provided for in Article 47 of the Charter. The provisions in this Regulation on out-of-court settlement of disputes should not amount to an obligation for the Member States to establish such out-of-court settlement bodies.

(45) For contractual consumer-to-business disputes over the purchase of goods or services, Directive 2013/11/EU of the European Parliament and of the Council ensures that Union consumers and businesses in the Union have access to quality-certified alternative dispute resolution entities. In this regard, it should be clarified that the rules of this Regulation on out-of-court dispute settlement are without prejudice to that Directive, including the right of consumers

under that Directive to withdraw from the procedure at any stage if they are dissatisfied with the performance or the operation of the procedure.

(46) Action against illegal content can be taken more quickly and reliably where online platforms take the necessary measures to ensure that notices submitted by trusted flaggers, **acting within their designated area of expertise**, through the notice and action mechanisms required by this Regulation are treated with priority, **and expeditiously, taking into account due process and** without prejudice to the requirement to process and decide upon all notices submitted under those mechanisms in **an** objective manner. Such trusted flagger status should only be awarded, **for a period of two years**, to entities, and not individuals, that have demonstrated, among other things, that they have particular expertise and competence in tackling illegal content, that they represent collective interests and that they work in a diligent and objective manner **and have transparent funding structure. The Digital Services Coordinator should be allowed to renew the status where the trusted flagger concerned continues to meet the requirements of this Regulation.** Such entities can be public in nature, such as, for terrorist content, internet referral units of national law enforcement authorities or of the European Union Agency for Law Enforcement Cooperation ('Europol') or they can be non-governmental organisations, **consumer organisations**, and semi-public bodies, such as the organisations

under that Directive to withdraw from the procedure at any stage if they are dissatisfied with the performance or the operation of the procedure.

(46) Action against illegal content can be taken more quickly and reliably where online platforms take the necessary measures to ensure that notices submitted by trusted flaggers through the notice and action mechanisms required by this Regulation are treated with priority, without prejudice to the requirement to process and decide upon all notices submitted under those mechanisms in **a timely, diligent and** objective manner. Such trusted flagger status should only be awarded to entities, and not individuals, that have demonstrated, among other things, that they have particular expertise and competence in tackling illegal content, **that they represent collective interests** and that they work in a diligent and objective manner. Such entities can be public in nature, such as, for terrorist content, internet referral units of national law enforcement authorities or of the European Union Agency for Law Enforcement Cooperation ('Europol') or they can be non-governmental organisations and semi-public bodies, such as the organisations part of the INHOPE network of hotlines for reporting child sexual abuse material and organisations committed to notifying illegal racist and xenophobic expressions online. **For intellectual property rights, organisations of industry and of right-holders could be awarded trusted flagger status, where they have demonstrated that they meet**

under that Directive to withdraw from the procedure at any stage if they are dissatisfied with the performance or the operation of the procedure.

(46) Action against illegal content can be taken more quickly and reliably where **providers of** online platforms take the necessary measures to ensure that notices submitted by trusted flaggers through the notice and action mechanisms required by this Regulation are treated with priority, without prejudice to the requirement to process and decide upon all notices submitted under those mechanisms in a timely, diligent and objective manner. **Such trusted flagger status should be awarded by the Digital Services Coordinator of the Member State in which the applicant is established and should be recognised by all providers of online platforms within the scope of this Regulation.** Such trusted flagger status should only be awarded to entities, and not individuals, that have demonstrated, among other things, that they have particular expertise and competence in tackling illegal content [...] and that they work in a diligent and objective manner. **To avoid diminishing the added value of such mechanism, the overall number of trusted flaggers awarded in accordance with this Regulation should be limited. In particular, industry associations representing their members' interests should apply for the status of trusted flaggers, without prejudice to the right of private entities or individuals to enter into bilateral agreements with the providers of online platforms.** Such entities can be public in

part of the INHOPE network of hotlines for reporting child sexual abuse material and organisations committed to notifying illegal racist and xenophobic expressions online. **Trusted flaggers should publish easily comprehensible and detailed reports on notices submitted in accordance with Article 14. Those reports should indicate information such as notices categorised by the entity of the provider of hosting services, the type of content notified, the legal provisions allegedly breached by the content in question, and the action taken by the provider. The reports should also include information about any potential conflict of interest and sources of funding as well as the procedure put in place by the trusted flagger to retain its independence.** For intellectual property rights, organisations of industry and of right-holders could be awarded trusted flagger status, where they have demonstrated that they meet the applicable conditions **and respect for exceptions and limitations to intellectual property rights.** The rules of this Regulation on trusted flaggers should not be understood to prevent online platforms from giving similar treatment to notices submitted by entities or individuals that have not been awarded trusted flagger status under this Regulation, from otherwise cooperating with other entities, in accordance with the applicable law, including this Regulation and Regulation (EU) 2016/794 of the European Parliament and of the Council. **In order to avoid abuses of the status of trusted flagger, it should be possible to suspend such status when a Digital Service**

the applicable conditions. The rules of this Regulation on trusted flaggers should not be understood to prevent online platforms from giving similar treatment to notices submitted by entities or individuals that have not been awarded trusted flagger status under this Regulation, from otherwise cooperating with other entities, in accordance with the applicable law, including this Regulation and Regulation (EU) 2016/794 of the European Parliament and of the Council.^{xxix}

nature, such as, for terrorist content, internet referral units of national law enforcement authorities or of the European Union Agency for Law Enforcement Cooperation ('Europol') or they can be non-governmental organisations and private or semi-public bodies, such as the organisations part of the INHOPE network of hotlines for reporting child sexual abuse material and organisations committed to notifying illegal racist and xenophobic expressions online. [...] **Given that trusted flaggers have demonstrated expertise and competence, the processing of trusted flagger notices can be expected to be less burdensome and therefore faster compared to notices submitted by other recipients of the service. However, the average time taken to process may still vary depending on factors including the type of illegal content, the quality of notices, and the actual technical procedures put in place for the submission of such notices. As a current indicative benchmark, the 2016 Code of Conduct on countering Illegal Hate Speech committed participating providers to review the majority of valid trusted flagger notifications for removal of illegal hate speech in less than 24 hours. Other types of illegal content may take considerably different timelines for processing, depending on the specific facts and circumstances and types of illegal content at stake.** The rules of this Regulation on trusted flaggers should not be understood to prevent **providers** of online platforms from giving similar treatment to notices submitted by entities or individuals that have not been

Coordinator of establishment opened an investigation based on legitimate reasons. The suspension should not be longer than the time needed to conduct the investigation and should be maintained if the Digital Services Coordinator of establishment concluded that the entity in question could still be considered as a trusted flagger.

(46a) The strict application of universal design to all new technologies and services should ensure full, equal and unrestricted access for all potential consumers, including persons with disabilities, in a way that takes full account of their inherent dignity and diversity. It is essential to ensure that providers of online platforms, which offer services in the Union, design and provide those services in accordance with the accessibility requirements, set out in Directive (EU) 2019/882. In particular, providers of online platforms should ensure that information provided, forms provided and procedures that are in place are made available in a manner that they are easy to find, easy to understand, and accessible to persons with disabilities.

(47) The misuse of services of online platforms by frequently providing illegal content or by frequently submitting manifestly unfounded notices or complaints under the mechanisms

(47) The misuse **of services** of online platforms by frequently providing manifestly illegal content or by frequently submitting manifestly unfounded notices or complaints

awarded trusted flagger status under this Regulation, from otherwise cooperating with other entities, in accordance with the applicable law, including this Regulation and Regulation (EU) 2016/794 of the European Parliament and of the Council. **The rules of this Regulation should not prevent the providers of online platforms from making use of such trusted flagger or similar mechanisms to take quick and reliable action against content that is incompatible with their terms and conditions, in particular against content that is harmful for vulnerable recipients of the service, such as minors.**

(47) The misuse of [...] online platforms by frequently providing manifestly illegal content or by frequently submitting manifestly unfounded notices or complaints under the

and systems, respectively, established under this Regulation undermines trust and harms the rights and legitimate interests of the parties concerned. Therefore, there is a need to put in place appropriate, proportionate and effective safeguards against such misuse. The misuse of services of online platforms could be established with regard to frequently provided illegal content where it is evident that that content is illegal without conducting a detailed legal or factual analysis. Notices or complaints should be considered manifestly unfounded where it is evident to a layperson, without any substantive analysis, that the content is illegal respectively that the notices or complaints are unfounded. Under certain conditions, online platforms should be entitled to temporarily or, in a limited number of situations, permanently suspend their relevant activities in respect of the person engaged in abusive behaviour. This is without prejudice to the freedom by online platforms to determine their terms and conditions and establish stricter measures in the case of illegal content related to serious crimes. For reasons of transparency, this possibility should be set out, clearly and in sufficiently detail, in the terms and conditions of the online platforms. Redress should always be open to the decisions taken in this regard by online platforms and they should be subject to oversight by the competent Digital Services Coordinator. The rules of this Regulation on misuse should not prevent online platforms from taking other measures to address the provision of illegal content by recipients of their service or other misuse of their services,

under the mechanisms and systems, respectively, established under this Regulation undermines trust and harms the rights and legitimate interests of the parties concerned. Therefore, there is a need to put in place appropriate and proportionate safeguards against such misuse. Information should be considered to be manifestly illegal content and notices or complaints should be considered manifestly unfounded where it is evident to a layperson, without any substantive analysis, that the content is illegal respectively that the notices or complaints are unfounded. Under certain conditions, online platforms should temporarily suspend their relevant activities in respect of the person engaged in abusive behaviour. This is without prejudice to the freedom by online platforms to determine their terms and conditions and establish stricter measures in the case of manifestly illegal content related to serious crimes. For reasons of transparency, this possibility should be set out, clearly and in sufficiently detail, in the terms and conditions of the online platforms. Redress should always be open to the decisions taken in this regard by online platforms and they should be subject to oversight by the competent Digital Services Coordinator. The rules of this Regulation on misuse should not prevent online platforms from taking other measures to address the provision of illegal content by recipients of their service or other misuse of their services, in accordance with the applicable Union and national law. Those rules are without prejudice to any possibility to hold the persons engaged

mechanisms and systems, respectively, established under this Regulation undermines trust and harms the rights and legitimate interests of the parties concerned. Therefore, there is a need to put in place appropriate and proportionate safeguards against such misuse. Information should be considered to be manifestly illegal content and notices or complaints should be considered manifestly unfounded where it is evident to a layperson, without any substantive analysis, that the content is illegal respectively that the notices or complaints are unfounded. Under certain conditions, providers of online platforms should temporarily suspend their relevant activities in respect of the person engaged in abusive behaviour. This is without prejudice to the freedom by providers of online platforms to determine their terms and conditions and establish stricter measures in the case of manifestly illegal content related to serious crimes, such as child sexual abuse material. For reasons of transparency, this possibility should be set out, clearly and in sufficiently detail, in the terms and conditions of the online platforms. Redress should always be open to the decisions taken in this regard by providers of online platforms and they should be subject to oversight by the competent Digital Services Coordinator. Providers of online platforms should send a prior warning before deciding on the suspension, which should include the reasons for the possible suspension and the means of redress against the decision of the providers of the online platform. When deciding on the suspension,

in accordance with the applicable Union and national law. Those rules are without prejudice to any possibility to hold the persons engaged in misuse liable, including for damages, provided for in Union or national law.

* Cf. Recital 42a of the position of the European Parliament:

(42a) A provider of hosting services may in some instances become aware, such as through a notice by a notifying party or through its own voluntary measures, of information relating to certain activity of a recipient of the service, such as the provision of certain types of illegal content, that reasonably justify, having regard to all relevant circumstances of which the online platform is aware, the suspicion that the recipient may have committed, may be committing or is likely to commit a serious criminal offence involving an imminent threat to the life or safety of person, such as offences specified in Directive 2011/93/EU of the European Parliament and of the Council. In such instances, the provider of hosting services should inform without delay the competent law enforcement authorities of such suspicion, providing, upon their request, all

in misuse liable, including for damages, provided for in Union or national law.

(48) **An online platform** may in some instances become aware, such as through a notice by a notifying party or through its own voluntary measures, of information relating to certain activity of a recipient of the service, such as the provision of certain types of illegal content, that reasonably justify, having regard to all relevant circumstances of which the online platform is aware, the suspicion that the recipient may have committed, may be committing or is likely to commit a serious criminal offence involving a threat to the life or safety of person, such as offences specified in Directive 2011/93/EU of the European Parliament and of the Council^{xxx}. In such instances, the **online platform** should inform without delay the competent law enforcement authorities of such suspicion, **providing** all relevant information available to it, including where relevant the content in question and an

providers of online platforms should send the statement of reasons in accordance with the rules in this Regulation. The rules of this Regulation on misuse should not prevent providers of online platforms from taking other measures to address the provision of illegal content by recipients of their service or other misuse of their services, including through the violation of their terms and conditions, in accordance with the applicable Union and national law. Those rules are without prejudice to any possibility to hold the persons engaged in misuse liable, including for damages, provided for in Union or national law.

[...] * Cf. Recital 42a of the General Approach of the Council:

(42a) A provider of hosting services may in some instances become aware, such as through a notice by a notifying party or through its own voluntary measures, of information relating to certain activity of a recipient of the service, such as the provision of certain types of illegal content, that reasonably justify, having regard to all relevant circumstances of which the provider of hosting services is aware, the suspicion that the recipient may have committed, may be committing or is likely to commit a criminal offence involving a threat to the life or safety of person or persons, such as offences specified in Directive 2011/36/EU of the European Parliament and of the Council, Directive 2011/93/EU of the European Parliament and of the Council or Directive (EU) 2017/541 of the European Parliament and of the Council. For example, specific items of

relevant information available to it, including where relevant the content in question and an explanation of its suspicion *and unless instructed otherwise, should remove or disable the content. The information notified by the hosting service provider should not be used for any purpose other than those directly related to the individual serious criminal offence notified.* This Regulation does not provide the legal basis for profiling of recipients of the services with a view to the possible identification of criminal offences by online platforms provider of hosting services. Providers of hosting services should also respect other applicable rules of Union or national law for the protection of the rights and freedoms of individuals when informing law enforcement authorities. *In order to facilitate the notification of suspicions of criminal offenses, Member States should notify to the Commission the list of the competent law enforcement or judicial authorities.*

(49) In order to contribute to a safe, trustworthy and transparent online environment for consumers, as well as for other interested parties such as competing traders and holders of intellectual property rights, and to deter traders from selling products or services in violation of the applicable rules, online platforms *that allow consumers to conclude distance contracts with traders should obtain additional information on the trader and the products and services they intend to offer on the platform. The online*

explanation of its suspicion. This Regulation does not provide the legal basis for profiling of recipients of the services with a view to the possible identification of criminal offences by **online platforms. Online platforms** should also respect other applicable rules of Union or national law for the protection of the rights and freedoms of individuals when informing law enforcement authorities.

(49) In order to contribute to a safe, trustworthy and transparent online environment for consumers, as well as for other interested parties such as competing traders and holders of intellectual property rights, and to deter traders from selling products or services in violation of the applicable rules, online **platforms allowing consumers to conclude distance contracts with traders** should ensure that such traders are traceable. The trader should therefore be required to provide certain essential

content could give rise to a suspicion of a threat to the public, such as incitement to terrorism within the meaning of Article 21 of Directive (EU) 2017/541. In such instances, the provider of hosting services should inform without delay the competent law enforcement authorities of such suspicion. The provider of hosting services should provide all relevant information available to it, including where relevant the content in question and, if available, the time when the content was published, including the designated time zone, an explanation of its suspicion and the information necessary to locate and identify the relevant recipient of the service. This Regulation does not provide the legal basis for profiling of recipients of the services with a view to the possible identification of criminal offences by providers of hosting services. Providers of hosting services should also respect other applicable rules of Union or national law for the protection of the rights and freedoms of individuals when informing law enforcement authorities.

(49) In order to contribute to a safe, trustworthy and transparent online environment for consumers, as well as for other interested parties such as competing traders and holders of intellectual property rights, and to deter traders from selling products or services in violation of the applicable rules, online **marketplaces** should ensure that such traders are traceable. The trader should therefore be required to provide certain essential information to the **provider of online marketplace**, including for purposes of

platform should therefore be required to obtain information on the name, telephone number and electronic mail of the economic operator and the type of product or service the trader intends to offer on the online platform. Prior to offering its services to the trader, the online platform operator should make best efforts to assess if the information provided by the trader is reliable. In addition, the platform should take adequate measures, such as where applicable, random checks, to identify and prevent illegal content from appearing on their interface. The fulfilment of the obligations on traceability of the traders, products and services should facilitate the compliance by platforms allowing consumers to conclude distance contracts with the obligation to inform consumers of the identity of their contracting party established under Directive 2011/83/EU of the European Parliament and of the Council, as well as the obligations established under Regulation (EU) No 1215/2012 as regards the Member State in which consumers can pursue their consumer rights. The requirement to provide essential information should also be applicable to traders that promote messages on products or services on behalf of brands, based on underlying agreements. Those online platforms should store all information in a secure manner for a reasonable period of time that does not exceed what is necessary and no longer than six months after the end of a relationship with the trader, so that it can be accessed, in accordance with the applicable law, including on the protection of personal

information to the online **platform**, including for purposes of promoting messages on or offering products. That requirement should also be applicable to traders that promote messages on products or services on behalf of brands, based on underlying agreements. **Those** online **platforms** should store all information in a secure manner for **a reasonable period of time that does not exceed what is necessary**, so that **it** can be accessed, in accordance with the applicable law, including on the protection of personal data, by public authorities and private parties with a legitimate interest, including through the orders to provide information referred to in this Regulation.

promoting messages on or offering products. That requirement should also be applicable to traders that promote messages on products or services on behalf of brands, based on underlying agreements. **The providers of online marketplaces** should store all information in a secure manner **for the duration of their contractual relationship with the trader and 6 months thereafter, to allow any claims to be filed against the trader or orders related to the trader to be complied with. This is necessary and proportionate** so that the information can be accessed, in accordance with the applicable law, including on the protection of personal data, by public authorities and private parties with a legitimate interest, including through the orders to provide information referred to in this Regulation. **This obligation leaves unaffected potential obligations to preserve certain content for longer periods of time, on the basis of other Union law or national laws, in compliance with Union law. Without prejudice to the definition provided for in this Regulation, any trader, irrespective of whether it is a natural or legal person, identified on the basis of Article 6a(1)(b) of Directive 2011/83/EU and Article 7(4)(f) of Directive 2005/29/EC should be traceable when offering a product or service through an online platform. Similarly, the traceability of holders of domain names for the purpose of contributing to the security, stability and resilience of domain name systems, which in turn contributes to a high common level of cybersecurity within the Union, is ensured by**

data, by public authorities and private parties with a **direct** legitimate interest, including through the orders to provide information referred to in this Regulation.

(50) To ensure an efficient and adequate application of that obligation, without imposing any disproportionate burdens, the online platforms covered should, **before allowing the display of the product or services on its online interface**, make reasonable efforts to **assess** the reliability of the information provided by the traders concerned, in particular by using freely available official online databases and online interfaces, such as national trade registers and the VAT Information Exchange

(50) To ensure an efficient and adequate application of that obligation, without imposing any disproportionate burdens, the online **platforms covered** should make **reasonable** efforts to **verify** the reliability of the information provided by the traders concerned, in particular **by using** freely available official online databases and online interfaces, such as national trade registers and the VAT Information Exchange System^{xxxii}, or **by requesting** the traders concerned to

Directive .../... [proposed Directive on measures for a high common level of cybersecurity across the Union, repealing Directive (EU) 2016/1148], which introduces the obligation for top-level domain registries and the entities providing domain name registration services for the top-level domain, so-called registrars, to collect, maintain in a database and provide lawful access to accurate and complete domain name registration data.
Directive 2000/31/EC obliges all information society services providers to render easily, directly and permanently accessible to the recipients of the service and competent authorities certain information allowing the identification of all providers. The traceability requirements for providers of online marketplaces set out in this Regulation do not affect the application of rules resulting from Council Directive (EU) 2021/514 of 22 March 2021 amending Directive 2011/16/EU on administrative cooperation in the field of taxation^{xxxi}, which pursues other legitimate public interest objectives.

(50) To ensure an efficient and adequate application of that obligation, without imposing any disproportionate burdens, **the providers of** the online **marketplaces** should make **best** efforts to verify, **prior to the use of their service**, the reliability of the information provided by the traders concerned. In particular, **the providers of online marketplaces should use** freely available official online databases and online interfaces, such as national trade registers and the VAT

System⁴⁵, or by requesting the traders concerned to provide trustworthy supporting documents, such as copies of identity documents, certified bank statements, company certificates and trade register certificates. They may also use other sources, available for use at a distance, which offer a similar degree of reliability for the purpose of complying with this obligation. However, the online platforms covered should not be required to engage in excessive or costly online fact-finding exercises or to carry out verifications on the spot. Nor should such online platforms, which have made the **best** efforts required by this Regulation, be understood as guaranteeing the reliability of the information towards consumer or other interested parties. Such online platforms should also design and organise their online interface in a **user-friendly** way that enables traders to comply with their obligations under Union law, in particular the requirements set out in Articles 6 and 8 of Directive 2011/83/EU of the European Parliament and of the Council, Article 7 of Directive 2005/29/EC of the European Parliament and of the Council and Article 3 of Directive 98/6/EC of the European Parliament and of the Council.

(50a) Online platforms that allow consumers to conclude distance contracts with traders should demonstrate their best efforts to prevent the dissemination by traders of illegal products and services, in compliance with the no general monitoring principle. Online platforms covered should inform recipients

provide trustworthy supporting documents, such as copies of identity documents, certified **bank** statements, company certificates and trade register certificates. They may also use other sources, available for use at a distance, which offer a similar degree of reliability for the purpose of complying with this obligation. However, the online **platforms covered** should not be required to engage in excessive or costly online fact-finding exercises or to carry out verifications on the spot. Nor should such **online platforms**, which have made the reasonable efforts required by this Regulation, be understood as guaranteeing the reliability of the information towards consumer or other interested parties. **Such online platforms** should **also** design and organise their online interface in a way that enables traders to comply with their obligations under Union law, in particular the requirements set out in Articles 6 and 8 of Directive 2011/83/EU of the European Parliament and of the Council^{xxxiii}, Article 7 of Directive 2005/29/EC of the European Parliament and of the Council^{xxxiv} and Article 3 of Directive 98/6/EC of the European Parliament and of the Council^{xxxv}.

Information Exchange System, or **request** the traders concerned to provide trustworthy supporting documents, such as copies of identity documents, certified **payment accounts'** statements, company certificates and trade register certificates. They may also use other sources, available for use at a distance, which offer a similar degree of reliability for the purpose of complying with this obligation. However, the **providers of** online **marketplaces** should not be required to engage in excessive or costly online fact-finding exercises or to carry out verifications on the spot. Nor should such **providers**, which have made the reasonable efforts required by this Regulation, be understood as guaranteeing the reliability of the information towards consumer or other interested parties.

Providers of online marketplaces should make their best efforts to ensure that traders provide complete information and ensure that products or services are not offered as long as the information is incomplete. This should not amount to a general monitoring obligation or an obligation for the provider of online marketplaces to assess whether the content provided is in fact compliant with Union law.

(50a) Providers of online marketplaces should not rely on so-called dark patterns in designing their online interfaces. Dark patterns are design techniques that push or deceive consumers into undesired decisions which have negative consequences for them. These manipulative techniques can be used to persuade the recipients of the service to

when the service or product they have acquired through their services are illegal.

engage in unwanted behaviours, including making it unreasonably difficult to discontinue purchases or to sign out from a given marketplace, to deceive the recipients of the service by nudging them into decisions on transactions, or by default settings that are very difficult to change, and so unreasonably bias the decision making of the recipient of the service, in a way that subverts and impairs their autonomy, decision-making and choice. Common and legitimate advertising practices that are in compliance with Union law should not in themselves be regarded as constituting dark patterns. Providers of online marketplaces should design and organise their online interface in a way that enables traders to comply with their obligations under relevant Union law, in particular the requirements set out in Articles 6 and 8 of Directive 2011/83/EU of the European Parliament and of the Council, Article 7 of Directive 2005/29/EC of the European Parliament and of the Council, Articles 5 and 6 of the Directive 2000/31/EC of the European Parliament and of the Council and Article 3 of Directive 98/6/EC of the European Parliament and of the Council. For that purpose, the providers of online marketplaces should make best efforts to assess whether the traders using their services have uploaded the information on their online interfaces, in line with relevant applicable Union law. This should not amount to an obligation for providers of online marketplaces to generally monitor the products or services offered by traders through their services nor a general

(51) In view of the particular responsibilities and obligations of online platforms, they should be made subject to transparency reporting obligations, which apply in addition to the transparency reporting obligations applicable to all providers of intermediary services under this Regulation. For the purposes of determining whether online platforms may be very large online platforms that are subject to certain additional obligations under this Regulation, the transparency reporting obligations for online platforms should include certain obligations relating to the publication and communication of information on the average monthly active recipients of the service in the Union.

(51) In view of the particular responsibilities and obligations of online platforms, they should be made subject to transparency reporting obligations, which apply in addition to the transparency reporting obligations applicable to all providers of intermediary services under this Regulation. For the purposes of determining whether online platforms may be very large online platforms that are subject to certain additional obligations under this Regulation, the transparency reporting obligations for online platforms should include certain obligations relating to the publication and communication of information on the average monthly active recipients of the service in the Union.

fact-finding obligation, in particular to assess the accuracy of the information provided by traders. The online interfaces should be user-friendly and easily accessible for traders and consumers.

(51) In view of the particular responsibilities and obligations of providers of online platforms, they should be made subject to transparency reporting obligations, which apply in addition to the transparency reporting obligations applicable to all providers of intermediary services under this Regulation. For the purposes of determining whether online platforms or online search engines may be very large online platforms or very large online search engines that are subject to certain additional obligations under this Regulation, the transparency reporting obligations for providers of online platforms and of online search engines should include certain obligations relating to the publication and communication of information on the average monthly active recipients of the service in the Union. In order to ensure transparency and enable scrutiny over online platforms' content moderation decisions and monitoring the spread of illegal content online, the Commission should maintain and update a database which contains the decisions and statements of reasons of the providers of online platforms when they remove or otherwise restrict availability of and access to content. In order to allow the Commission to keep the database updated, the providers of online platforms should submit the decisions and statement of reasons without undue delay

(52) Online advertisement plays an important role in the online environment, including in relation to the provision of the services of online platforms. However, online advertisement can contribute to significant risks, ranging from advertisement that is itself illegal content, to contributing to financial incentives for the publication or amplification of illegal or otherwise harmful content and activities online, or the discriminatory display of advertising with an impact on the equal treatment and opportunities of citizens. **New advertising models have generated changes in the way information is presented and have created new personal data collection patterns and business models that might affect privacy, personal autonomy, democracy, quality news reporting and facilitate manipulation and discrimination. Therefore, more transparency in online advertising markets and independent research needs to be carried out to assess the effectiveness of behavioural advertisements.** In addition to the requirements resulting from Article 6 of Directive 2000/31/EC, online platforms should therefore be required to ensure that the recipients of the service have

(52) Online **advertisement** plays an important role in the online environment, including in relation to the provision of **the services of** online platforms. However, online **advertisement** can contribute to significant risks, ranging from **advertisement that is itself** illegal content, to contributing to financial incentives for the publication or amplification of illegal or otherwise harmful content and activities online, or the discriminatory **display** of advertising with an impact on the equal treatment and opportunities of citizens. In addition to the requirements resulting from Article 6 of Directive 2000/31/EC, online platforms should therefore be required to ensure that the recipients of the service have certain individualised information necessary for them to understand when and on whose behalf the advertisement is **displayed**. In addition, recipients of the service should have information on the main parameters used for determining that specific **advertising is to be displayed** to them, providing meaningful explanations of the logic used to that end, including when this is based on profiling. The

after a decision has been made by a provider. The database should be accessible to vetted researchers and Digital Services Coordinators, who may also grant access to the database to national authorities where relevant for the exercise of their tasks. The structured database should allow access to and queries for the relevant information, in particular as regards the type of alleged illegal content at stake.

(52) Online **advertising** plays an important role in the online environment, including in relation to the provision of online platforms, **when the provider of online platform receives remuneration as economic consideration for the placement of the specific advertisement on the platform's online interface, for example as direct payment or increased sale commission.** However, online **advertising** can contribute to significant risks, ranging from **advertisements that are themselves** illegal content, to contributing to financial incentives for the publication or amplification of illegal or otherwise harmful content and activities online, or the discriminatory **presentation** of advertising with an impact on the equal treatment and opportunities of citizens. In addition to the requirements resulting from Article 6 of Directive 2000/31/EC, **providers of** online platforms should therefore be required to ensure that the recipients of the service have certain individualised information necessary for them to understand when and on whose behalf the advertisement is **presented. They should ensure that the information is salient, including through**

certain individualised information necessary for them to understand when and on whose behalf the advertisement is displayed, **as well as the natural or legal person who finances the advertisement**. In addition, recipients of the service should have **easy access to** information on the main parameters used for determining that specific advertising is to be displayed to them, providing meaningful explanations of the logic used to that end, including when this is based on profiling. The requirements of this Regulation on the provision of information relating to advertisement is without prejudice to the application of the relevant provisions of Regulation (EU) 2016/679, in particular those regarding the right to object, automated individual decision-making, including profiling and specifically the need to obtain consent of the data subject prior to the processing of personal data for targeted advertising. Similarly, it is without prejudice to the provisions laid down in Directive 2002/58/EC in particular those regarding the storage of information in terminal equipment and the access to information stored therein. **In addition to these information obligations, online platforms should ensure that recipients of the service can refuse or withdraw their consent for targeted advertising purposes, in accordance with Regulation (EU) 2016/679 in a way that is not more difficult nor time-consuming than to give their consent. Online platforms should also not use personal data for commercial purposes related to direct marketing, profiling and behaviourally targeted advertising of minors. The online**

requirements of this Regulation on the provision of information relating to advertisement is without prejudice to the application of the relevant provisions of Regulation (EU) 2016/679, in particular those regarding the right to object, automated individual decision-making, including profiling and specifically the need to obtain consent of the data subject prior to the processing of personal data for targeted advertising. Similarly, it is without prejudice to the provisions laid down in Directive 2002/58/EC in particular those regarding the storage of information in terminal equipment and the access to information stored therein.

standardised visual or audio marks, clearly identifiable and unambiguous for the average user, and should be adapted to the nature of the individual service's online interface. In addition, recipients of the service should have information on the main parameters used for determining that specific **advertisement is presented** to them, providing meaningful explanations of the logic used to that end, including when this is based on profiling. **Such explanations should include information on the method used for presenting the advertisement – for example whether it is contextual, behavioural or other type of advertising – and, where applicable, the main profiling criteria used.** The requirements of this Regulation on the provision of information relating to advertisement is without prejudice to the application of the relevant provisions of Regulation (EU) 2016/679, in particular those regarding the right to object, automated individual decision-making, including profiling and specifically the need to obtain consent of the data subject prior to the processing of personal data for targeted advertising. Similarly, it is without prejudice to the provisions laid down in Directive 2002/58/EC in particular those regarding the storage of information in terminal equipment and the access to information stored therein. **Finally, this Regulation complements the application of the Directive 2010/13/EU which imposes measures to enable users to declare audiovisual commercial communications in user-generated videos. It also complements the obligations for traders regarding the**

platform should not be obliged to maintain, acquire or process additional information in order to assess the age of the recipient of the service. Refusing consent in processing personal data for the purposes of advertising should not result in access to the functionalities of the platform being disabled. Alternative access options should be fair and reasonable both for regular and for one-time users, such as options based on tracking-free advertising. Targeting individuals on the basis of special categories of data which allow for targeting vulnerable groups should not be permitted.

(52a) A core part of an online platform's business is the manner in which information is prioritised and presented on its online interface to facilitate and optimise access to information for the recipients of the service. This is done, for example, by algorithmically suggesting, ranking and prioritising information, distinguishing through text or other visual representations, or otherwise curating information provided by recipients. Such recommender systems can have a significant impact on the ability of recipients to retrieve and interact with information online. They also play an important role in the amplification of certain messages, the viral dissemination of information and the stimulation of online behaviour. Consequently, online platforms should ensure that recipients can understand how recommender system impact the way information is displayed, and can influence how information is presented to them. They should clearly present the

disclosure of commercial communications deriving from Directive 2005/29/EC.

parameters for such recommender systems in an easily comprehensible manner to ensure that the recipients understand how information is prioritised for them.

(53) Given the importance of very large online platforms, due to their reach, in particular as expressed in number of recipients of the service, in facilitating public debate, economic transactions and the dissemination of information, opinions and ideas and in influencing how recipients obtain and communicate information online, it is necessary to impose specific obligations on those platforms, in addition to the obligations applicable to all online platforms. Those additional obligations on very large online platforms are necessary to address those public policy concerns, there being no **proportionate** alternative and less restrictive measures that would effectively achieve the same result.

(54) Very large online platforms may cause societal risks, different in scope and impact from those caused by smaller platforms. Once the number of recipients of a platform reaches a significant share of the Union population, the systemic risks the platform poses have a disproportionately negative impact in the

(53) Given the importance of very large online platforms, due to their reach, in particular as expressed in number of recipients of the service, in facilitating public debate, economic transactions and the dissemination of information, opinions and ideas and in influencing how recipients obtain and communicate information online, it is necessary to impose specific obligations on those platforms, in addition to the obligations applicable to all online platforms. Those additional obligations on very large online platforms are necessary to address those public policy concerns, there being no alternative and less restrictive measures that would effectively achieve the same result.

(54) Very large online platforms may cause societal risks, different in scope and impact from those caused by smaller platforms. Once the number of recipients of a platform reaches a significant share of the Union population, the systemic risks the platform poses have a **disproportionately negative** impact in the

(53) Given the importance of very large online platforms, due to their reach, in particular as expressed in number of recipients of the service, in facilitating public debate, economic transactions and the dissemination of information, opinions and ideas and in influencing how recipients obtain and communicate information online, it is necessary to impose specific obligations on **the providers of those platforms**, in addition to the obligations applicable to all online platforms. **Due to their critical role in locating and making information retrievable online, it is also necessary to impose those obligations, to the extent they are applicable, on the providers of very large online search engines, in addition to the obligations applicable to all providers of intermediary services.** Those additional obligations on **providers of very large online platforms and of very large online search engines** are necessary to address those public policy concerns, there being no alternative and less restrictive measures that would effectively achieve the same result.

(54) Very large online platforms **and very large online search engines** may cause societal risks, different in scope and impact from those caused by smaller platforms. **Providers of such very large online platforms and very large online search engines should therefore bear the highest standard of due diligence**

Union. Such significant reach should be considered to exist where the number of recipients exceeds an operational threshold set at 45 million, that is, a number equivalent to 10% of the Union population. The operational threshold should be kept up to date through amendments enacted by delegated acts, where necessary. Such very large online platforms should therefore bear the highest standard of due diligence obligations, proportionate to their societal impact and means. Accordingly, the number of average monthly recipients of the service should reflect the recipients actually reached by the service either by being exposed to content or by providing content disseminated on the platforms' interface in that period of time.

Union. Such significant reach should be considered to exist where the number of recipients exceeds an operational threshold set at 45 million, that is, a number equivalent to 10% of the Union population. The operational threshold should be kept up to date through amendments enacted by delegated acts, where necessary. **Such very large online platforms should therefore bear the highest standard of due diligence obligations, proportionate to their societal impact and means.**

obligations, proportionate to their societal impact and means. Once the number of recipients of a platform or a search engine reaches a significant share of the Union population, the systemic risks the platform or search engine poses may have a disproportionate impact in the Union. Such significant reach should be considered to exist where the number of recipients exceeds an operational threshold set at 45 million, that is, a number equivalent to 10 % of the Union population. In order to determine the reach of a given online platform or online search engine, it is necessary to establish the average number of active recipients of such service, represented by any recipient actually engaging with the service at least once in a given period of time. Examples of such engagement include viewing content by scrolling through an online interface or uploading content on an online platform, including an online marketplace, and not only interacting with content by clicking on, commenting, linking, sharing, purchasing or carrying out transactions on an online platform, such as an online marketplace. Consequently, the notion of active recipient of the service does not necessarily coincide with that of a registered user of a service, and it cumulatively covers recipients of the service who provide content, such as traders on an online marketplace, and those who view content. As regards online search engines, the concept of active recipients of the service should cover those who view content on their online interface, but not, for example, the owners of the websites indexed by the online

(55) In view of the network effects characterising the platform economy, the user base of an online platform may quickly expand and reach the dimension of a very large online platform, with the related impact on the internal market. This may be the case in the event of exponential growth experienced in short periods of time, or by a large global presence and turnover allowing the online platform to fully exploit network effects and economies of scale and of scope. A high

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search engine, as they do not actively engage with the service. The number of active recipients of a service should include all unique recipients of the service that engage with the specific service irrespective of the potentially different interfaces made available, such as websites or apps, including where the interfaces are accessed through different URLs or domain names. However, it should not include recipients of other third party services that make available through their own online interfaces content hosted by the provider of online platform or indexed by a provider of online search engine. This Regulation does not require providers of online platforms or of online search engines to perform specific tracking of individuals online, nor to discount automated users such as bots.

The operational threshold and methodology to determine the active recipients of an online platform or of an online search engine should be kept up to date through amendments enacted by delegated acts, where necessary, and reflect the nature of the service and the way recipients of the service interact with it.

(55) In view of the network effects characterising the platform economy, the user base of an online platform may quickly expand and reach the dimension of a very large online platform, with the related impact on the internal market. This may be the case in the event of exponential growth experienced in short periods of time, or by a large global presence and turnover allowing the online platform to fully exploit network effects and economies of scale and of scope. A high

annual turnover or market capitalisation can in particular be an indication of fast scalability in terms of user reach. In those cases, the Digital Services Coordinator should be able to request more frequent reporting from the platform on the user base to be able to timely identify the moment at which that platform should be designated as a very large online platform for the purposes of this Regulation.

(56) Very large online platforms are used in a way that strongly influences safety online, the shaping of public opinion and discourse, as well as on online trade. The way they design their services is generally optimised to benefit their often advertising-driven business models and can cause societal concerns. In the absence of effective regulation and enforcement, they can set the rules of the game, without effectively identifying and mitigating the risks and the societal and economic harm they can cause. Under this Regulation, very large online platforms should therefore assess the systemic risks stemming from the functioning and use of their service, as well as by potential misuses by the recipients of the service, and take appropriate mitigating measures **where mitigation is possible without adversely impacting fundamental rights**.

(57) **Four** categories of systemic risks should be assessed in-depth. A first category concerns the risks associated with the misuse of their service through the dissemination **and amplification** of illegal content, such as the

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annual turnover or market capitalisation can in particular be an indication of fast scalability in terms of user reach. In those cases, the Digital Services Coordinator **of establishment and the Commission** should be able to request more frequent reporting from **provider of the online** platform on the user base to be able to timely identify the moment at which that platform should be designated as a very large online platform for the purposes of this Regulation.

(56) Very large online platforms **and very large online search engines can be** used in a way that strongly influences safety online, the shaping of public opinion and discourse, as well as on online trade. The way they design their services is generally optimised to benefit their often advertising-driven business models and can cause societal concerns. [...] Effective **and fundamental rights based** regulation and enforcement is necessary in order to effectively **identify and mitigate** the risks and the societal and economic harm **that may arise**. Under this Regulation, **providers of very large online platforms and of very large online search engines** should therefore assess the systemic risks stemming from the functioning and use of their service, as well as by potential misuses by the recipients of the service, and take appropriate mitigating measures.

(57) Three categories of systemic risks should be assessed in-depth. A first category concerns the risks associated with the misuse of their service through the dissemination of illegal content, such as the dissemination of

dissemination of child sexual abuse material or illegal hate speech, and the conduct of illegal activities, such as the sale of products or services prohibited by Union or national law, including **dangerous and counterfeit products and illegally-traded animals**. For example, and without prejudice to the personal responsibility of the recipient of the service of very large online platforms for possible illegality of his or her activity under the applicable law, such dissemination or activities may constitute a significant systematic risk where access to such content may be amplified through accounts with a particularly wide reach. A second category concerns the **actual and foreseeable** impact of the service on the exercise of fundamental rights, as protected by the Charter of Fundamental Rights, including the freedom of expression and information, **freedom of the press, human dignity**, the right to private life, **the right to gender equality**, the right to non-discrimination and the rights of the child. Such risks may arise, for example, in relation to the design of the algorithmic systems used by the very large online platform or the misuse of their service through the submission of abusive notices or other methods for silencing speech or hampering competition. A third category of risks concerns the intentional and, oftentimes, coordinated manipulation of the platform's service, with a foreseeable impact on civic discourse, electoral processes, public security and protection of minors, having regard to the need to safeguard public order, protect privacy and fight fraudulent and

child sexual abuse material or illegal hate speech, and the conduct of illegal activities, such as the sale of products or services prohibited by Union or national law, including counterfeit products. For example, and without prejudice to the personal responsibility of the recipient of the service of very large online platforms for possible illegality of his or her activity under the applicable law, such dissemination or activities may constitute a significant systematic risk where access to such content may be amplified through accounts with a particularly wide reach. A second category concerns the impact of the service on the exercise of fundamental rights, as protected by the Charter **of Fundamental Rights**, including the freedom of expression and information, the right to private life, the right to non-discrimination and the rights of the child. Such risks may arise, for example, in relation to the design of the algorithmic systems used by the very large online platform or the misuse of their service through the submission of abusive notices or other methods for silencing speech or hampering competition. A third category of risks concerns the intentional and, oftentimes, coordinated manipulation of the platform's service, with a foreseeable impact on health, civic discourse, electoral processes, public security and protection of minors, having regard to the need to safeguard public order, protect privacy and fight fraudulent and deceptive commercial practices. Such risks may arise, for example, through the creation of fake accounts, the use of bots, and other automated or partially

child sexual abuse material or illegal hate speech **or other types of misuse of their services for criminal offences**, and the conduct of illegal activities, such as the sale of products or services prohibited by Union or national law, including counterfeit products. For example, and without prejudice to the personal responsibility of the recipient of the service of very large online platforms **and of very large online search engines** for possible illegality of his or her activity under the applicable law, such dissemination or activities may constitute a significant systematic risk where access to such content may be amplified through accounts with a particularly wide reach. A second category concerns the impact of the service on the exercise of fundamental rights, as protected by the Charter [...], including the freedom of expression and information, the right to private life, the right to non-discrimination and the rights of the child. Such risks may arise, for example, in relation to the design of the algorithmic systems used by the very large online platform **or by very large online search engine** or the misuse of their service through the submission of abusive notices or other methods for silencing speech or hampering competition. **When assessing risks to the rights of the child, providers should consider how easily understandable to minors the design and functioning of the service is, as well as how minors can be exposed through their service to content that may impair minors' health, physical, mental and moral development. Such risks may arise, for**

deceptive commercial practices. Such risks may arise, for example, through the creation of fake accounts, the use of bots, and other automated or partially automated behaviours, which may lead to the rapid and widespread dissemination of information that is illegal content or incompatible with an online platform's terms and conditions. **A fourth category of risks concerns any actual and foreseeable negative effects on the protection of public health, including behavioural addictions due to excessive use of a service or other serious negative effects to the person's physical, mental, social and financial well-being.**

(58) Very large online platforms should deploy the necessary means to diligently mitigate the systemic risks identified in the risk assessment **where mitigation is possible without adversely impacting fundamental rights.** Very large online platforms should under such mitigating measures consider, for example, enhancing or otherwise adapting the design and functioning of their content moderation, algorithmic recommender systems and online interfaces, so that they discourage and limit the dissemination of illegal content **and of content that is incompatible with their terms and**

automated behaviours, which may lead to the rapid and widespread dissemination of information that is illegal content or incompatible with an online platform's terms and conditions.

(58) **Very large online platforms** should deploy the necessary means to diligently mitigate the systemic risks identified in the risk assessment. **Very large online platforms** should under such mitigating measures consider, for example, enhancing or otherwise adapting the design and functioning of their content moderation, algorithmic recommender systems and online interfaces, so that they discourage and limit the dissemination of illegal content, adapting their decision-making processes, or adapting their terms and conditions. They may also include corrective

example, in relation to the design of online interfaces which intentionally or unintentionally exploit the weaknesses and inexperience of minors or which may cause addictive behaviour. A third category of risks concerns the intentional and, oftentimes, coordinated manipulation of the platform's **or search engine's service**, with a foreseeable impact on health, civic discourse, electoral processes, public security, and protection of minors, having regard to the need to safeguard public order, protect privacy and fight fraudulent and deceptive commercial practices. Such risks may arise, for example, through **the inauthentic use of the service, such as the creation of fake accounts, the use of bots or deceptive use of a service,** and other automated or partially automated behaviours, which may lead to the rapid and widespread dissemination of information that is illegal content or incompatible with an online platform's **or online search engine's** terms and conditions.

(58) **Providers of very large online platforms and of very large online search engines** should deploy the necessary means to diligently mitigate the systemic risks identified in the risk assessment. **They** should under such mitigating measures consider, for example, enhancing or otherwise adapting the design and functioning of their content moderation, algorithmic recommender systems and online interfaces, so that they discourage and limit the dissemination of illegal content, adapting their decision-making processes, or adapting their terms and conditions. **This concerns in**

conditions. They should also consider mitigation measures in case of malfunctioning or intentional manipulation and exploitation of the service, or in case of risks inherent to the intended operation of the service, including the amplification of illegal content, of content that is in breach with their terms and conditions or any other content having negative effects, by adapting their decision-making processes, or adapting their terms and conditions and content moderation policies and how those policies are enforced, while being fully transparent to the recipients of the service. They may also include corrective measures, such as discontinuing advertising revenue for specific content, or other actions, such as improving the visibility of authoritative information sources. Very large online platforms may reinforce their internal processes or supervision of any of their activities, in particular as regards the detection of systemic risks. They may also initiate or increase cooperation with trusted flaggers, organise training sessions and exchanges with trusted flagger organisations, and cooperate with other service providers, including by initiating or joining existing codes of conduct or other self-regulatory measures. The decision as to the choice of measures should remain with the very large online platform. Any measures adopted should respect the due diligence requirements of this Regulation and be effective and appropriate for mitigating the specific risks identified, in the interest of safeguarding public order, protecting privacy and fighting fraudulent and

measures, such as discontinuing advertising revenue for specific content, or other actions, such as improving the visibility of authoritative information sources. Very large online platforms may reinforce their internal processes or supervision of any of their activities, in particular as regards the detection of systemic risks. They may also initiate or increase cooperation with trusted flaggers, organise training sessions and exchanges with trusted flagger organisations, and cooperate with other service providers, including by initiating or joining existing codes of conduct or other self-regulatory measures. Any measures adopted should respect the due diligence requirements of this Regulation and be effective and appropriate for mitigating the specific risks identified, in the interest of safeguarding public order, protecting privacy and fighting fraudulent and deceptive commercial practices, and should be proportionate in light of the very large online platform's economic capacity and the need to avoid unnecessary restrictions on the use of their service, taking due account of potential negative effects on the fundamental rights of the recipients of the service.

particular the speed and quality of processing of notices, which in general should go beyond benchmarks set by established best practices. This includes in particular the commitment to process a majority of valid notifications for removal of illegal hate speech in less than 24 hours under the 2016 Hate speech Code of Conduct. Other types of illegal content may require longer or shorter timelines for processing of notices, which will depend on the facts, circumstances and types of illegal content at hand. The design and online interface of services primarily aimed at minors or pre-dominantly used by them should take into account their best interests, and ensure that their services are organised in a way that minors are easily able to access mechanisms within this Regulation, including notice and action and complaint mechanisms. The providers of very large online platforms that provide access to content that may impair the physical, mental or moral development of minors should take appropriate measures and provide tools that enable conditional access to the content. They may also include corrective measures, such as discontinuing advertising revenue for specific content, or other actions, such as improving the visibility of authoritative information sources. Providers of very large online platforms and of very large online search engines may reinforce their internal processes or supervision of any of their activities, in particular as regards the detection of systemic risks. They may also initiate or increase cooperation with trusted flaggers, organise training sessions and

deceptive commercial practices, and should be proportionate in light of the very large online platform's economic capacity and the need to avoid unnecessary restrictions on the use of their service, taking due account of potential negative effects on the fundamental rights of the recipients of the service. **The Commission should evaluate the implementation and effectiveness of the mitigating measures and issue recommendations when the measures implemented are deemed inappropriate or ineffective to address the systemic risk at stake.**

(59) Very large online platforms should, where appropriate, conduct their risk assessments and design their risk mitigation measures with the involvement of representatives of the recipients of the service, [...] independent experts and civil society organisations.

(59) **Very** large online platforms should, where appropriate, conduct their risk assessments and design their risk mitigation measures with the involvement of representatives of the recipients of the service, representatives of groups potentially impacted by their services, independent experts and civil society organisations.

exchanges with trusted flagger organisations, and cooperate with other service providers, including by initiating or joining existing codes of conduct or other self-regulatory measures.

In selecting the appropriate mitigation measures, providers can consider, where appropriate, industry best practices, including as established through self-regulatory cooperation, codes of conduct, as well as guidelines from the Commission.

Any measures adopted should respect the due diligence requirements of this Regulation and be effective and appropriate for mitigating the specific risks identified, in the interest of safeguarding public order, protecting privacy and fighting fraudulent and deceptive commercial practices, and should be proportionate in light of the economic capacity **of the provider of the very large online platform or of very large online search engines** and the need to avoid unnecessary restrictions on the use of their service, taking due account of potential negative effects on the fundamental rights of the recipients of the service.

(59) **Providers of very large online platforms and of very large online search engines** should, where appropriate, conduct their risk assessments and design their risk mitigation measures with the involvement of representatives of the recipients of the service, representatives of groups potentially impacted by their services, independent experts and civil society organisations. **In the assessment on whether a measure is reasonable, proportionate and effective,**

(60) Given the need to ensure verification by independent experts, very large online platforms should be accountable, through **external** independent auditing, for their compliance with the obligations laid down by this Regulation. **In particular, audits should assess the clarity, coherence and predictable enforcement of terms of service, the completeness, methodology and consistency of the transparency reporting obligations, the accuracy, predictability and clarity of the provider's follow-up for recipients of the service and notice providers regarding notices of illegal content and terms of service violations, the accuracy of classification of removed information, the internal complaint handling mechanism, the interaction with trusted flaggers and assessment of their accuracy, the diligence with regard to the verification of the traceability of traders, the adequateness and correctness of the risk assessment, the adequateness and effectiveness of the risk mitigation measures taken** and, where relevant, any complementary commitments **undertaken** pursuant to codes of conduct and crises protocols. They should give the **vetted** auditor access to all relevant data necessary to perform the audit properly. Auditors should also be able to make use of other sources of objective information, including studies by vetted researchers. **Vetted** auditors should guarantee the confidentiality, security and integrity of the information, such as trade

(60) Given the need to ensure verification by independent experts, very large online platforms should be accountable, through independent auditing, for their compliance with the obligations laid down by this Regulation and, where relevant, any complementary commitments undertaking pursuant to codes of conduct and crises protocols. They should give the auditor access to all relevant data necessary to perform the audit properly. Auditors should also be able to make use of other sources of objective information, including studies by vetted researchers. Auditors should guarantee the confidentiality, security and integrity of the information, such as trade secrets, that they obtain when performing their tasks and have the necessary expertise in the area of risk management and technical competence to audit algorithms. Auditors should be independent, so as to be able to perform their tasks in an adequate and trustworthy manner. If their independence is not beyond doubt, they should resign or abstain from the audit engagement.

special consideration should be given to the right to freedom of expression.

(60) Given the need to ensure verification by independent experts, **providers of very large online platforms and of very large online search engines** should be accountable, through independent auditing, for their compliance with the obligations laid down by this Regulation and, where relevant, any complementary commitments undertaking pursuant to codes of conduct and crises protocols. They should give the auditor access to all relevant data necessary to perform the audit properly, **including, where appropriate, to data related to algorithmic systems**. Auditors should also be able to make use of other sources of objective information, including studies by vetted researchers. **Audits should be performed according to best industry practices, with due regard, as appropriate, to auditing standards and guidelines**. Auditors should guarantee the confidentiality, security and integrity of the information, such as trade secrets, that they obtain when performing their tasks and have the necessary expertise in the area of risk management and technical competence to audit algorithms. Auditors should be independent, so as to be able to perform their tasks in an adequate and trustworthy manner. If their independence **and technical competence** is not beyond doubt, they should resign or abstain from the audit engagement.

secrets, that they obtain when performing their tasks and have the necessary expertise in the area of risk management and technical competence to audit algorithms. This guarantee should not be a means to circumvent the applicability of audit obligations in this Regulation applicable to very large online platforms. Auditors should be legally and financially independent and should not have conflict of interest involving the very large online platform concerned and other very large online platforms, so as to be able to perform their tasks in an adequate and trustworthy manner. Additionally, vetted auditors and their employees should not have provided any service to the very large online platform audited for 12 months before the audit. They should also commit not to work for the very large online platform audited or a professional organisation or business association of which the platform is a member for 12 months after their position in the auditing organisation has ended. If their independence is not beyond doubt, they should resign or abstain from the audit engagement.

(61) The audit report should be substantiated, so as to give a meaningful account of the activities undertaken and the conclusions reached. It should help inform, and where appropriate suggest improvements to the measures taken by the very large online platform to comply with their obligations under this Regulation. The report should be transmitted to the Digital Services Coordinator of establishment and the Board without delay,

(61) The audit report should be substantiated, so as to give a meaningful account of the activities undertaken and the conclusions reached. It should help inform, and where appropriate suggest improvements to the measures taken by the very large online platform to comply with their obligations under this Regulation. The report should be transmitted to the Digital Services Coordinator of establishment and the Board **without**

(61) The audit report should be substantiated, so as to give a meaningful account of the activities undertaken and the conclusions reached. It should help inform, and where appropriate suggest improvements to the measures taken by the providers of the very large online platform and of the very large online search engine to comply with their obligations under this Regulation. The report should be transmitted to the Digital Services

together with the risk assessment and the mitigation measures, as well as the platform's plans for addressing the audit's recommendations. **Where applicable, the report should include a description of specific elements that could not be audited, and an explanation of why these could not be audited.** The report should include an audit opinion based on the conclusions drawn from the audit evidence obtained. A positive opinion should be given where all evidence shows that the very large online platform complies with the obligations laid down by this Regulation or, where applicable, any commitments it has undertaken pursuant to a code of conduct or crisis protocol, in particular by identifying, evaluating and mitigating the systemic risks posed by its system and services. A positive opinion should be accompanied by comments where the auditor wishes to include remarks that do not have a substantial effect on the outcome of the audit. A negative opinion should be given where the auditor considers that the very large online platform does not comply with this Regulation or the commitments undertaken. **Where the audit opinion could not reach a conclusion for specific elements that fall within the scope of the audit, a statement of reasons for the failure to reach such a conclusion should be included in the audit opinion.**

(62) A core part of a very large online platform's business is the manner in which information is prioritised and presented on its online interface to facilitate and optimise access to information for the recipients of the

delay, together with the risk assessment and the mitigation measures, as well as the **platform's plans** for addressing the audit's recommendations. The report should include an audit opinion based on the conclusions drawn from the audit evidence obtained. A positive opinion should be given where all evidence shows that the very large online platform complies with the obligations laid down by this Regulation or, where applicable, any commitments it has undertaken pursuant to a code of conduct or crisis protocol, in particular by identifying, evaluating and mitigating the systemic risks posed by its system and services. A positive opinion should be accompanied by comments where the auditor wishes to include remarks that do not have a substantial effect on the outcome of the audit. A negative opinion should be given where the auditor considers that the very large online platform does not comply with this Regulation or the commitments undertaken.

(62) A core part of a very large online platform's business is the manner in which information is prioritised and presented on its online interface to facilitate and optimise access to information for the recipients of the

Coordinator of establishment and the Board **within 30 days following the adoption of the audit implementing report**, together with the risk assessment and the mitigation measures, as well as the **plans of the provider of the very large online platform or of the very large online search engine** for addressing the audit's recommendations. The report should include an audit opinion based on the conclusions drawn from the audit evidence obtained. A positive opinion should be given where all evidence shows that the very large online platform **or the very large online search engine** complies with the obligations laid down by this Regulation or, where applicable, any commitments it has undertaken pursuant to a code of conduct or crisis protocol, in particular by identifying, evaluating and mitigating the systemic risks posed by its system and services. A positive opinion should be accompanied by comments where the auditor wishes to include remarks that do not have a substantial effect on the outcome of the audit. A negative opinion should be given where the auditor considers that the very large online platform **or the very large online search engine** does not comply with this Regulation or the commitments undertaken.

(62) A core part of a very large online platform's **and a very large online search engine's** business is the manner in which information is prioritised and presented on its online interface to facilitate and optimise

service. This is done, for example, by algorithmically suggesting, ranking and prioritising information, distinguishing through text or other visual representations, or otherwise curating information provided by recipients. Such recommender systems can have a significant impact on the ability of recipients to retrieve and interact with information online. **Often, they facilitate the search for relevant content for recipients of the service and contribute to an improved user experience.** They also play an important role in the amplification of certain messages, the viral dissemination of information and the stimulation of online behaviour. Consequently, very large online platforms should **let the recipients decide whether they want to be subject to recommender systems based on profiling and ensure that there is an option which is not based on profiling.** In addition, **online platforms should ensure that recipients are appropriately informed, on the use of recommender systems, and that recipients can influence the information presented to them through making active choices.** They should clearly present the main parameters for such recommender systems in an easily comprehensible **and user-friendly** manner to ensure that the recipients understand how information is prioritised for them, **the reason why, and how to modify the parameters used to curate the content presented for the recipients.** **Very large online platforms should implement appropriate technical and organisational measures for ensuring that recommender systems are designed in a**

service. This is done, for example, by algorithmically suggesting, ranking and prioritising information, distinguishing through text or other visual representations, or otherwise curating information provided by recipients. Such recommender systems can have a significant impact on the ability of recipients to retrieve and interact with information online. They also play an important role in the amplification of certain messages, the viral dissemination of information and the stimulation of online behaviour. **Consequently,** very large online platforms should ensure that recipients are appropriately informed, and can influence the information presented to them. They should clearly present the main parameters for such recommender systems in an easily comprehensible manner to ensure that the recipients understand how information is prioritised for them. They should also ensure that the recipients enjoy alternative options for the main parameters, including options that are not based on profiling of the recipient.

access to information for the recipients of the service. This is done, for example, by algorithmically suggesting, ranking and prioritising information, distinguishing through text or other visual representations, or otherwise curating information provided by recipients. Such recommender systems can have a significant impact on the ability of recipients to retrieve and interact with information online. They also play an important role in the amplification of certain messages, the viral dissemination of information and the stimulation of online behaviour. **The obligations on assessment and mitigation of risks should trigger, on a case-by-case basis, the need for providers of very large online platforms and of very large online search engines to assess and adjust the design of their recommender systems, for example by taking measures to prevent or minimise biases that lead to the discrimination of persons in vulnerable situations, in particular where this is in conformity with data protection law and when the information is personalised on the basis of special categories of personal data, within the meaning of Article 9 of the Regulation (EU) 2016/679.** In addition, providers of very large online platforms **and of very large online search engines** should **consistently ensure that recipients of the service are appropriately informed, and can influence the information presented to them.** They should clearly present the main parameters for such recommender systems in an easily comprehensible manner to ensure that the

consumer friendly manner and do not influence end users' behaviour through dark patterns.

(63) Advertising systems used by very large online platforms pose particular risks and require further public and regulatory supervision on account of their scale and ability to target and reach recipients of the service based on their behaviour within and outside that platform's online interface. Very large online platforms should ensure public access to repositories of advertisements displayed on their online interfaces to facilitate supervision and research into emerging risks brought about by the distribution of advertising online, for example in relation to illegal advertisements or manipulative techniques and disinformation with a real and foreseeable negative impact on public health, public security, civil discourse, political participation and equality. Repositories should include the content of advertisements, including the name of the product, service or brand and the object of the advertisement, and related data on the advertiser, and, if different, the natural or legal person who paid for the advertisement, and the delivery of the advertisement, in particular where targeted advertising is concerned. In addition, very large online platforms should label any known deep fake videos, audio or other files.

(63) Advertising systems used by very large online platforms pose particular risks and require further public and regulatory supervision on account of their scale and ability to target and reach recipients of the service based on their behaviour within and outside that platform's online interface. Very large online platforms should ensure public access to repositories of advertisements **displayed** on their online interfaces to facilitate supervision and research into emerging risks brought about by the distribution of advertising online, for example in relation to illegal advertisements or manipulative techniques and disinformation with a real and foreseeable negative impact on public health, public security, **civil** discourse, political participation and equality. Repositories should include the content of advertisements and related data on the advertiser and the delivery of the advertisement, in particular where targeted advertising is concerned.

recipients of the service understand how information is prioritised for them. They should also ensure that the recipients of the service enjoy alternative options for the main parameters, including options that are not based on profiling of the recipient.

(63) Advertising systems used by very large online platforms and very large online search engines pose particular risks and require further public and regulatory supervision on account of their scale and ability to target and reach recipients of the service based on their behaviour within and outside that platform's or search engine's online interface. Providers of very large online platforms and of very large online search engines should ensure public access to repositories of advertisements presented on their online interfaces to facilitate supervision and research into emerging risks brought about by the distribution of advertising online, for example in relation to illegal advertisements or manipulative techniques and disinformation with a real and foreseeable negative impact on public health, public security, civic discourse, political participation, and equality. Repositories should include the content of advertisements and related data on the advertiser and the delivery of the advertisement, in particular where targeted advertising is concerned. This information should include both information about targeting criteria and delivery criteria, in particular when advertisements are delivered to persons in vulnerable situations, such as minors.

(64) In order to appropriately supervise the compliance of very large online platforms with the obligations laid down by this Regulation, the Digital Services Coordinator of establishment or the Commission may require access to or reporting of specific data **and algorithms**. Such a requirement may include, for example, the data necessary to assess the risks and possible harms brought about by the platform's systems, data on the accuracy, functioning and testing of algorithmic systems for content moderation, recommender systems or advertising systems, or data on processes and outputs of content moderation or of internal complaint-handling systems within the meaning of this Regulation. Investigations by **vetted** researchers, **vetted not-for-profit bodies, organisations or associations**, on the evolution and severity of online systemic risks are particularly important for bridging information asymmetries and establishing a resilient system of risk mitigation, informing online platforms, Digital Services Coordinators, other competent authorities, the Commission and the public. This Regulation therefore provides a framework for compelling access to data from very large online platforms to vetted researchers, **not-for-profit bodies, organisations or associations**. All requirements for access to data under that framework should be proportionate and appropriately protect the rights and legitimate interests, including **personal data**, trade secrets and other confidential information, of the platform and any other parties concerned, including the recipients of the service. **Vetted researchers,**

(64) In order to appropriately **supervise** the compliance of very large online platforms with the obligations laid down by this Regulation, the Digital Services Coordinator of establishment or the Commission may require access to or reporting of specific data. Such a requirement may include, for example, the data necessary to assess the risks and possible harms brought about by the platform's systems, data on the accuracy, functioning and testing of algorithmic systems for content moderation, recommender systems or advertising systems, or data on processes and outputs of content moderation or of internal complaint-handling systems within the meaning of this Regulation. Investigations by researchers on the evolution and severity of online systemic risks are particularly important for bridging information asymmetries and establishing a resilient system of risk mitigation, informing online platforms, Digital Services Coordinators, other competent authorities, the Commission and the public. This Regulation therefore provides a framework for compelling access to data from very large online platforms to vetted researchers. All **requirements** for access to data under that framework should be proportionate and appropriately protect the rights and legitimate interests, including trade secrets and other confidential information, of the platform and any other parties concerned, including the recipients of the service.

(64) In order to appropriately **monitor and assess** the compliance of very large online platforms **and very large online search engines** with the obligations laid down by this Regulation, the Digital Services Coordinator of establishment or the Commission may require access to or reporting of specific data. Such a requirement may include, for example, the data necessary to assess the risks and possible harms brought about by the platform's **or search engine's** systems, data on the accuracy, functioning and testing of algorithmic systems for content moderation, recommender systems or advertising systems, **including, where appropriate training data and algorithms**, or data on processes and outputs of content moderation or of internal complaint-handling systems within the meaning of this Regulation. **Such data access requests do not include requests to produce specific information about individual recipients of the service for the purpose of determining compliance of the recipients with other applicable Union or national law.** Investigations by researchers on the evolution and severity of online systemic risks are particularly important for bridging information asymmetries and establishing a resilient system of risk mitigation, informing online platforms, **online search engines**, Digital Services Coordinators, other competent authorities, the Commission and the public. This Regulation therefore provides a framework for compelling access to data from very large online platforms **and very large online search engines** to researchers **vetted by**

not-for-profit bodies, organisations or associations should guarantee the confidentiality, security and integrity of the information, such as trade secrets, that they obtain when performing their tasks.

(65) Given the complexity of the functioning of the systems deployed and the systemic risks they present to society, very large online platforms should appoint compliance officers, which should have the necessary qualifications to operationalise measures and monitor the compliance with this Regulation within the platform's organisation. Very large online platforms should ensure that the compliance officer is involved, properly and in a timely manner, in all issues which relate to this Regulation. In view of the additional risks relating to their activities and their additional obligations under this Regulation, the other

(65) Given the complexity of the functioning of the systems deployed and the systemic risks they present to society, very large online platforms should **appoint** compliance **officers**, which should have the necessary qualifications to operationalise measures and monitor the compliance with this Regulation within the **platform's organisation**. Very large online platforms should ensure that the compliance **officer** is involved, properly and in a timely manner, in all issues which relate to this Regulation. In view of the additional risks relating to their activities and their additional obligations under this Regulation, **the other**

the Digital Services Coordinator of establishment of a very large online platform provider, or the Commission. All requests for access to data under that framework should be proportionate and appropriately protect the rights and legitimate interests, including trade secrets and other confidential information, of the platform **or the search engine** and any other parties concerned, including the recipients of the service. **In addition, where data is publicly accessible, the providers of very large online platforms should not prevent researchers meeting a appropriate subset of criteria from using this data for research purposes that contribute to the detection, identification and understanding of systemic risks. Providers and researchers should also pay particular attention to the protection of personal data. Providers should anonymise or pseudonymise personal data except in those cases that would render impossible the research purpose pursued.**

(65) Given the complexity of the functioning of the systems deployed and the systemic risks they present to society, **providers of very large online platforms and of very large online search engines** should establish a compliance function, which should be independent from the operational functions of the providers. The head of the compliance function should report directly to the management of the provider, including for concerns of non-compliance with this Regulation. The compliance officers that are part of the compliance function should have the necessary qualifications, **knowledge, experience and ability** to operationalise

transparency requirements set out in this Regulation should be complemented by additional transparency requirements applicable specifically to very large online platforms, notably to report on the risk assessments performed and subsequent measures adopted as provided by this Regulation.

(66) To facilitate the effective and consistent application of the obligations in this Regulation that may require implementation through technological means, it is important to promote voluntary [...] standards covering certain technical procedures, where the industry can help develop standardised means to comply with this Regulation, such as allowing the submission of notices, including through application programming interfaces,

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(66) To facilitate the effective and consistent application of the obligations in this Regulation that may require implementation through technological means, it is important to promote voluntary industry standards covering certain technical procedures, where the industry can help develop standardised means to **comply** with this Regulation, such as allowing the submission of notices, including through application programming interfaces,

measures and monitor the compliance with this Regulation within **the organisation of the providers of very large online platform or of very large online search engine**. Providers of very large online platforms and of very large online search engines should ensure that the compliance **function** is involved, properly and in a timely manner, in all issues which relate to this Regulation **including in the risk assessment and mitigation strategy and specific measures, as well as assessing compliance, where applicable, with commitments made by the provider of very large online platform or of very large online search engine under the codes of conduct they subscribe to**.

(65a) In view of the additional risks relating to their activities and their additional obligations under this Regulation, additional transparency requirements **should apply** specifically to very large online platforms and very large online search engines, notably to report **comprehensively** on the risk assessments performed and subsequent measures adopted as provided by this Regulation.

(66) To facilitate the effective and consistent application of the obligations in this Regulation that may require implementation through technological means, it is important to promote voluntary industry standards covering certain technical procedures, where the industry can help develop standardised means to **support providers of intermediary services in complying** with this Regulation, such as allowing the submission of notices, including

about the interoperability of advertisement repositories, **or about terms and conditions**. Such standards could in particular be useful for relatively small providers of intermediary services. The standards could distinguish between different types of illegal content or different types of intermediary services, as appropriate. **In the absence of relevant standards agreed within [24 months after the entry into force of this Regulation], the Commission should be able to establish technical specifications by implementing acts until a voluntary standard is agreed.**

(67) The Commission and the Board should encourage the drawing-up of codes of conduct **as well as the compliance with the provisions of these codes** to contribute to the application of this Regulation. **The Commission and the Board should aim that the codes of conduct clearly define the nature of the public interest objectives being addressed, that they contain mechanisms for independent evaluation of the achievement of these objectives and that the role of competent authorities is clearly defined.** While the implementation of codes of conduct should be measurable and subject to public oversight, this should not impair the voluntary nature of such codes and the freedom of interested parties to decide whether to participate. In certain circumstances, it is important that very large online platforms cooperate in the drawing-up and adhere to specific codes of conduct. Nothing in this Regulation prevents other service providers from adhering to the same standards of due diligence, adopting best

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through application programming interfaces, **or standards relating to audits**, or about the interoperability of advertisement repositories. **Providers of intermediary services are free to adopt the standards, but their adoption does not presume compliance with this Regulation. At the same time, by providing best practices**, such standards could in particular be useful for relatively small providers of intermediary services. The standards could distinguish between different types of illegal content or different types of intermediary services, as appropriate.

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(68) It is appropriate that this Regulation identify certain areas of consideration for such codes of conduct. In particular, risk mitigation measures concerning specific types of illegal content should be explored via self- and co-regulatory agreements. Another area for consideration is the possible negative impacts of systemic risks on society and democracy, such as disinformation, or manipulative and abusive activities. This includes coordinated operations aimed at amplifying information, including disinformation, such as the use of bots or fake accounts for the creation of **intentionally inaccurate** or misleading information, sometimes with a purpose of obtaining economic gain, which are particularly harmful for vulnerable recipients of the service, such as children. In relation to such areas, adherence to and compliance with a given code of conduct by a very large online platform may be considered as an appropriate risk mitigating measure.

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(69) The rules on codes of conduct under this Regulation could serve as a basis for already established self-regulatory efforts at Union level, including the Product Safety Pledge, the Memorandum of Understanding against counterfeit goods, the Code of Conduct against illegal hate speech as well as the Code of practice on disinformation. [...] The Commission should also encourage the development of codes of conduct to facilitate compliance with obligations in areas, such as protection of minors or short-term rental. Other areas for consideration could be to promote diversity of information through support of high quality journalism and to foster credibility of information, whilst respecting confidentiality of journalistic sources. Moreover, it is important to ensure consistency with already existing enforcement mechanisms, such as those in the area of electronic communications or media and with independent regulatory structures in these fields as defined by Union and national law.

(70) The provision of online advertising generally involves several actors, including intermediary services that connect publishers of advertising with advertisers. Codes of conducts should support and complement the transparency obligations relating to advertisement for online platforms and very large online platforms set out in this Regulation in order to provide for flexible and effective mechanisms to facilitate and enhance

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Conduct should not in itself presume compliance with this Regulation.

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the compliance with those obligations, notably as concerns the modalities of the transmission of the relevant information. The involvement of a wide range of stakeholders should ensure that those codes of conduct are widely supported, technically sound, effective and offer the highest levels of user-friendliness to ensure that the transparency obligations achieve their objectives. **The effectiveness of the codes of conduct should be regularly assessed. Unlike legislation, codes of conduct are not subject to democratic scrutiny and their compliance with fundamental rights is not subject to judicial review. In order to enhance accountability, participation and transparency, procedural safeguards for drawing up codes of conduct are needed. Before initiating or facilitating the drawing-up or the revision of codes of conduct, the Commission may invite where appropriate, the Fundamental Rights Agency or the European Data Protection Supervisor to express their opinion.**

(71) In case of extraordinary circumstances affecting public security or public health, the Commission may initiate the drawing up of **voluntary** crisis protocols to coordinate a rapid, collective and cross-border response in the online environment. Extraordinary circumstances may entail any unforeseeable event, such as earthquakes, hurricanes, pandemics and other serious cross-border threats to public health, war and acts of terrorism, where, for example, online platforms may be misused for the rapid spread of illegal content or disinformation or where

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the need arises for rapid dissemination of reliable information. In light of the important role of very large online platforms in disseminating information in our societies and across borders, such platforms should be encouraged in drawing up and applying specific crisis protocols. Such crisis protocols should be activated only for a limited period of time and the measures adopted should also be limited to what is strictly necessary to address the extraordinary circumstance. Those measures should be consistent with this Regulation, and should not amount to a general obligation for the participating very large online platforms to monitor the information which they transmit or store, nor actively to seek facts or circumstances indicating illegal content.

(72) The task of ensuring adequate oversight and enforcement of the obligations laid down in this Regulation should in principle be attributed to the Member States. To this end, they should **designate** at least one authority with the task to apply and enforce this Regulation. Member States should however be able to entrust more than one competent authority, with specific supervisory or enforcement tasks and competences concerning the application of this Regulation, for example for specific sectors, such as electronic communications' regulators, media regulators or consumer protection authorities, reflecting their domestic constitutional, organisational and administrative structure.

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(72) **In order to ensure** adequate oversight and enforcement of the obligations laid down in this Regulation [...], Member States should **designate** at least one authority with the task to supervise and enforce this Regulation, **without prejudice to the possibility to designate an existing authority and to its legal form in accordance to national law.** Member States should however be able to entrust more than one competent authority, with specific supervisory or enforcement tasks and competences concerning the application of this Regulation, for example for specific sectors, such as electronic communications' regulators, media regulators or consumer protection authorities, reflecting their domestic constitutional, organisational and administrative structure, **where also existing**

(73) Given the cross-border nature of the services at stake and the horizontal range of obligations introduced by this Regulation, the authority appointed with the task of supervising the application and, where necessary, enforcing this Regulation should be identified as a Digital Services Coordinator in each Member State. Where more than one competent authority is appointed to apply and enforce this Regulation, only one authority in that Member State should be **designated** as a Digital Services Coordinator. The Digital Services Coordinator should act as the single contact point with regard to all matters related to the application of this Regulation for the Commission, the Board, the Digital Services Coordinators of other Member States, as well

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authorities may be empowered with these tasks. In the exercise of their tasks, all competent authorities should contribute to the achievement of the objectives of this Regulation, namely to the proper functioning of the internal market for intermediary services where the harmonised rules for a safe, predictable and trusted online environment laid down in this Regulation, and in particular the due diligence obligations applicable to different categories of providers of intermediary services, are effectively supervised and enforced, with a view to ensure that fundamental rights, as enshrined in the Charter, are effectively protected. On the other hand, this Regulation does not require Member States to confer to competent authorities the task to adjudicate on the lawfulness of specific items of content.

(73) Given the cross-border nature of the services at stake and the horizontal range of obligations introduced by this Regulation, **one** authority appointed with the task of supervising the application and, where necessary, enforcing this Regulation should be identified as a Digital Services Coordinator in each Member State. Where more than one competent authority is appointed to **supervise** and enforce this Regulation, only one authority in that Member State should be identified as a Digital Services Coordinator. The Digital Services Coordinator should act as the single contact point with regard to all matters related to the application of this Regulation for the Commission, the Board, the Digital Services Coordinators of other Member States, as well

as for other competent authorities of the Member State in question. In particular, where several competent authorities are entrusted with tasks under this Regulation in a given Member State, the Digital Services Coordinator should coordinate and cooperate with those authorities in accordance with the national law setting their respective tasks, and should ensure effective involvement of all relevant authorities in the supervision and enforcement at Union level.

(74) The Digital Services Coordinator, as well as other competent authorities designated under this Regulation, play a crucial role in ensuring the effectiveness of the rights and obligations laid down in this Regulation and the achievement of its objectives. Accordingly, it is **necessary to ensure that those authorities**

as for other competent authorities of the Member State in question. In particular, where several competent authorities are entrusted with tasks under this Regulation in a given Member State, the Digital Services Coordinator should coordinate and cooperate with those authorities in accordance with the national law setting their respective tasks, **and** should ensure effective involvement of all relevant authorities in the supervision and enforcement at Union level.

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(74) The Digital Services Coordinator, as well as other competent authorities designated under this Regulation, play a crucial role in ensuring the effectiveness of the rights and obligations laid down in this Regulation and the achievement of its objectives. Accordingly, it is necessary to ensure that those authorities

have the necessary financial and human resources to carry out their tasks under this Regulation. It is also necessary to ensure that those authorities act in complete independence from private and public bodies, without the obligation or possibility to seek or receive instructions, including from the government, and without prejudice to the specific duties to cooperate with other competent authorities, the Digital Services Coordinators, the Board and the Commission. On the other hand, the independence of these authorities should not mean that they cannot be subject, in accordance with national constitutions and without endangering the achievement of the objectives of this Regulation, to national control or monitoring mechanisms regarding their financial expenditure or to judicial review, or that they should not have the possibility to consult other national authorities, including law enforcement authorities or crisis management authorities, where appropriate.

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have the necessary means to supervise all the providers of intermediary services under their jurisdiction, in the interest of all Union citizens. Given the variety of providers of intermediary services and their use of advanced technology in providing their services, it is also essential that the Digital Services Coordinator and the relevant competent authorities are equipped with the necessary number of staff and experts with specialised skills, advanced technical means, and that they autonomously manage financial resources to carry out their tasks. Furthermore, the level of resources should take into account the size, complexity and potential societal impact of the providers under their jurisdiction, as well as the reach of their services across the Union. Those authorities should also act in complete independence from private and public bodies, without the obligation or possibility to seek or receive instructions, including from the government, and without prejudice to the specific duties to cooperate with other competent authorities, the Digital Services Coordinators, the Board and the Commission. On the other hand, the independence of these authorities should not mean that they cannot be subject, in accordance with national constitutions and without endangering the achievement of the objectives of this Regulation, to proportionate accountability mechanisms regarding the general activities of the Digital Services Coordinators, such as their financial expenditure or reporting to the national parliaments. It should also not

(75) Member States can designate an existing national authority with the function of the Digital Services Coordinator, or with specific tasks to **supervise the application** and enforce this Regulation, provided that any such appointed authority complies with the requirements laid down in this Regulation, such as in relation to its independence. Moreover, Member States are in principle not precluded from merging functions within an existing authority, in accordance with Union law. The measures to that effect may include, inter alia, the preclusion to dismiss the President or a board member of a collegiate body of an existing authority before the expiry of their terms of office, on the sole ground that an institutional reform has taken place involving the merger of different functions within one authority, in the absence of any rules guaranteeing that such dismissals do not jeopardise the independence and impartiality of such members.

(76) In the absence of a general requirement for providers of intermediary services to

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(76) In the absence of a general requirement for providers of intermediary services to

prevent the exercise of judicial review, or the possibility to consult or regularly exchange views with other national authorities, including law enforcement authorities, crisis management authorities or consumer protection authorities, where appropriate, such as informing each other about ongoing investigations, without affecting the exercise of their respective powers.

(75) Member States can designate an existing national authority with the function of the Digital Services Coordinator, or with specific tasks to **supervise** and enforce this Regulation, provided that any such appointed authority complies with the requirements laid down in this Regulation, such as in relation to its independence. Moreover, Member States are in principle not precluded from merging functions within an existing authority, in accordance with Union law. The measures to that effect may include, inter alia, the preclusion to dismiss the President or a board member of a collegiate body of an existing authority before the expiry of their terms of office, on the sole ground that an institutional reform has taken place involving the merger of different functions within one authority, in the absence of any rules guaranteeing that such dismissals do not jeopardise the independence and impartiality of such members.

[...] * Cf. Recital 84-a of the General Approach of the Council:

In the absence of a general requirement for providers of intermediary services to ensure a

ensure a physical presence within the territory of one of the Member States, there is a need to ensure clarity under which Member State's jurisdiction those providers fall for the purposes of enforcing the rules laid down in [this Regulation](#) by the national competent authorities. A provider should be under the jurisdiction of the Member State where its main establishment is located, that is, where the provider has its head office or registered office within which the principal financial functions and operational control are exercised. In respect of providers that do not have an establishment in the Union but that offer services in the Union and therefore fall within the scope of this Regulation, the Member State where those providers appointed their legal representative should have jurisdiction, considering the function of legal representatives under this Regulation. In the interest of the effective application of this Regulation, all Member States should, however, have jurisdiction in respect of providers that failed to designate a legal representative, provided that the principle of ne bis in idem is respected. To that aim, each Member State that exercises jurisdiction in respect of such providers should, without undue delay, inform all other Member States of the measures they have taken in the exercise of that jurisdiction.

ensure a physical presence within the territory of one of the Member States, there is a need to ensure clarity under which Member State's **jurisdiction** those providers fall for the purposes of enforcing the **rules laid down in Chapters III and IV** by the national competent authorities. A provider should be under the **jurisdiction** of the Member State where its main establishment is located, that is, where the provider has its head office or registered office within which the principal financial functions and operational control are exercised. In respect of providers that do not have an establishment in the Union but that offer services in the Union and therefore fall within the scope of this Regulation, the Member State where those providers appointed their legal representative should have **jurisdiction**, considering the function of legal representatives under this Regulation. In the interest of the effective application of this Regulation, all Member States should, however, have **jurisdiction** in respect of providers that failed to designate a legal representative, provided that **the principle of ne bis in idem is respected**. To that aim, each Member State that exercises jurisdiction in respect of such providers should, without undue delay, inform all other Member States of the measures they have taken in the exercise of that **jurisdiction**.

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		<p><i>is, where the provider has its head office or registered office within which the principal financial functions and operational control are exercised. In respect of providers that do not have an establishment in the Union but that offer services in the Union and therefore fall within the scope of this Regulation, the Member State where those providers appointed their legal representative should have competence, considering the function of legal representatives under this Regulation. In the interest of the effective application of this Regulation, all Member States or the Commission, where applicable, should, however, have competence in respect of providers that failed to designate a legal representative, provided that the provider is not subject to enforcement proceedings for the same facts by another Member State or the Commission.</i></p> <p><i>To that aim, each Member State that exercises competence in respect of such providers should, without undue delay, inform all other Member States of the measures they have taken in the exercise of that competence through the information sharing system to be used for all communications among authorities pursuant to this Regulation. In such cases, priority should be given to the earliest among those proceedings and all existing proceedings in other Member States concerning the same conduct should be suspended.</i></p>
<p>(77) Member States should provide the Digital Services Coordinator, and any other competent authority designated under this Regulation, with sufficient powers and means</p>	<p>(77) Member States should provide the Digital Services Coordinator, and any other competent authority designated under this Regulation, with sufficient powers and means</p>	<p>(77) Member States should provide the Digital Services Coordinator, and any other competent authority designated under this Regulation, with sufficient powers and means</p>

to ensure effective investigation and enforcement. Digital Services Coordinators should in particular be able to adopt proportionate interim measures in case of risk of serious harm, as well as to search for and obtain information which is located in its territory, including in the context of joint investigations, with due regard to the fact that oversight and enforcement measures concerning a provider under the jurisdiction of another Member State should be adopted by the Digital Services Coordinator of that other Member State, where relevant in accordance with the procedures relating to cross-border cooperation.

(78) Member States should set out in their national law, in accordance with Union law and in particular this Regulation and the Charter, the detailed conditions and limits for the exercise of the investigatory and enforcement powers of their Digital Services Coordinators, and other competent authorities where relevant, under this Regulation. In order to ensure consistent and uniform application of this Regulation, the Commission should adopt guidance on the rules and procedures related to the powers of Digital Services Coordinators.

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to ensure effective investigation and enforcement, in accordance with the tasks conferred on them. This includes the power of competent authorities to adopt interim measures in accordance with national law in case of risk of serious harm. Such interim measures, which may include orders to terminate or remedy a given alleged infringement, should not go beyond what is necessary to ensure that serious harm is prevented pending the final decision. Digital Services Coordinators should in particular be able to search for and obtain information which is located in its territory, including in the context of joint investigations, with due regard to the fact that oversight and enforcement measures concerning a provider under the jurisdiction of another Member State or the Commission should be adopted by the Digital Services Coordinator of that other Member State, where relevant in accordance with the procedures relating to cross-border cooperation, or, where applicable, by the Commission.

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(79) In the course of the exercise of those powers, the competent authorities should comply with the applicable national rules regarding procedures and matters such as the need for a prior judicial authorisation to enter certain premises and legal professional privilege. Those provisions should in particular ensure respect for the fundamental rights to an effective remedy and to a fair trial, including the rights of defence, and, the right to respect for private life. In this regard, the guarantees provided for in relation to the proceedings of the Commission pursuant to this Regulation could serve as an appropriate point of reference. A prior, fair and impartial procedure should be guaranteed before taking any final decision, including the right to be heard of the persons concerned, and the right to have access to the file, while respecting confidentiality and professional and business secrecy, as well as the obligation to give meaningful reasons for the decisions. This should not preclude the taking of measures, however, in duly substantiated cases of urgency and subject to appropriate conditions and procedural arrangements. The exercise of powers should also be proportionate to, inter alia the nature and the overall actual or potential harm caused by the infringement or suspected infringement. The competent authorities should [...] take all relevant facts and circumstances of the case into account, including information gathered by competent authorities in other Member States.

(80) Member States should ensure that violations of the obligations laid down in this

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(80) Member States should ensure that violations of the obligations laid down in this

Regulation can be sanctioned in a manner that is effective, proportionate and dissuasive, taking into account the nature, gravity, recurrence and duration of the violation, in view of the public interest pursued, the scope and kind of activities carried out, as well as the economic capacity of the infringer. In particular, penalties should take into account whether the provider of intermediary services concerned systematically or recurrently fails to comply with its obligations stemming from this Regulation, as well as, where relevant, **the number of recipients affected, the intentional or negligent character of the infringement and whether the provider is active in several Member States. The Commission should issue guidance to Member States concerning the criteria and conditions to impose proportionate penalties.**

(81) In order to ensure effective enforcement of **the obligations, laid down in** this Regulation, individuals or representative organisations should be able to lodge any complaint related to compliance with this Regulation with the Digital Services Coordinator in the territory where they received the service, without

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(81) In order to ensure effective enforcement of this Regulation, individuals or representative organisations should be able to lodge any complaint related to compliance **with the obligations laid down in** this Regulation with the Digital Services Coordinator in the territory where they

prejudice to this Regulation's rules on jurisdiction. Complaints should provide a faithful overview of concerns related to a particular intermediary service provider's compliance and could also inform the Digital Services Coordinator of any more cross-cutting issues. The Digital Services Coordinator should involve other national competent authorities as well as the Digital Services Coordinator of another Member State, and in particular the one of the Member State where the provider of intermediary services concerned is established, if the issue requires cross-border cooperation. **The Digital Services Coordinator of establishment should assess the complaint in a timely manner and inform the Digital Services Coordinator of the Member State where the recipient resides or is established, on how the complaint has been handled.**

(82) Member States should ensure that Digital Services Coordinators can take measures that are effective in addressing and proportionate to certain particularly serious and persistent infringements **of this Regulation**. Especially where those measures can affect the rights and interests of third parties, as may be the case in particular where the access to online interfaces is restricted, it is appropriate to require that the measures be ordered by a competent judicial authority at the Digital Service Coordinators' request and are subject to additional safeguards. In particular, third parties potentially affected should be afforded the opportunity to be heard and such orders should only be issued when powers to take

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received the service, without prejudice to this Regulation's rules on jurisdiction **and to the applicable rules on handling of complaints in accordance with national principles of good administration**. Complaints **could** provide a faithful overview of concerns related to a particular intermediary service provider's compliance and could also inform the Digital Services Coordinator of any more cross-cutting issues. The Digital Services Coordinator should involve other national competent authorities as well as the Digital Services Coordinator of another Member State, and in particular the one of the Member State where the provider of intermediary services concerned is established, if the issue requires cross-border cooperation.

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such measures as provided by other acts of Union law or by national law, for instance to protect collective interests of consumers, to ensure the prompt removal of web pages containing or disseminating child pornography, or to disable access to services are being used by a third party to infringe an intellectual property right, are not reasonably available.

(83) Such an order to restrict access should not go beyond what is necessary to achieve its objective. For that purpose, it should be temporary and be addressed in principle to a provider of intermediary services, such as the relevant hosting service provider, internet service provider or domain registry or registrar, which is in a reasonable position to achieve that objective without unduly restricting access to lawful information.

(83a) Without prejudice to the provisions on the exemption from liability, provided for in this Regulation as regards the information transmitted or stored at the request of a recipient of the service, providers of intermediary services should be liable for the infringement of their obligations laid down in this Regulation. Recipients of the service and organisations representing them should be entitled to have access to proportionate and effective remedies. They should in particular have the right to seek, in accordance with national or Union law, compensation from those providers of intermediary services against any direct damage or loss suffered due to an infringement by providers of

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intermediary services of obligations
established under this Regulation.

(84) The Digital Services Coordinator should regularly publish a report **in a standardised and machine-readable format** on the activities carried out under this Regulation. Given that the Digital Services Coordinator is also made aware of orders to take action against illegal content or to provide information regulated by this Regulation through the common information sharing system, **based on the Internal Market Information system**, the Digital Services Coordinator should include in its annual report the number and categories of these orders addressed to providers of intermediary services issued by judicial and administrative authorities in its Member State.

(84) The Digital Services Coordinator should regularly publish a report on the activities carried out under this Regulation. Given that the Digital Services Coordinator is also made aware of orders to take action against illegal content or to provide information regulated by this Regulation through the **common** information sharing system, the Digital Services Coordinator should include in its annual report the number and categories of these orders addressed to providers of intermediary services issued by judicial and administrative authorities in its Member State.

Cf. Recital 76 of the Commission's Proposal

(84) The Digital Services Coordinator should regularly publish, **for example on its website**, a report on the activities carried out under this Regulation. **In particular, the report should include an overview of complaints received and of their follow-up, such as the overall number of complaints received, the number of complaints that led to the opening of a formal investigation or to the transmission to other Digital Services Coordinators, without referring to any personal data.** Given that the Digital Services Coordinator is also made aware of orders to take action against illegal content or to provide information regulated by this Regulation through the [...] information sharing system, the Digital Services Coordinator should include in its annual report the number and categories of these orders addressed to providers of intermediary services issued by judicial and administrative authorities in its Member State.

(84-a) In the absence of a general requirement for providers of intermediary services to ensure a physical presence within the territory of one of the Member States, there is a need to ensure clarity under which **competence** those providers fall for the purposes of **supervising and enforcing the obligations set out in this Regulation** by the national competent authorities **or by the Commission, including judicial remedies against their decisions, in accordance with Chapter IV of this Regulation. This competence**

is therefore without prejudice to private international law rules concerning conflict of jurisdiction and laws applicable to court proceedings based on this Regulation and brought by natural persons or legal persons other than national competent authorities, such as proceedings brought by consumers in the courts of the Member State where they are domiciled in accordance with Union law in the field of judicial cooperation in civil matters. It is also without prejudice to any other jurisdictional rules applicable to obligations on providers of intermediary services pursuant to other Union law or national law in compliance with Union law, such as the jurisdiction for the application and enforcement of consumer protection law or the jurisdiction for disputes on specific items of content. It also applies only to the obligations placed by this Regulation upon intermediary services to inform the issuing authority of the effect given to the orders to act against illegal content and orders to provide information adopted in accordance with this Regulation, but not to the order itself. A provider should be under the competence of the Member State where its main establishment is located, that is, where the provider has its head office or registered office within which the principal financial functions and operational control are exercised. In respect of providers that do not have an establishment in the Union but that offer services in the Union and therefore fall within the scope of this Regulation, the Member State where those providers appointed their legal representative should

have competence, considering the function of legal representatives under this Regulation. In the interest of the effective application of this Regulation, all Member States or the Commission, where applicable, should, however, have competence in respect of providers that failed to designate a legal representative, provided that the provider is not subject to enforcement proceedings for the same facts by another Member State or the Commission.

To that aim, each Member State that exercises competence in respect of such providers should, without undue delay, inform all other Member States of the measures they have taken in the exercise of that competence through the information sharing system to be used for all communications among authorities pursuant to this Regulation. In such cases, priority should be given to the earliest among those proceedings and all existing proceedings in other Member States concerning the same conduct should be suspended.

(84-b) In order to achieve the objectives of this Regulation there is a need to ensure its effective public enforcement and provide for clear rules on the allocation of supervisory and enforcement tasks between the national competent authorities and the Commission. The Commission should be responsible, with the support of national competent authorities, for oversight and public enforcement of systemic issues, such as issues with a wide impact on collective interests of recipients of the service, which are most notably associated with the provision of intermediary services by

very large online platforms or very large online search engines. Therefore, the Commission should be empowered for the supervision and enforcement of all due diligence obligations on the providers of very large online platforms or of very large online search engines. The Commission should be exclusively responsible for the obligations on those providers to manage systemic risks referred to in Section 4 of Chapter III of this Regulation. In case of an individual issue, such as an individual complaint or an individual instance of malfunctioning of notice and action system that do not point to any systemic infringement, the competent authorities in the Member State of establishment of providers of such services should remain empowered, to the extent that the Commission has not initiated any proceedings on such issue, for the supervision and enforcement of the due diligence obligations on those providers, because those national competent authorities of establishment may be often best placed to address such cases. Systemic infringement could include issues of particular gravity or risk, such as those affecting multiple Member States or serious repeated infringements, or lack of functional systems as required by this Regulation. This should also be without prejudice to the administrative tasks assigned to national competent authorities of the Member State of establishment, such as the vetting of researchers.

(84a) Given the cross-border and cross-sectoral relevance of intermediary services, a high level of cooperation is necessary to

ensure the consistent application of this Regulation and the availability of relevant information for the exercise of enforcement tasks through the information sharing system. Cooperation may take different forms depending on the issues at stake, without prejudice to specific joint investigation exercises. It is in any case necessary that the Digital Services Coordinator of establishment of a provider of intermediary services informs other Digital Services Coordinators about issues, investigations and actions which are going to be taken vis à vis such a provider. Moreover, when a competent authority in a Member State holds relevant information for an investigation carried out by the competent authorities in the Member State of establishment, or is able to gather such information located in its territory to which the competent authorities in the Member State of establishment do not have access, the Digital Services Coordinator of destination should assist the Digital Services Coordinator of establishment in a timely manner, including through the exercise of its powers of investigation in accordance with the applicable national procedures and the Charter. The addressee of such investigatory measures should comply with them and be liable in case of failure to comply, and the competent authorities in the Member State of establishment should be able to rely on the information gathered through mutual assistance, in order to ensure compliance with this Regulation.

(85) Where a Digital Services Coordinator requests another Digital Services Coordinator to take action, the requesting Digital Services Coordinator, or the Board in case it issued a recommendation to assess issues involving more than three Member States, should be able to refer the matter to the Commission in case of any disagreement as to the assessments or the measures taken or proposed or a failure to adopt any measures. The Commission, on the basis of the information made available by the concerned authorities, should accordingly be able to request the competent Digital Services Coordinator to re-assess the matter and take the necessary measures to ensure compliance within a defined time period. This possibility is without prejudice to the Commission's general duty to oversee the application of, and where necessary enforce, Union law under the control of the Court of Justice of the European Union in accordance with the Treaties. A failure by the Digital Services Coordinator of establishment to take any measures pursuant to such a request may also lead to the Commission's intervention under Section 3 of Chapter IV of this Regulation, where the suspected infringer is a very large online platform.

(85) **Where a Digital Services Coordinator requests another Digital Services Coordinator to take action, the requesting Digital Services Coordinator, or the Board in case it issued a recommendation to assess issues involving more than three Member States,** should be able to refer the matter to the Commission in case of any disagreement as to the assessments or the measures taken or proposed or a failure to adopt any measures. **The Commission, on the basis of the information made available by the concerned authorities, should accordingly be able to request the competent Digital Services Coordinator to re-assess the matter and take the necessary measures to ensure compliance within a defined time period. This possibility is without prejudice to the Commission's general duty to oversee the application of, and where necessary enforce, Union law under the control of the Court of Justice of the European Union in accordance with the Treaties. A failure by the Digital Services Coordinator of establishment to take any measures pursuant to such a request may also lead to the Commission's intervention under Section 3 of Chapter IV of this Regulation, where the suspected infringer is a very large online platform.**

(85) **The Digital Services Coordinator of destination, in particular on the basis of complaints received or of the input of other national competent authorities where appropriate, or the Board in case of issues involving at least three Member States, should be able to ask the Digital Services Coordinator of establishment to take investigatory or enforcement actions with regard to a provider under its competence. Where a single Digital Services Coordinator requests such action, it should be based on well-substantiated evidence showing the existence of an alleged infringement with negative impact on collective interests of the recipients of the service in its Member State or having a negative societal impact. The Digital Services Coordinator of establishment should be able to rely on mutual assistance or invite the requesting Digital Services Coordinator to a joint investigation in case further information is needed to take a decision. The Board should be able to refer the matter to the Commission in case of any disagreement as to the assessments or the measures taken or proposed or a failure to adopt any measures in accordance with this Regulation. Where the Commission, on the basis of the information made available by the concerned authorities, considers that the proposed measures, including the proposed level of fines, cannot ensure the effective enforcement of the obligations laid down in this Regulation, it should accordingly be able to express its serious doubts and request the competent Digital Services Coordinator to re-assess the**

(86) In order to facilitate cross-border supervision and investigations involving several Member States, the Digital Services Coordinators should be able to participate, on a permanent or temporary basis, in joint oversight and investigation activities concerning matters covered by this Regulation **on the basis of an agreement between the Member States concerned, and in the absence of agreement, under the authority of the Digital Services Coordinator of the Member State of establishment.** Those activities may include other competent authorities and may cover a variety of issues, ranging from coordinated data gathering exercises to requests for information or inspections of premises, within the limits and scope of powers available to each participating authority. The Board may be requested to provide advice in relation to those activities, for example by proposing roadmaps and timelines for activities or proposing ad-hoc task-forces with participation of the authorities involved.

(86) In order to facilitate cross-border supervision and investigations involving several Member States, the Digital Services Coordinators should be able **to participate, on a permanent or temporary basis, in joint oversight and investigation activities concerning matters covered by** this Regulation. **Those** activities may include **other competent authorities and may cover** a variety of **issues, ranging from** coordinated data gathering exercises to requests for information or inspections of premises, **within the limits and scope of powers available to each participating authority. The Board may be requested to provide advice in relation to those activities, for example by proposing roadmaps and timelines for activities or proposing ad-hoc task-forces with participation of the authorities involved.**

matter and take the necessary measures to ensure compliance **with this Regulation** within a defined time period. This possibility is without prejudice to the Commission's general duty to oversee the application of, and where necessary enforce, Union law under the control of the Court of Justice of the European Union in accordance with the Treaties. [...]

(86) In order to facilitate cross-border supervision and investigations **of obligations laid down in this Regulation** involving several Member States, the Digital Services Coordinators **of establishment** should be able, **through the information sharing system, to invite other Digital Services Coordinators to a joint investigation concerning an alleged infringement of this Regulation. Other Digital Services Coordinators, and other competent authorities where appropriate, should be able to join the investigation proposed by the Digital Services Coordinator of establishment, unless the latter considers that an excessive number of participating authorities may affect the effectiveness of the investigation taking into account the features of the alleged infringement and the lack of direct effects on the recipients of the service in those Member States. Joint investigation activities may include [...] a variety of actions to be coordinated by the Digital Services Coordinator of establishment in accordance with the availabilities of the participating authorities, such as coordinated data gathering exercises, pooling of resources, task forces, coordinated requests for information or common inspections of premises [...]. All**

(87) In view of the particular challenges that may emerge in relation to assessing and ensuring a very large online platform's compliance, for instance relating to the scale or complexity of a suspected infringement or the need for particular expertise or capabilities at Union level, Digital Services Coordinators should have the possibility to request, on a

(87) In view of the particular challenges that may emerge in relation to assessing and ensuring a very large online platform's compliance, for instance relating to the scale or complexity of a suspected infringement or the need for particular expertise or capabilities at Union level, Digital Services Coordinators

competent authorities participating in a joint investigation should cooperate with the Digital Services Coordinator of establishment, including by exercising their powers of investigation within their territory, in accordance with the applicable national procedures. The joint investigation should be concluded within a given timeframe with a final report taking into account the contribution of all participating competent authorities. On the basis of this final report, the Digital Services Coordinator of establishment should communicate the preliminary position on the infringement, including the measures it intends to adopt or, where applicable, those that other competent authorities in that Member State intend to adopt. Also the Board, where this is requested by at least three Digital Services Coordinator of destination, may recommend to a Digital Services Coordinator of establishment to launch such joint investigation and give indications on its organisation. In such a case, the Board may refer the matter to the Commission also where the Digital Services Coordinator of establishment refuses to launch the investigation and the Board does not agree with the justification given.

[...]

voluntary basis, the Commission to intervene and exercise its investigatory and enforcement powers under this Regulation.

(88) In order to ensure a consistent application of this Regulation, it is necessary to set up an independent advisory group at Union level, which should support the Commission and help coordinate the actions of Digital Services Coordinators. That European Board for Digital Services should consist of the Digital Services Coordinators, without prejudice to the possibility for Digital Services Coordinators to invite in its meetings or appoint ad hoc delegates from other competent authorities entrusted with specific tasks under this Regulation, where that is required pursuant to their national allocation of tasks and competences. In case of multiple participants from one Member State, the voting right should remain limited to one representative per Member State. **The rules of procedure of the Board should ensure respecting the confidentiality of the information.**

(89) The Board should contribute to achieving a common Union perspective on the consistent application of this Regulation and to cooperation among competent authorities, including by advising the Commission and the Digital Services Coordinators about appropriate investigation and enforcement measures, in particular vis à vis very large online platforms. The Board should also

should have the possibility to request, on a voluntary basis, the Commission to intervene and exercise its investigatory and enforcement powers under this Regulation.

(88) In order to ensure a consistent application of this Regulation, it is necessary to set up an independent advisory group at Union level, which should support the Commission and help coordinate the actions of Digital Services Coordinators. That European Board for Digital Services should consist of the Digital Services Coordinators, without prejudice to the possibility for Digital Services Coordinators to invite in its meetings or appoint ad hoc delegates from other competent authorities entrusted with specific tasks under this Regulation, where that is required pursuant to their national allocation of tasks and competences. In case of multiple participants from one Member State, the voting right should remain limited to one representative per Member State.

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contribute to the drafting of relevant templates and codes of conduct and analyse emerging general trends in the development of digital services in the Union.

(90) For that purpose, the Board should be able to adopt opinions, requests and recommendations addressed to Digital Services Coordinators or other competent national authorities. While not legally binding, the decision to deviate therefrom should be properly explained and could be taken into account by the Commission in assessing the compliance of the Member State concerned with this Regulation. **The Board should draw up an annual report regarding its activities.**

(91) The Board should bring together the representatives of the Digital Services Coordinators and possible other competent authorities under the chairmanship of the Commission, with a view to ensuring an assessment of matters submitted to it in a fully European dimension. In view of possible cross-cutting elements that may be of relevance for other regulatory frameworks at Union level, the Board should be allowed to cooperate with other Union bodies, offices, agencies and advisory groups with responsibilities in fields such as equality, including equality between women and men, and non-discrimination, **gender equality and non-discrimination, eradication of all forms of violence against women and girls and other forms of gender-based violence**, data protection, **respect for intellectual property**,

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competition, electronic communications, audiovisual services, market surveillance, detection and investigation of frauds against the EU budget as regards custom duties, or consumer protection, as necessary for the performance of its tasks.

(92) The Commission, through the Chair, should participate in the Board without voting rights. Through the Chair, the Commission should ensure that the agenda of the meetings is set in accordance with the requests of the members of the Board as laid down in the rules of procedure and in compliance with the duties of the Board laid down in this Regulation.

(93) In view of the need to ensure support for the Board's activities, the Board should be able to rely on the expertise and human resources of the Commission and of the competent national authorities. The specific operational arrangements for the internal functioning of the Board should be further specified in the rules of procedure of the Board.

(94) Given the importance of very large online platforms, in view of their reach and impact, their failure to comply with the specific obligations applicable to them may affect a substantial number of recipients of the services across different Member States and may cause large societal harms, while such failures may also be particularly complex to identify and address.

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(95) In order to address those public policy concerns it is therefore necessary to provide for a common system of enhanced supervision and enforcement at Union level. Once an infringement of one of the provisions that solely apply to very large online platforms has been identified, for instance pursuant to individual or joint investigations, auditing or complaints, the Digital Services Coordinator of establishment, upon its own initiative or upon

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Coordinators and the Board, should develop the Union expertise and capabilities as regards the very large online platforms or very large online search engines. The Commission should therefore be able to coordinate and rely on the expertise and resources of such authorities, for example by analysing, on a permanent or temporary basis, specific trends or issues emerging with regard to one or more very large online platforms or very large online search engines. In order to develop the Union expertise and capabilities, the Commission may also draw on the expertise and capabilities of the Observatory on the Online Platform Economy as set up in Commission Decision of 26 April 2018 (C(2018) 2392), relevant expert bodies, as well as centres of excellence. The Commission may invite experts with specific expertise, including in particular vetted researchers within the meaning of Article 31, representatives of Union agencies and bodies, industry representatives, associations representing users or civil society, international organisations, experts from the private sector as well as other stakeholders.

[...]

the Board's advice, should monitor any subsequent measure taken by the very large online platform concerned as set out in its action plan. That Digital Services Coordinator should be able to ask, where appropriate, for an additional, specific audit to be carried out, on a voluntary basis, to establish whether those measures are sufficient to address the infringement. At the end of that procedure, it should inform the Board, the Commission and the platform concerned of its views on whether or not that platform addressed the infringement, specifying in particular the relevant conduct and its assessment of any measures taken. The Digital Services Coordinator should perform its role under this common system in a timely manner and taking utmost account of any opinions and other advice of the Board.

(96) Where the infringement of the provision that solely applies to very large online platforms is not effectively addressed by that platform pursuant to the action plan, only the Commission **should**, on its own initiative or upon advice of the Board, **initiate** further **investigation on** the infringement concerned and the measures that the platform has subsequently taken, to the exclusion of the Digital Services Coordinator of establishment. After having conducted the necessary investigations, the Commission should be able to issue decisions finding an infringement and imposing sanctions in respect of very large

Coordinator of establishment, upon its own initiative or upon the Board's advice, should monitor any subsequent measure taken by the very large online platform concerned as set out in its action plan. That Digital Services Coordinator should be able to ask, where appropriate, for an additional, specific audit to be carried out, on a voluntary basis, to establish whether those measures are sufficient to address the infringement. At the end of that procedure, it should inform the Board, the Commission and the platform concerned of its views on whether or not that platform addressed the infringement, specifying in particular the relevant conduct and its assessment of any measures taken. The Digital Services Coordinator should perform its role under this common system in a timely manner and taking utmost account of any opinions and other advice of the Board.

(96) **Where the infringement of the provision that solely applies to very large online platforms is not effectively addressed by that platform pursuant to the action plan, only the Commission may, on its own initiative or upon advice of the Board, decide to further investigate the infringement concerned and the measures that the platform has subsequently taken, to the exclusion of the Digital Services Coordinator of establishment. After having conducted the necessary investigations, the Commission should be able to issue**

(96) The Commission **should be able to** investigate **infringements** on its own initiative **in accordance with the powers provided for in this Regulation, including by asking access to data, by requesting information or by performing inspections, as well as by relying on the support of the Digital Services Coordinators. Where supervision by the competent national authorities of individual alleged infringements points to systemic issues, such as issues with a wide impact on collective interests of recipients of the service, the Digital Services Coordinators should be able to, on the basis of duly reasoned request,**

online platforms where that is justified. It should also intervene in cross-border situations where the Digital Services Coordinator of establishment did not take any measures despite the Commission's request, or in situations where the Digital Services Coordinator of establishment itself requested for the Commission to intervene, in respect of an infringement of any other provision of this Regulation committed by a very large online platform. **The Commission should initiate proceedings in view of the possible adoption of decisions in respect of the relevant conduct by the very large online platform for example where that platform is suspected of having infringed this Regulation including where the platform has been found to not implement the operational recommendations from the independent audit that has been endorsed by Digital Services Coordinator of establishment and where the Digital Services Coordinator of establishment did not take any investigatory or enforcement measures.**

(97) [...] Once the Commission initiated the proceedings, the Digital Services Coordinators of establishment concerned should be precluded from exercising their investigatory and enforcement powers in respect of the relevant conduct of the very large online platform concerned, so as to avoid duplication, inconsistencies and risks from the viewpoint of the principle of ne bis in idem. However, in the interest of effectiveness, those Digital Services Coordinators should not be precluded from exercising their powers either to assist the Commission, at its request in the performance

decisions finding an infringement and imposing sanctions in respect of very large online platforms where that is justified. It should also have such a possibility to intervene in cross-border situations where the Digital Services Coordinator of establishment did not take any measures despite the Commission's request, or in situations where the Digital Services Coordinator of establishment itself requested for the Commission to intervene, in respect of an infringement of any other provision of this Regulation committed by a very large online platform.

(97) **The Commission should remain free to decide whether or not it wishes to intervene in any of the situations where it is empowered to do so under this Regulation.** Once the Commission initiated the proceedings, the Digital Services Coordinators of establishment concerned should be precluded from exercising their **investigatory** and enforcement powers in respect of the **relevant** conduct of the very large online platform **concerned**, so as to avoid duplication, inconsistencies and risks from the viewpoint of the principle of ne bis in

refer such issues to the Commission. Such a request should contain, at least, all the necessary facts and circumstances supporting the alleged infringement and its systemic nature. Depending on the outcome of its own assessment, the Commission should be able to take the necessary investigative and enforcement measures pursuant to this Regulation, including where relevant launching an investigation or adopting interim measures.

(97) **In order to effectively perform its tasks,** the Commission should **maintain a margin of discretion as to the decision initiate proceedings against providers of very large online platforms or of very large online search engine.** Once the Commission initiated the proceedings, the Digital Services Coordinators of establishment concerned should be precluded from exercising their **investigative** and enforcement powers in respect of the **concerned conduct of the provider of the very large online platform or of very large online search engine,** so as to avoid duplication,

of its supervisory tasks, or in respect of other conduct, including conduct by the same very large online platform that is suspected to constitute a new infringement. Those Digital Services Coordinators, as well as the Board and other Digital Services Coordinators where relevant, should provide the Commission with all necessary information and assistance to allow it to perform its tasks effectively, whilst conversely the Commission should keep them informed on the exercise of its powers as appropriate. In that regard, the Commission should, where appropriate, take account of any relevant assessments carried out by the Board or by the Digital Services Coordinators concerned and of any relevant evidence and information gathered by them, without prejudice to the Commission's powers and responsibility to carry out additional investigations as necessary.

idem. **However, in the interest of effectiveness, those Digital Services Coordinators should not be precluded from exercising their powers either to assist the Commission, at its request in the performance of its supervisory tasks, or in respect of other conduct, including conduct by the same very large online platform that is suspected to constitute a new infringement. Those Digital Services Coordinators, as well as the Board and other Digital Services Coordinators where relevant, should provide the Commission with all necessary information and assistance to allow it to perform its tasks effectively, whilst conversely the Commission should keep them informed on the exercise of its powers as appropriate. In that regard, the Commission should, where appropriate, take account of any relevant assessments carried out by the Board or by the Digital Services Coordinators concerned and of any relevant evidence and information gathered by them, without prejudice to the Commission's powers and responsibility to carry out additional investigations as necessary.**

inconsistencies and risks from the viewpoint of the principle of ne bis in idem. **The Commission, however, should be able to ask for the individual or joint contribution of the Digital Services Coordinators to the investigation. In accordance with the duty of sincere cooperation, the Digital Services Coordinator should make its best efforts in fulfilling justified and proportionate requests by the Commission in the context of an investigation. Moreover, the Digital Service Coordinator of establishment, as well as the Board and any other Digital Services Coordinators where relevant, should provide the Commission with all necessary information and assistance to allow it to perform its tasks effectively, including information gathered in the context other data gathering or data access exercises, to the extent that this is not precluded by the legal basis according to which the information has been gathered. Conversely, the Commission should keep the Digital Services Coordinator of establishment and the Board informed on the exercise of its powers and in particular when it intends to initiate the proceeding and exercise its investigatory powers. Moreover, when stating its objections vis à vis the concerned providers of very large online platforms or of very large online search engines, the Commission should also communicate these. The Board should provide its views on the objections and assessment made by the Commission, which should take this opinion into account in the reasoning underpinning Commission's final decision.**

(97a) The Commission should ensure that it is independent and impartial in its decision making in regards to both Digital Services Coordinators and providers of services under this Regulation.

(98) In view of both the particular challenges that may arise in seeking to ensure compliance by very large online platforms and the importance of doing so effectively, considering their size and impact and the harms that they may cause, the Commission should have strong investigative and enforcement powers to allow it to investigate, enforce and monitor certain of the rules laid down in this Regulation, in full respect of the principle of proportionality and the rights and interests of the affected parties.

(99) In particular, the Commission, should have access to any relevant documents, data and information necessary to open and conduct investigations and to monitor the compliance with the relevant obligations laid down in this Regulation, irrespective of who possesses the documents, data or information in question, and regardless of their form or format, their storage medium, or the precise place where they are stored. The Commission should be able to directly require that the very large online platform concerned or relevant third parties, or that individuals, provide any relevant evidence, data and information. In

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(98) In view of both the particular challenges that may arise in seeking to ensure compliance **by providers** of very large online platforms **or of very large online search engines** and the importance of doing so effectively, considering their size and impact and the harms that they may cause, the Commission should have strong investigative and enforcement powers to allow it to investigate, enforce and monitor certain of the rules laid down in this Regulation, in full respect of **the fundamental right to be heard and to have access to the file in the context of enforcement proceedings**, the principle of proportionality and the rights and interests of the affected parties.

(99) **The Commission should be able to request information necessary for the purpose of ensuring the effective implementation of and compliance with the obligations laid down in this Regulation, throughout the Union.** In particular, the Commission should have access to any relevant documents, data and information necessary to open and conduct investigations and to monitor the compliance with the relevant obligations laid down in this Regulation, irrespective of who possesses the documents, data or information in question, and regardless of their form or format, their storage medium, or the precise place where

addition, the Commission should be able to request any relevant information from any public authority, body or agency within the Member State, or from any natural person or legal person for the purpose of this Regulation. The Commission should be empowered to require access to, and explanations relating to, data-bases and algorithms of relevant persons, and to interview, with their consent, any persons who may be in possession of useful information and to record the statements made. The Commission should also be empowered to undertake such inspections as are necessary to enforce the relevant provisions of this Regulation. Those investigatory powers aim to complement the Commission's possibility to ask Digital Services Coordinators and other Member States' authorities for assistance, for instance by providing information or in the exercise of those powers.

In addition, the Commission should be able to request any relevant information from any public authority, body or agency within the Member State, **or from any natural person or legal person** for the purpose of this Regulation. The Commission should be **empowered** to require access to, and explanations relating to, data-bases and algorithms of relevant persons, and to interview, with their consent, any persons who may be in possession of useful information and to record the statements made. The Commission should also be empowered to undertake such inspections as are necessary to enforce the relevant provisions of this Regulation. Those investigatory powers aim to complement the Commission's possibility to ask Digital Services Coordinators and other Member States' authorities for assistance, for instance by providing information or in the exercise of those powers.

they are stored. The Commission should be able to directly require **by means of a duly substantiated request for information** that **the provider of the very large online platform or of the very large online search engine concerned as well as any other natural or legal persons acting for purposes related to their trade, business, craft or profession that may be reasonably aware of information relating to the suspected infringement or the infringement, as applicable**, provide any relevant evidence, data and information. In addition, the Commission should be able to request any relevant information from any public authority, body or agency within the Member State [...] for the purpose of this Regulation. The Commission should be **able** to require access to, and explanations **by means of exercise of investigatory powers, such as requests for information or interviews**, relating to **documents, data, information**, databases and algorithms of relevant persons, and to interview, with their consent, any **natural or legal** persons who may be in possession of useful information and to record the statements made **by any technical means**. The Commission should also be empowered to undertake such inspections as are necessary to enforce the relevant provisions of this Regulation. Those investigatory powers aim to complement the Commission's possibility to ask Digital Services Coordinators and other Member States' authorities for assistance, for instance by providing information or in the exercise of those powers.

(99-a) The Commission should be able to take the necessary actions to monitor the effective implementation and compliance with the obligations laid down in this Regulation. Such actions should include the ability of the Commission to appoint independent external experts, such as auditors, to assist the Commission in this process, including, where applicable and agreed to, from competent authorities of Member States, such as data or consumer protection authorities. When appointing the external experts, the Commission should ensure that these experts are exercising their role in an independent manner, ensuring also that they are free of any conflict of interests.

(99a) Interim measures can be an important tool to ensure that, while an investigation is ongoing, the infringement being investigated does not lead to serious and irreparable damage for recipients of services of very large online platforms or of very large online search engines. This tool is important to avoid developments that could be very difficult to reverse by a decision taken by the Commission at the end of the proceedings. The Commission should therefore have the power to impose interim measures by decision in the context of proceedings initiated in view of the possible adoption of a decision of non-compliance. This power should apply in cases where the Commission has made a prima facie finding of infringement of obligations concerning very large online platforms or of very large online search engines and where there is a risk of serious damage for recipients

(100) Compliance with the relevant obligations imposed under this Regulation should be enforceable by means of fines and periodic penalty payments. To that end, appropriate levels of fines and periodic penalty payments should also be laid down for non-compliance with the obligations and breach of the procedural rules, subject to appropriate limitation periods. *The Commission should in particular ensure that the penalties are effective, proportionate and dissuasive, taking into account the nature, gravity, recurrence and duration of the violation, in view of the public interest pursued, the scope and nature of activities carried out, the number of recipients affected, the intentional or negligent character of the infringement as well as the economic capacity of the infringer.*

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of the service. A decision imposing interim measures should only be valid for a specified period, either until the conclusion of the proceedings by the Commission, or for a fixed time period which can be renewed insofar as it is necessary and appropriate.

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(100a) Given the potential significant societal effects of an infringement of the obligations that solely apply to very large online platforms and very large online search engines and in order to address those public policy concerns, it is necessary to provide for a system of enhanced supervision of any action undertaken to effectively terminate and remedy infringements of this Regulation. Therefore once an infringement of one of the provisions of this Regulation that solely apply

(101) The very large online platforms concerned and other persons subject to the exercise of the Commission's powers whose interests may be affected by a decision should be given the opportunity of submitting their observations beforehand, and the decisions

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to very large online platforms or very large online search engines has been ascertained and, where necessary, sanctioned, the Commission should request the provider of such platform or of such search engine to draw a detailed action plan to remedy any effect of the infringement for the future. The Commission, taking into account the opinion of the Board, should establish whether the measures included in the action plan are sufficient to address the infringement, taking also into account whether adherence to relevant code of conduct is included among the measures proposed. The Commission should also monitor any subsequent measure taken by the provider of a very large online platform or of a very large online search engine concerned as set out in its action plan, taking into account also an independent audit of the provider. If at the end of implementation of the action plan the Commission still considers that the infringement has not been fully remedied, or if the action plan is considered not suitable, it should be able to use any investigative or enforcement powers pursuant to this Regulation, including periodic penalty payments on the provider and initiating the procedure to disable access to the infringing service.

(101) The provider of the very large online platforms or of very large online search engine concerned and other persons subject to the exercise of the Commission's powers whose interests may be affected by a decision should be given the opportunity of submitting their

taken should be widely publicised. While ensuring the rights of defence of the parties concerned, in particular, the right of access to the file, it is essential that confidential information be protected. Furthermore, while respecting the confidentiality of the information, the Commission should ensure that any information relied on for the purpose of its decision is disclosed to an extent that allows the addressee of the decision to understand the facts and considerations that lead up to the decision.

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(101-a) In order to safeguard the harmonised application and enforcement of this Regulation, it is important to ensure that national authorities, including national courts, have all necessary information to ensure that their decisions do not run counter to a decision adopted by the Commission under this Regulation. This is without prejudice to Article 267 of the Treaty.

(101a) The effective enforcement and monitoring of this Regulation requires a seamless and real-time exchange of information among the Digital Services Coordinators, the Board and the Commission, based on the information flows and procedures foreseen in this Regulation. This may also warrant access to this system by other competent authorities, where appropriate. At the same time, given that the information exchanged may be confidential or involving personal data, it should remain protected from unauthorised access, in accordance with the

(102) The Commission should carry out a general evaluation of this Regulation and report to the European Parliament, the Council and the European Economic and Social Committee. This report should address in particular the definition of very large online platforms and the number of average monthly active recipients of the service. This report should also address the implementation of codes of conduct, as well as the obligation to

(102) In the interest of effectiveness and efficiency, in addition to the general evaluation of the Regulation, to be performed within five years of entry into force, after the initial start-up phase and on the basis of the first three years of application of this Regulation, the Commission should also perform an evaluation of the activities of the Board and on its structure.

purposes for which the information has been gathered. For this reason all communications between these authorities should take place on the basis of a reliable and secure information sharing system, whose details should be laid down in an implementing act. The information sharing system may be based on existing internal market tools, to the extent that they can meet the objectives of this Regulation in a cost-effective manner.

(101b) Without prejudice to the rights of recipients of services to turn to a representative in accordance with the Directive (EU) 2020/1828^{xxxvi} or to any other type of representation under national law, recipients of the services should also have the right to mandate a legal person or a public body to exercise their rights provided for in this Regulation. Such rights may for example include the recipients of services rights related to the submission of notices, the challenging of the decisions taken by providers of intermediary services, and the lodging of complaints against the providers for infringing this Regulation.

(102) In the interest of effectiveness and efficiency, in addition to the general evaluation of the Regulation, to be performed within five years of entry into force, after the initial start-up phase and on the basis of the first three years of application of this Regulation, the Commission should also perform an evaluation of the activities of the Board and on its structure.

designate a representative, established in the Union and assess the effect of similar obligations imposed by third countries on European service providers operating abroad. In particular, the Commissions should assess any impact of the costs to European service providers of any similar requirements, including to designate a legal representative, introduced by third countries and any new barriers to non-Union market access after the adoption of this Regulation. The Commission should also assess the impact on the ability of European businesses and consumers to access and buy products and services from outside the Union. In the interest of effectiveness and efficiency, in addition to the general evaluation of the Regulation, to be performed within three years of entry into force, after the initial start-up phase and on the basis of the first three years of application of this Regulation, the Commission should also perform an evaluation of the activities of the Board and on its structure.

(103) In order to ensure uniform conditions for the implementation of this Regulation, implementing powers should be conferred on the Commission. Those powers should be exercised in accordance with Regulation (EU) No 182/2011 of the European Parliament and of the Council.

(104) In order to fulfil the objectives of this Regulation, the power to adopt acts in accordance with Article 290 of the Treaty should be delegated to the Commission to supplement this Regulation. In particular,

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delegated acts should be adopted in respect of criteria for identification of very large online platforms and of technical specifications for access requests. It is of particular importance that the Commission carries out appropriate consultations and that those consultations be conducted in accordance with the principles laid down in the Interinstitutional Agreement on Better Law-Making of 13 April 2016. In particular, to ensure equal participation in the preparation of delegated acts, the European Parliament and the Council receive all documents at the same time as Member States' experts, and their experts systematically have access to meetings of Commission expert groups dealing with the preparation of delegated acts.

(105) This Regulation respects the fundamental rights recognised by the Charter and the fundamental rights constituting general principles of Union law. Accordingly, this Regulation should be interpreted and applied in accordance with those fundamental rights, including the freedom of expression and information, as well as the freedom and pluralism of the media. When exercising the powers set out in this Regulation, all public authorities involved should achieve, in situations where the relevant fundamental rights conflict, a fair balance between the rights concerned, in accordance with the principle of proportionality.

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(105) This Regulation respects the fundamental rights recognised by the Charter and the fundamental rights constituting general principles of Union law. Accordingly, this Regulation should be interpreted and applied in accordance with those fundamental rights, including the freedom of expression and information, as well as the freedom and pluralism of the media. When exercising the powers set out in this Regulation, all public authorities involved should achieve, in situations where the relevant fundamental rights conflict, a fair balance between the rights concerned, in accordance with the principle of proportionality.

delegated acts should be adopted in respect of criteria for identification of very large online platforms **and of very large online search engines** and of technical specifications for access requests. It is of particular importance that the Commission carries out appropriate consultations and that those consultations be conducted in accordance with the principles laid down in the Interinstitutional Agreement on Better Law-Making of 13 April 2016. In particular, to ensure equal participation in the preparation of delegated acts, the European Parliament and the Council receive all documents at the same time as Member States' experts, and their experts systematically have access to meetings of Commission expert groups dealing with the preparation of delegated acts.

(105) This Regulation respects the fundamental rights recognised by the Charter and the fundamental rights constituting general principles of Union law. Accordingly, this Regulation should be interpreted and applied in accordance with those fundamental rights, including the freedom of expression and information, as well as the freedom and pluralism of the media. When exercising the powers set out in this Regulation, all public authorities involved should achieve, in situations where the relevant fundamental rights conflict, a fair balance between the rights concerned, in accordance with the principle of proportionality.

(106) Since the objective of this Regulation, namely the proper functioning of the internal market and to ensure a safe, predictable and trusted online environment in which the fundamental rights enshrined in the Charter are duly protected, cannot be sufficiently achieved by the Member States because they cannot achieve the necessary harmonisation and cooperation by acting alone, but can rather, by reason of its territorial and personal scope, be better achieved at the Union level, the Union may adopt measures, in accordance with the principle of subsidiarity as set out in Article 5 of the Treaty on European Union. In accordance with the principle of proportionality, as set out in that Article, this Regulation does not go beyond what is necessary in order to achieve that objective, HAVE ADOPTED THIS REGULATION:

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(107) The European Data Protection Supervisor was consulted in accordance with Article 42(1) of Regulation (EU) 2018/1725 of the European Parliament and of the Council^{xxxviii} and delivered an opinion on 10 February 2021,

HAVE ADOPTED THIS REGULATION:

Chapter I – General provisions	Chapter I – General provisions	Chapter I – General provisions
<p>Article 1 Subject matter [...]</p> <p>1. This Regulation lays down harmonised rules on the provision of intermediary services in the internal market. In particular, it establishes:</p> <ul style="list-style-type: none"> (a) a framework for the conditional exemption from liability of providers of intermediary services; (b) rules on specific due diligence obligations tailored to certain specific categories of providers of intermediary services; (c) rules on the implementation and enforcement of the requirements set out in this Regulation, including as regards the cooperation of and coordination between the competent authorities. <p>2. The aims of this Regulation are to:</p>	<p>Article 1 Subject matter <u>and scope</u> <i>Cf. Art. 1 para. 2 of the Commission's Proposal</i></p> <p>1. This Regulation lays down harmonised rules on the provision of intermediary services in the internal market. In particular, it establishes:</p> <ul style="list-style-type: none"> (a) a framework for the conditional exemption from liability of providers of intermediary services; (b) rules on specific due diligence obligations tailored to certain specific categories of providers of intermediary services; (c) rules on the implementation and enforcement of this Regulation, including as regards the cooperation of and coordination between the competent authorities. <p>2. The aims of this Regulation are to:</p>	<p>Article 1 Subject matter, objectives and scope</p> <p>0. The aim of this Regulation is to contribute to the proper functioning of the internal market for intermediary services by setting out harmonised rules for a safe, predictable and trusted online environment, where fundamental rights enshrined in the Charter are effectively protected.</p> <p>1. This Regulation lays down harmonised rules on the provision of intermediary services in the internal market. In particular, it establishes:</p> <ul style="list-style-type: none"> (a) a framework for the conditional exemption from liability of providers of intermediary services; (b) rules on specific due diligence obligations tailored to certain specific categories of providers of intermediary services; (c) rules on the implementation and enforcement of this Regulation, including as regards the cooperation of and coordination between the competent authorities.

<p>a) contribute to the proper functioning of the internal market for intermediary services;</p> <p>b) set out harmonised rules for a safe, accessible, predictable and trusted online environment, where fundamental rights enshrined in the Charter are effectively protected</p> <p>(ba) promote a high level of consumer protection and contribute to increased consumer choice while facilitating innovation, support digital transition and encourage economic growth within the internal market.</p> <p>[...] *Cf. „Art. 1a Scope" of the Position of the European Parliament:</p> <p>1. This Regulation shall apply to intermediary services provided to recipients of the service that have their place of establishment or residence in the Union, irrespective of the place of establishment of the providers of those services.</p> <p>2. This Regulation shall not apply to any service that is not an intermediary service or to any requirements imposed in respect of such a service, irrespective of whether the service is provided through the use of an intermediary service.</p> <p>3. This Regulation is without prejudice to the rules laid down by the following:</p>	<p>(a) contribute to the proper functioning of the internal market for intermediary services;</p> <p>(b) set out uniform rules for a safe, predictable and trusted online environment, where fundamental rights enshrined in the Charter are effectively protected.</p> <p>3. This Regulation shall apply to intermediary services provided to recipients of the service that have their place of establishment or residence in the Union, irrespective of the place of establishment of the providers of those services.</p> <p>4. This Regulation shall not apply to any service that is not an intermediary service or to any requirements imposed in respect of such a service, irrespective of whether the service is provided through the use of an intermediary service.</p> <p>5. This Regulation is without prejudice to the rules laid down by the following:</p>	<p>[...] *Cf. Art. 1 para. 0 of the General Approach of the Council: "The aim of this Regulation is to contribute to the proper functioning of the internal market for intermediary services by setting out harmonised rules for a safe, predictable and trusted online environment, where fundamental rights enshrined in the Charter are effectively protected."</p> <p>3. This Regulation shall apply to intermediary services offered to recipients of the service that have their place of establishment or are located in the Union, irrespective of the place of establishment of the providers of those services.</p> <p>4. This Regulation shall not apply to any service that is not an intermediary service or to any requirements imposed in respect of such a service, irrespective of whether the service is provided through the use of an intermediary service.</p> <p>4a. This Regulation shall not affect the application of Directive 2000/31/EC.</p> <p>5. This Regulation is without prejudice to the rules laid down by other Union legal acts</p>
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- (a) Directive 2000/31/EC;
- (b) Directive 2010/13/EC;
- (c) Union law on copyright and related rights, in particular Directive (EU) 2019/790 on copyright and related rights in the Digital Single Market;
- (d) Regulation (EU) 2021/784 on addressing the dissemination of terrorist content online;
- (e) Regulation (EU)on European Production and Preservation Orders for electronic evidence in criminal matters and Directive (EU)laying down harmonised rules on the appointment of legal representatives for the purpose of gathering evidence in criminal proceedings [e-evidence once adopted];
- (f) Regulation (EU) 2019/1148,
- (g) Regulation (EU) 2019/1150,
- (h) Union law on consumer protection and product safety, including Regulation (EU) 2017/2394, Regulation (EU) 2019/1020 and Directive 2001/95/EC on general product safety;

- (a) Directive 2000/31/EC;
- (b) Directive 2010/13/EC;
- (c) Union law on copyright and related rights;
- (d) Regulation (EU) .../... on preventing the dissemination of terrorist content online [TCO once adopted];
- (e) Regulation (EU)on European Production and Preservation Orders for electronic evidence in criminal matters and Directive (EU)laying down harmonised rules on the appointment of legal representatives for the purpose of gathering evidence in criminal proceedings [e-evidence once adopted];
- (f) Regulation (EU) 2019/1148;
- (g) Regulation (EU) 2019/1150;
- (h) Union law on consumer protection and product safety, including Regulation (EU) 2017/2394;

regulating other aspects of the provision of intermediary services in the internal market or specifying and complementing this Regulation, in particular, the following:

- [...]
- (b) Directive 2010/13/EU;
- (c) Union law on copyright and related rights;
- (d) Regulation (EU) 2021/784;
- [...] Cf. lit.(k) und (l) of the General Approach of the Council
- (f) Regulation (EU) 2019/1148;
- (g) Regulation (EU) 2019/1150;
- (h) Union law on consumer protection and product safety, including Regulation (EU) 2017/2394;

<p>(i) <i>Union law on the protection of personal data, in particular Regulation (EU) 2016/679 and Directive 2002/58/EC.</i></p> <p>(j) <i>Directive (EU) 2019/882;</i></p> <p>(k) <i>Directive (EU) 2018/1972;</i></p> <p>(l) <i>Directive 2013/11/EU.</i></p> <p>4. <i>By [12 months after the entry into force of this Regulation] the Commission shall publish guidelines with regard to the relationship between this Regulation and the legal acts referred to in Article 1a (3).</i></p>	<p>(i) Union law on the protection of personal data, in particular Regulation (EU) 2016/679 and Directive 2002/58/EC.</p>	<p>(i) Union law on the protection of personal data, in particular Regulation (EU) 2016/679 and Directive 2002/58/EC;</p> <p>(j) Union law in the field of judicial cooperation in civil matters, in particular Regulation (EU) 1215/2012 or any Union legal act in the field of law applicable to contractual and non-contractual obligations;</p> <p>(k) Union law in the field of judicial cooperation in criminal matters, in particular Regulation (EU) .../... on European Production and Preservation Orders for electronic evidence in criminal matters;</p> <p>(l) Directive (EU) .../... laying down harmonised rules on the appointment of legal representatives for the purpose of gathering evidence in criminal proceedings [...].</p>
Artikel 1a Anwendungsbereich		

<ol style="list-style-type: none"> 1. This Regulation shall apply to intermediary services provided to recipients of the service that have their place of establishment or residence in the Union, irrespective of the place of establishment of the providers of those services. 2. This Regulation shall not apply to any service that is not an intermediary service or to any requirements imposed in respect of such a service, irrespective of whether the service is provided through the use of an intermediary service. 3. This Regulation is without prejudice to the rules laid down by the following: <ol style="list-style-type: none"> (a) Directive 2000/31/EC; (b) Directive 2010/13/EC; (c) Union law on copyright and related rights, in particular Directive (EU) 2019/790 on copyright and related rights in the Digital Single Market; (d) Regulation (EU) 2021/784 on addressing the dissemination of terrorist content online; (e) Regulation (EU)on European Production and Preservation Orders for electronic evidence in criminal matters and Directive (EU)laying down harmonised rules on the appointment of legal representatives for the purpose of gathering evidence in criminal proceedings [e-evidence once adopted]; 	<p><i>Vgl. Art. 1 Abs. 3 bis 5 des Kommissionsvorschlags.</i></p>	
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<p>(f) Regulation (EU) 2019/1148, (g) Regulation (EU) 2019/1150, (h) Union law on consumer protection and product safety, including Regulation (EU) 2017/2394, Regulation (EU) 2019/1020 and Directive 2001/95/EC on general product safety; (i) Union law on the protection of personal data, in particular Regulation (EU) 2016/679 and Directive 2002/58/EC. (j) Directive (EU) 2019/882; (k) Directive (EU) 2018/1972; (l) Directive 2013/11/EU.</p> <p>4. By [12 months after the entry into force of this Regulation] the Commission shall publish guidelines with regard to the relationship between this Regulation and the legal acts referred to in Article 1a (3).</p> <p>(1)</p>		
<p><i>Article 2</i> <i>Definitions</i></p>	<p><i>Article 2</i> <i>Definitions</i></p>	<p><i>Article 2</i> <i>Definitions</i></p>
<p>For the purpose of this Regulation, the following definitions shall apply:</p> <p>(a) 'information society services' means services as defined in Article 1(1)(b) of Directive (EU) 2015/1535;</p> <p>(b) 'recipient of the service' means any natural or legal person who uses the relevant intermediary service in order to seek information or to make it accessible;</p>	<p>For the purpose of this Regulation, the following definitions shall apply:</p> <p>(a) 'information society services' means services within the meaning of Article 1(1)(b) of Directive (EU) 2015/1535;</p> <p>(b) 'recipient of the service' means any natural or legal person who uses the relevant intermediary service;</p>	<p>For the purposes of this Regulation, the following definitions [...] apply:</p> <p>(a) 'information society services' means a service as defined in Article 1(1)(b) of Directive (EU) 2015/1535;</p> <p>(b) 'recipient of the service' means any natural or legal person who for professional ends or otherwise, uses an intermediary service, in particular for</p>

<p>(c) 'consumer' means any natural person who is acting for purposes which are outside his or her trade, business, craft, or profession;</p> <p>(d) 'to offer services in the Union' means enabling legal or natural persons in one or more Member States to use the services of a provider of information society services which has a substantial connection to the Union;</p> <p>(da) 'substantial connection to the Union' means the connection of a provider with one or more Member States resulting either from its establishment in the Union, or in the absence of such an establishment, from the fact that the provider directs its activities towards one or more Member States;</p> <p>(e) 'trader' means any natural person, or any legal person irrespective of whether privately or publicly owned, who is acting, including through any person acting in his or her name or on his or her behalf, for purposes directly relating to his or her trade, business, craft or profession;</p> <p>(f) 'intermediary service' means one of the following services:</p>	<p>(c) 'consumer' means any natural person who is acting for purposes which are outside his or her trade, business or profession;</p> <p>(d) 'to offer services in the Union' means enabling legal or natural persons in one or more Member States to use the services of <u>the</u> provider of information society services which has a substantial connection to the Union; <u>such a</u> substantial connection <u>is deemed to exist where the provider has an</u> establishment in the Union; <u>in the absence of such an establishment, the assessment of a substantial connection is based on specific factual criteria, such as:</u></p> <ul style="list-style-type: none"> - <u>a significant number of users</u> in one or more Member States; or - the targeting of activities towards one or more Member States. <p>(e) 'trader' means any natural person, or any legal person irrespective of whether privately or publicly owned, who is acting, including through any person acting in his or her name or on his or her behalf, for purposes relating to his or her trade, business, craft or profession;</p> <p>(f) 'intermediary service' means one of the following services:</p>	<p>the purposes of seeking information or making it accessible;</p> <p>(c) 'consumer' means any natural person who is acting for purposes which are outside his or her trade, business, craft or profession;</p> <p>(d) 'to offer services in the Union' means enabling natural or legal persons in one or more Member States to use the services of the provider of intermediary services which has a substantial connection to the Union;</p> <p>(da) 'substantial connection' means a connection of a provider of intermediary services with the Union resulting either from its establishment in the Union or from specific factual criteria, such as</p> <ul style="list-style-type: none"> - a significant number of recipients of the service in one or more Member States in relation to its or their population; or - the targeting of activities towards one or more Member States. <p>(e) 'trader' means any natural person, or any legal person irrespective of whether privately or publicly owned, who is acting, including through any person acting in his or her name or on his or her behalf, for purposes relating to his or her trade, business, craft or profession;</p> <p>(f) 'intermediary service' means one of the following information society services:</p>
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- a ‘mere conduit’ service that consists of the transmission in a communication network of information provided by a recipient of the service, or the provision of access to a communication network **including technical auxiliary functional services**;
- a ‘caching’ service that consists of the transmission in a communication network of information provided by a recipient of the service, involving the automatic, intermediate and temporary storage of that information, **performed** for the sole purpose of making more efficient the information's onward transmission to other recipients upon their request;
- a ‘hosting’ service that consists of the storage of information provided by, and at the request of, a recipient of the service;

(g) ‘illegal content’ means any information **or** activity, including the sale of products or provision of services **which**

- a ‘mere conduit’ service that consists of the transmission in a communication network of information provided by a recipient of the service, or the provision of access to a communication network;
- a ‘caching’ service that consists of the transmission in a communication network of information provided by a recipient of the service, involving the automatic, intermediate and temporary storage of that information, for the sole purpose of making more efficient the information's onward transmission to other recipients upon their request;
- a ‘hosting’ service that consists of the storage of information provided by, and at the request of, a recipient of the service;

(g) ‘illegal content’ means any information, which, in itself or by its reference to an activity, including the sale of products

- a ‘mere conduit’ service that consists of the transmission in a communication network of information provided by a recipient of the service, or the provision of access to a communication network;
- a ‘caching’ service that consists of the transmission in a communication network of information provided by a recipient of the service, involving the automatic, intermediate and temporary storage of that information, for the sole purpose of making more efficient the information's onward transmission to other recipients upon their request;
- a ‘hosting’ service that consists of the storage of information provided by, and at the request of, a recipient of the service;

- **an ‘online search engine’ service that allows recipients of the service to input queries in order to perform searches of, in principle, all websites, or all websites in a particular language, on the basis of a query on any subject in the form of a keyword, voice request, phrase or other input, and returns results in any format in which information related to the requested content can be found;**

(g) ‘illegal content’ means any information, which, in itself or by its reference to an activity, including the sale of products

<p>is not in compliance with Union law or the law of a Member State, irrespective of the precise subject matter or nature of that law;</p>	<p>or provision of services is not in compliance with Union law or the law of a Member State, irrespective of the precise subject matter or nature of that law;</p>	<p>or provision of services, is not in compliance with Union law or the law of any Member State which is in compliance with Union law, irrespective of the precise subject matter or nature of that law;</p>
<p>(h) 'online platform' means a provider of a hosting service which, at the request of a recipient of the service, stores and disseminates to the public information, unless that activity is a minor or a purely ancillary feature of another service or functionality of the principal service and, for objective and technical reasons, cannot be used without that other service, and the integration of the feature or functionality into the other service is not a means to circumvent the applicability of this Regulation.</p>	<p>(h) 'online platform' means a provider of a hosting service which, at the request of a recipient of the service, stores and disseminates to the public information, unless that activity is a minor <u>and</u> purely ancillary feature of another service and, for objective and technical reasons cannot be used without that other service, and the integration of the feature into the other service is not a means to circumvent the applicability of this Regulation.</p>	<p>(h) 'online platform' means [...] a hosting service which, at the request of a recipient of the service, stores and disseminates to the public information, unless that activity is a minor and purely ancillary feature of another service and, for objective and technical reasons, cannot be used without that other service, and the integration of the feature into the other service is not a means to circumvent the applicability of this Regulation;</p>
<p>(i) 'dissemination to the public' means making information available, at the request of the recipient of the service who provided the information, to a potentially unlimited number of third parties;</p>	<p>(i) 'dissemination to the public' means making information available, at the request of the recipient of the service who provided the information, to a potentially unlimited number of third parties;</p>	<p>(i) 'dissemination to the public' means making information available, at the request of the recipient of the service who provided the information, to a potentially unlimited number of third parties;</p>
<p>(j) 'distance contract' means a contract within the meaning of Article 2(7) of Directive 2011/83/EU;</p>	<p>(j) 'distance contract' means a contract within the meaning of Article 2(7) of Directive 2011/83/EU;</p>	<p>(ia) 'online marketplace' means an online platform which allows consumers to conclude distance contracts with traders;</p> <p>(j) 'distance contract' means a contract as defined in Article 2 point (7) of Directive 2011/83/EU;</p>
<p>(k) 'online interface' means any software, including a website or a part thereof,</p>	<p>(k) 'online interface' means any software, including a website or a part thereof,</p>	<p>(k) 'online interface' means any software, including a website or a part thereof,</p>

and applications, including mobile applications **which enables the recipients of the service to access and interact with the relevant intermediary service;**

(ka) 'trusted flagger' means an entity that has been awarded such status by a Digital Services Coordinator;

(l) 'Digital Services Coordinator of establishment' means the Digital Services Coordinator of the Member State where the provider of an intermediary service is established or its legal representative resides or is established;

(m) 'Digital Services Coordinator of destination' means the Digital Services Coordinator of a Member State where the intermediary service is provided;

and applications, including mobile applications;

(l) 'Digital Services Coordinator of establishment' means the Digital Services Coordinator of the Member State where the provider of an intermediary service is established or its legal representative resides or is established;

(m) 'Digital Services Coordinator of destination' means the Digital Services Coordinator of a Member State where the intermediary service is provided;

and applications, including mobile applications;

(l) 'Digital Services Coordinator of establishment' means the Digital Services Coordinator of the Member State where the provider of an intermediary service is established or its legal representative resides or is established;

(m) 'Digital Services Coordinator of destination' means the Digital Services Coordinator of a Member State where the intermediary service is provided;

(ma) 'active recipient of an online platform' means the recipient of the service that has engaged with an online platform by either requesting the online platform to host content or being exposed to content hosted by the online platform and disseminated through their online interface;

(mb) 'active recipient of an online search engine' means a recipient of the service that has engaged with the online search engine by querying the online search engine and being exposed to content indexed and presented on its online interface;

(n) 'advertisement' means information designed **and disseminated** to promote the message of a legal or natural person, irrespective of whether to achieve commercial or non-commercial purposes, and displayed by an online platform on its online interface against remuneration specifically **in exchange** for promoting that **message**;

(na) 'remuneration' means economic compensation consisting of direct or indirect payment for the service provided, including where the intermediary service provider is not directly compensated by the recipient of the service or where the recipient of the service provides data to the service provider, except where such data is collected for the sole purpose of meeting legal requirements;

(o) 'recommender system' means a fully or partially automated system used by an online platform to suggest, **prioritise or curate** in its online interface specific information to recipients of the service, including as a result of a search initiated by the recipient or otherwise determining the relative order or prominence of information displayed;

(p) 'content moderation' means the activities, **either automated or not automated**, undertaken by providers of intermediary services aimed at detecting, identifying and addressing illegal content or information

(n) 'advertisement' means information designed to promote the message of a legal or natural person, irrespective of whether to achieve commercial or non-commercial purposes, and **displayed** by an online platform on its online interface against remuneration specifically for promoting that information;

(o) 'recommender system' means a fully or partially automated system used by an online platform to suggest in its online interface specific information to recipients of the service, including as a result of a search initiated by the recipient or otherwise determining the relative order or prominence of information displayed;

(p) 'content moderation' means the activities undertaken by providers of intermediary services aimed at detecting, identifying and addressing illegal content or information incompatible with their terms and

(n) 'advertisement' means information designed to promote the message of a legal or natural person, irrespective of whether to achieve commercial or non-commercial purposes, and **presented** by an online platform on its online interface against remuneration specifically for promoting that information;

(o) 'recommender system' means a fully or partially automated system used by an online platform to suggest in its online interface specific information to recipients of the service, including as a result of a search initiated by the recipient **of the service** or otherwise determining the relative order or prominence of information displayed;

(p) 'content moderation' means the activities, **automated or not**, undertaken by providers of intermediary services aimed, **in particular**, at detecting, identifying and addressing illegal content or information

<p>incompatible with their terms and conditions, provided by recipients of the service, including measures taken that affect the availability, visibility and accessibility of that illegal content or that information, such as demotion, disabling of access to, delisting, demonetisation or removal thereof, or the recipients' ability to provide that information, such as the termination or suspension of a recipient's account;</p> <p>(q) 'terms and conditions' means all terms and conditions or specifications, by the service provider irrespective of their name or form, which govern the contractual relationship between the provider of intermediary services and the recipients of the services.</p> <p>(qa) 'persons with disabilities' means persons with disabilities within the meaning of Article 3(1) of Directive (EU) 2019/882.</p>	<p>conditions, provided by recipients of the service, including measures taken that affect the availability, visibility and accessibility of that illegal content or that information, such as demotion, disabling of access to, or removal thereof, or the recipients' ability to provide that information, such as the termination or suspension of a recipient's account;</p> <p>(q) 'terms and conditions' means all terms and conditions or specifications, irrespective of their name or form, which govern the contractual relationship between the provider of intermediary services and the recipients of the services.</p>	<p>incompatible with their terms and conditions, provided by recipients of the service, including measures taken that affect the availability, visibility, and accessibility of that illegal content or that information, such as demotion, demonetisation, disabling of access to, or removal thereof, or the recipients' ability to provide that information, such as the termination or suspension of a recipient's account;</p> <p>(q) 'terms and conditions' means all terms and conditions or clauses, irrespective of their name or form, which govern the contractual relationship between the provider of intermediary services and the recipients of the services;</p> <p>(r) 'turnover' means the amount derived by an undertaking in accordance with Article 5(1) of Regulation (EC) No 139/2004.</p>
Chapter II – Liability of providers of intermediary services	Chapter II – Liability of providers of intermediary services	Chapter II – Liability of providers of intermediary services
<i>Article 3</i> <i>'Mere conduit'</i>	<i>Article 3</i> <i>'Mere conduit'</i>	<i>Article 3</i> <i>'Mere conduit'</i>
<p>1. Where an information society service is provided that consists of the transmission in a communication network of information provided by a recipient of the service, or the provision of access to a communication network, the service provider shall not be liable for the information transmitted, on condition that the provider:</p>	<p>1. Where an information society service is provided that consists of the transmission in a communication network of information provided by a recipient of the service, or the provision of access to a communication network, the service provider shall not be liable for the information transmitted, on condition that the provider:</p>	<p>1. Where an information society service is provided that consists of the transmission in a communication network of information provided by a recipient of the service, or the provision of access to a communication network, the service provider shall not be liable for the information transmitted or accessed, on condition that the provider:</p>

<p>(a) does not initiate the transmission;</p> <p>(b) does not select the receiver of the transmission; and</p> <p>(c) does not select or modify the information contained in the transmission.</p> <p>2. The acts of transmission and of provision of access referred to in paragraph 1 include the automatic, intermediate and transient storage of the information transmitted in so far as this takes place for the sole purpose of carrying out the transmission in the communication network, and provided that the information is not stored for any period longer than is reasonably necessary for the transmission.</p> <p>3. This Article shall not affect the possibility for a judicial or administrative authority, in accordance with Member States' legal systems, of requiring the service provider to terminate or prevent an infringement.</p>	<p>(a) does not initiate the transmission;</p> <p>(b) does not select the receiver of the transmission; and</p> <p>(c) does not select or modify the information contained in the transmission.</p> <p>2. The acts of transmission and of provision of access referred to in paragraph 1 include the automatic, intermediate and transient storage of the information transmitted in so far as this takes place for the sole purpose of carrying out the transmission in the communication network, and provided that the information is not stored for any period longer than is reasonably necessary for the transmission.</p> <p>3. This Article shall not affect the possibility for a <u>court</u> or administrative authority, in accordance with Member States' legal systems, of requiring the service provider to terminate or prevent an infringement.</p>	<p>a) does not initiate the transmission;</p> <p>b) does not select the receiver of the transmission; and</p> <p>c) does not select or modify the information contained in the transmission.</p> <p>2. The acts of transmission and of provision of access referred to in paragraph 1 include the automatic, intermediate and transient storage of the information transmitted in so far as this takes place for the sole purpose of carrying out the transmission in the communication network, and provided that the information is not stored for any period longer than is reasonably necessary for the transmission.</p> <p>3. This Article shall not affect the possibility for a court or administrative authority, in accordance with Member States' legal systems, of requiring the service provider to terminate or prevent an infringement.</p>
<p><i>Article 4</i> <i>'Caching'</i></p>	<p><i>Article 4</i> <i>'Caching'</i></p>	<p><i>Article 4</i> <i>'Caching and online search engines'</i></p>
<p>1. Where an information society service is provided that consists of the transmission in communication network of information provided by a recipient of the service, the service provider shall not be liable for the automatic, intermediate and temporary storage of that information, performed for the sole purpose of making more efficient or secure the information's</p>	<p>1. Where an information society service is provided that consists of the transmission in a communication network of information provided by a recipient of the service, the service provider shall not be liable for the automatic, intermediate and temporary storage of that information, performed for the sole purpose of making more efficient the information's onward transmission to</p>	<p>1. Where an information society service is provided that consists of the transmission in a communication network of information provided by a recipient of the service, or of an online search engine, the service provider shall not be liable for the automatic, intermediate and temporary storage of that information, performed for the sole purpose of making more efficient</p>

<p>onward transmission to other recipients of the service upon their request, on condition that the provider:</p> <ul style="list-style-type: none"> (a) does not modify the information; (b) complies with conditions on access to the information; (c) complies with rules regarding the updating of the information, specified in a manner widely recognised and used by industry; (d) does not interfere with the lawful use of technology, widely recognised and used by industry, to obtain data on the use of the information; and (e) acts expeditiously to remove or to disable access to the information it has stored upon obtaining actual knowledge of the fact that the information at the initial source of the transmission has been removed from the network, or access to it has been disabled, or that a court or an administrative authority has ordered such removal or disablement. <p>2. This Article shall not affect the possibility for a judicial or administrative authority, in accordance with Member States' legal</p>	<p>other recipients of the service upon their request, on condition that:</p> <ul style="list-style-type: none"> (a) the provider does not modify the information; (b) the provider complies with conditions on access to the information; (c) the provider complies with rules regarding the updating of the information, specified in a manner widely recognised and used by industry; (d) the provider does not interfere with the lawful use of technology, widely recognised and used by industry, to obtain data on the use of the information; and (e) the provider acts expeditiously to remove or to disable access to the information it has stored upon obtaining actual knowledge of the fact that the information at the initial source of the transmission has been removed from the network, or access to it has been disabled, or that a court or an administrative authority has ordered such removal or disablement. <p>2. This Article shall not affect the possibility for a <u>court</u> or administrative authority, in accordance with Member States' legal</p>	<p>the information's onward transmission to other recipients of the service upon their request, or for the search results locating the information related to the content requested by the recipient of the service, on condition that:</p> <ul style="list-style-type: none"> (a) the provider does not modify the information; (b) the provider complies with conditions on access to the information; (c) the provider complies with rules regarding the updating of the information, specified in a manner widely recognised and used by industry; (d) the provider does not interfere with the lawful use of technology, widely recognised and used by industry, to obtain data on the use of the information; and (e) the provider acts expeditiously to remove or to disable access to the information it has stored, indexed or located upon obtaining actual knowledge of the fact that the information at the initial source of the transmission has been removed from the network, or access to it has been disabled, or that a court or an administrative authority has ordered such removal or disablement. <p>2. This Article shall not affect the possibility for a court or administrative authority, in accordance with Member States' legal</p>
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systems, of requiring the service provider to terminate or prevent an infringement.	systems, of requiring the service provider to terminate or prevent an infringement.	systems, of requiring the service provider to terminate or prevent an infringement.
<i>Article 5 Hosting</i>	<i>Article 5 Hosting</i>	<i>Article 5 Hosting</i>
<p>1. In respect of each of its core platform services identified pursuant to Article 3(7), a gatekeeper shall:</p> <p>(a) Where an information society service is provided that consists of the storage of information provided by a recipient of the service the service provider shall not be liable for the information stored at the request of a recipient of the service on condition that the provider:</p> <p>(b) upon obtaining such knowledge or awareness, acts expeditiously to remove or to disable access to the illegal content.</p> <p>2. Paragraph 1 shall not apply where the recipient of the service is acting under the authority or the control of the provider.</p> <p>3. Paragraph 1 shall not apply with respect to liability under consumer protection law of online platforms allowing consumers to conclude distance contracts with traders, where such an online platform presents the specific item of information or otherwise enables the specific transaction at issue in a way that would lead a [...] consumer to believe that the information, or the product or service that is the object of the transaction, is provided either by the online platform itself or by a recipient</p>	<p>1. In respect of each of its core platform services identified pursuant to Article 3(7), a gatekeeper shall:</p> <p>(a) Where an information society service is provided that consists of the storage of information provided by a recipient of the service the service provider shall not be liable for the information stored at the request of a recipient of the service on condition that the provider:</p> <p>(b) upon obtaining such knowledge or awareness, acts expeditiously to remove or to disable access to the illegal content.</p> <p>2. Paragraph 1 shall not apply where the recipient of the service is acting under the authority or the control of the provider.</p> <p>3. Paragraph 1 shall not apply with respect to liability under consumer protection law of online platforms allowing consumers to conclude distance contracts with traders, where such an online platform presents the specific item of information or otherwise enables the specific transaction at issue in a way that would lead <u>an average and reasonably well-informed</u> consumer to believe that the information, or the product or service that is the object of the transaction, is</p>	<p>1. In respect of each of its core platform services identified pursuant to Article 3(7), a gatekeeper shall:</p> <p>(a) Where an information society service is provided that consists of the storage of information provided by a recipient of the service the service provider shall not be liable for the information stored at the request of a recipient of the service on condition that the provider:</p> <p>(b) upon obtaining such knowledge or awareness, acts expeditiously to remove or to disable access to the illegal content.</p> <p>2. Paragraph 1 shall not apply where the recipient of the service is acting under the authority or the control of the provider.</p> <p>3. Paragraph 1 shall not apply with respect to liability under consumer protection law where an online marketplace presents the specific item of information or otherwise enables the specific transaction at issue in a way that would lead an average [...] consumer to believe that the information, or the product or service that is the object of the transaction, is provided either by the online marketplace itself or by a recipient of the service who is acting under its authority or control.</p>

<p>of the service who is acting under its authority or control.</p> <p>4. This Article shall not affect the possibility for a judicial or administrative authority, in accordance with Member States' legal systems, of requiring the service provider to terminate or prevent an infringement.</p>	<p>provided either by the online platform itself or by a recipient of the service who is acting under its authority or control.</p> <p>4. This Article shall not affect the possibility for a <u>court</u> or administrative authority, in accordance with Member States' legal systems, of requiring the service provider to terminate or prevent an infringement.</p>	<p>4. This Article shall not affect the possibility for a court or administrative authority, in accordance with Member States' legal systems, of requiring the service provider to terminate or prevent an infringement.</p>
<p><i>Article 6</i> <i>Voluntary own-initiative investigations and legal compliance</i></p>	<p><i>Article 6</i> <i>Voluntary own-initiative investigations and legal compliance</i></p>	<p><i>Article 6</i> <i>Voluntary own-initiative investigations and legal compliance</i></p>
<p>1. Providers of intermediary services shall not be deemed ineligible for the exemptions from liability referred to in Articles 3, 4, and 5 solely because they carry out voluntary own-initiative investigations or take measures aimed at detecting, identifying and removing, or disabling of access to, illegal content or take the necessary measures to comply with the requirements of national and Union law, including the Charter and the requirements set out in this Regulation.</p> <p>1a. Providers of intermediary services shall ensure that voluntary own-initiative investigations carried out and measures taken pursuant to paragraph 1 shall be effective and specific. Such own initiative investigations and measures shall be accompanied by appropriate safeguards, such as human oversight, documentation, or any additional measure to ensure and demonstrate that those investigations and measures are accurate, non-</p>	<p>Providers of intermediary services shall not be deemed ineligible for the exemptions from liability referred to in Articles 3, 4 and 5 solely because they carry out voluntary own-initiative investigations or <u>other activities</u> aimed at detecting, identifying and removing, or disabling of access to, illegal content, or take the necessary measures to comply with the requirements of Union law, including <u>those</u> set out in this Regulation.</p>	<p>Providers of intermediary services shall not be deemed ineligible for the exemptions from liability referred to in Articles 3, 4 and 5 solely because they carry out in good faith and in a diligent manner voluntary own-initiative investigations or other activities aimed at detecting, identifying and removing, or disabling of access to, illegal content, or take the necessary measures to comply with the requirements of Union law, including those set out in this Regulation.</p>

discriminatory, proportionate, transparent and do not lead to over-removal of content. Providers of intermediary services shall make best efforts to ensure that where automated means are used, the technology is sufficiently reliable to limit to the maximum extent possible the rate of errors where information is wrongly considered as illegal content.		
<i>Article 7</i> <i>No general monitoring or active fact-finding obligations</i>	<i>Article 7</i> <i>No general monitoring or active fact-finding obligations</i>	<i>Article 7</i> <i>No general monitoring or active fact-finding obligations</i>
1. No general obligation to monitor, neither de jure, nor de facto, through automated or non-automated means , the information which providers of intermediary services transmit or store, nor actively to seek facts or circumstances indicating illegal activity or for monitoring the behaviour of natural persons shall be imposed on those providers.	No general obligation to monitor the information which providers of intermediary services transmit or store, nor actively to seek facts or circumstances indicating illegal activity shall be imposed on those providers.	No general obligation to monitor the information which providers of intermediary services transmit or store, nor actively to seek facts or circumstances indicating illegal activity shall be imposed on those providers.
1a. Providers of intermediary services shall not be obliged to use automated tools for content moderation or for monitoring the behaviour of natural persons.		
1b. Member States shall not prevent providers of intermediary services from offering end-to-end encrypted services.		
1c. Member States shall not impose a general obligation on providers of intermediary services to limit the anonymous use of their services. Member States shall not oblige providers of intermediary services to generally and indiscriminately retain		

personal data of the recipients of their services. Any targeted retention of a specific recipient's data shall be ordered by a judicial authority in accordance with Union or national law.		
1d. Without prejudice to Regulation (EU) 2016/679 and Directive 2002/58/EC, providers shall make reasonable efforts to enable the use of and payment for that service without collecting personal data of the recipient.		
<i>Article 8</i> <i>Orders to act against illegal content</i>	<i>Article 8</i> <i>Orders to act against illegal content</i>	<i>Article 8</i> <i>Orders to act against illegal content</i>
<p>1. Providers of intermediary services shall, upon the receipt <u>via a secure communications channel</u> of an order to act against <u>one or more</u> specific <u>items</u> of illegal content, <u>received from and</u> issued by the relevant national judicial or administrative authorities on the basis of the applicable Union or national law, in conformity with Union law, inform the authority issuing the order of the effect given to the orders, without undue delay, specifying the <u>actions</u> taken and the moment when the <u>actions were</u> taken.</p> <p>2. Member States shall ensure that the orders referred to in paragraph 1 meet the following conditions:</p> <p>(a) the orders contains the following elements:</p>	<p>1. Providers of intermediary services shall, upon the receipt of an order to act against <u>a</u> specific item of illegal content, issued by the relevant national judicial or administrative authorities, on the basis of the applicable Union or national law, in conformity with Union law, inform the authority issuing the order of the effect given to the orders, without undue delay, specifying the action taken and the moment when the <u>action was taken</u>.</p> <p>2. Member States shall ensure that the orders referred to in paragraph 1 meet the following conditions:</p> <p>(a) the orders contains the following elements:</p>	<p>1. Providers of intermediary services shall, upon the receipt of an order to act against <u>one or more</u> specific <u>items</u> of illegal content, issued by the relevant national judicial or administrative authorities, on the basis of the applicable Union or national law, in <u>compliance</u> with Union law, inform the authority issuing the order <u>or any other authority specified in the order</u> of the effect given to the orders, without undue delay, specifying <u>if and when the order was applied and if the order was not given any effect, the reason thereof</u>.</p> <p>2. Member States shall ensure that the orders referred to in paragraph 1 meet <u>at least</u> the following conditions, <u>when they are transmitted to the provider</u>:</p> <p>(a) the orders <u>contain</u> the following elements:</p>

- a reference to the legal basis for the order;
- a sufficiently detailed statement of reasons explaining why the information is illegal content, by reference to the specific provision of Union or national law in conformity with Union law;
- identification of the issuing authority including the date, timestamp and electronic signature of the authority, that allows the recipient to authenticate the order and contact details of a person of contact within the said authority;
- a clear indication of the exact electronic location of that information, such as the exact URL or URLs where appropriate or when the exact electronic location is not precisely identifiable; one or more exact uniform resource locators and, where necessary, additional information enabling the identification of the illegal content concerned;
- easily understandable information about redress mechanisms available to the provider of the service and to the recipient of the service who provided the content, including the deadlines for appeal;
- where necessary and proportionate, the decision not to disclose information about the removal of or disabling of access to the content for reasons of

- a statement of reasons explaining why the information is illegal content, by reference to **the specific provision** of Union or national law infringed;
- **one or more exact uniform resource locators and, where necessary, additional** information enabling the **identification** of the illegal content concerned;
- information about redress available to the provider of the service and to the recipient of the service who provided the content;

- (i) a statement of reasons explaining why the information is illegal content, by reference to **one or more specific provisions** of Union or national law infringed;
- (ii) information enabling the **provider of intermediary services to identify and locate** the illegal content concerned, such as **one or more exact uniform resource locators (URL)**;
- (iii) information about redress available to the provider of the service and to the recipient of the service who provided the content;
- (iv) where applicable, information about which authority should receive the information about the effect given to the orders;

public security, such as the prevention, investigation, detection and prosecution of serious crime, not exceeding six weeks from that decision;

- (b) the territorial scope of the order on the basis of the applicable rules of Union and national law **in conformity with Union law**, including the Charter, and, where relevant, general principles of international law, does not exceed what is strictly necessary to achieve its objective; **the territorial scope of the order shall be limited to the territory of the Member State issuing the order unless the illegality of the content derives directly from Union law or the rights at stake require a wider territorial scope, in accordance with Union and international law;**
- (c) the order is drafted in the language declared by the provider and is sent to the point of contact, appointed by the provider, in accordance with Article 10 **or in one of the official languages of the Member State that issues the order against the specific item of illegal content; in such case, the point of contact of the service provider may request the competent authority to provide translation into the language declared by the provider;**

- (b) the territorial scope of the order, on the basis of the applicable rules of Union and national law, including the Charter, and, where relevant, general principles of international law, does not exceed what is strictly necessary to achieve its objective;

- (c) the order is **drafted** in the **language** declared by the provider and is sent to the point of contact, **appointed** by **the** provider, in accordance with Article 10.

- (b) the territorial scope of the order, on the basis of the applicable rules of Union and national law, including the Charter, and, where relevant, general principles of international law, does not exceed what is strictly necessary to achieve its objective;

- (c) the order is **transmitted** in **of the languages** declared by the provider **pursuant to Article 10(3) or in another official language of the Union, bilaterally agreed by the authority issuing the order and the provider, and is sent to the electronic point of contact, designated by that provider, in accordance with Article 10. Where the order is not drafted in the language declared by the provider or in another language bilaterally agreed, the order may be transmitted in the language of the authority issuing the order, provided that it is accompanied by a translation of at least the elements set**

(ca) the order is in compliance with Article 3 of Directive 2000/31/EC;

(cb) where more than one provider of intermediary services is responsible for hosting the specific items of illegal content, the order is issued to the most appropriate provider that has the technical and operational ability to act against those specific items.

2a. The Commission shall adopt implementing acts in accordance with Article 70, after consulting the Board, laying down a specific template and form for the orders, referred to in paragraph 1.

2b. Providers of intermediary services who received an order shall have a right to an effective remedy. The Digital Services Coordinator of the Member State of establishment may choose to intervene on behalf of the provider in any redress, appeal or other legal processes in relation to the order.
The Digital Services Coordinator of the Member State of establishment may request the authority issuing the order to withdraw or repeal the order or adjust the territorial scope of the order to what is strictly necessary. Where such a request is refused, the Digital Services Coordinator of the Member State of establishment shall be entitled to seek the annulling, ceasing or adjustment of the effect of the order

out in points (a) and (b) of this paragraph.

(2a) The authority issuing the order or, where applicable the authority specified in the order, shall transmit the order and the information received from the provider of intermediary services as to the effect given to the order to the Digital Services Coordinator from the Member State of the issuing authority.

<p>before the judicial authorities of the Member States issuing the order. Such proceedings shall be completed without undue delay.</p> <p>2c. If the provider cannot comply with the removal order because it contains manifest errors or does not contain sufficient information for its execution, it shall, without undue delay, inform the judicial or administrative authority that issued the order asking for the necessary clarification.</p> <p>2d. The authority issuing the order shall transmit that order and the information received from the provider of intermediary services as to the effect given to the order to the Digital Services Coordinator from the Member State of the issuing authority.</p> <p>3. The Digital Services Coordinator from the Member State of the judicial or administrative authority issuing the order shall, without undue delay, transmit a copy of the orders referred to in paragraph 1 to all other Digital Services Coordinators through the system established in accordance with Article 67.</p>	<p>3. The Digital Services Coordinator from the Member State of the judicial or administrative authority issuing the order shall, without undue delay, transmit a copy of the orders referred to in paragraph 1 to all other Digital Services Coordinators through the system established in accordance with Article 67.</p>	<p>3. After receiving the order from the judicial or administrative authority, the Digital Service Coordinator from that Member State shall, without undue delay, transmit a copy of the orders referred to in paragraph 1 to all other Digital Services Coordinators through the system established in accordance with Article 67.</p> <p>3a. Providers of intermediary services shall inform the recipient of the service who provided the content, at the latest at the time when the order was applied, of the order received and the effect given to it, or, where applicable, at the time provided by the issuing authority in its order. Such information to the recipient of the service</p>
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<p>4. The conditions and requirements laid down in this article shall be without prejudice to requirements under national criminal procedural law and administrative procedural law in conformity with Union law, including the Charter. While acting in accordance with such laws, authorities shall not go beyond what is necessary in order to attain the objectives pursued.</p> <p>4a. Member States shall ensure that the relevant authorities may, at the request of an applicant whose rights are infringed by illegal content, issue against the relevant provider of intermediary services an injunction order in accordance with this Article to remove or disable access to that content.</p>	<p>4. The conditions and requirements laid down in this article shall be without prejudice to requirements under national criminal procedural law in conformity with Union law.</p>	<p>shall, at least, include the statement of reasons, redress possibilities, and the territorial scope of the order, as included in the order pursuant to paragraph 2.</p> <p>4. This Article shall be without prejudice to national civil and criminal procedural laws.</p>
<p><i>Article 9</i> <i>Orders to provide information</i></p>	<p><i>Article 9</i> <i>Orders to provide information</i></p>	<p><i>Article 9</i> <i>Orders to provide information</i></p>
<p>1. Providers of intermediary services shall, upon receipt via a secure communications channel of an order to provide a specific item of information about one or more specific individual recipients of the service, received from and issued by the relevant national judicial or administrative authorities on the basis of the applicable Union or national law, in conformity with Union law, without undue delay the</p>	<p>1. Providers of intermediary services shall, upon receipt of an order to provide a specific item of information about one or more specific individual recipients of the service, issued by the relevant national judicial or administrative authorities on the basis of the applicable Union or national law, in conformity with Union law, <u>inform</u> without undue delay the authority of issuing the order of its receipt and the effect given to the order.</p>	<p>1. Providers of intermediary services shall, upon receipt of an order to provide specific information about one or more specific individual recipients of the service, issued by the relevant national judicial or administrative authorities on the basis of the applicable Union or national law, in compliance with Union law, inform without undue delay the authority of issuing the order or any other authority specified in the order of its receipt, of the effect given</p>

<p>authority of issuing the order of its receipt and the effect given to the order.</p> <p>2. Member States shall ensure that orders referred to in paragraph 1 meet the following conditions:</p> <p>(a) the order contains the following elements:</p> <ul style="list-style-type: none"> – the identification details of the judicial or administrative authority issuing the order and authentication of the order by that authority, including the date, time stamp and electronic signature of the authority issuing the order to provide information; – a reference to the legal basis for the order; – a clear indication of the exact electronic location, an account name, or a unique identifier of the recipient on whom information is sought; – a sufficiently detailed statement of reasons explaining the objective for which the information is required and why the requirement to provide the information is necessary and proportionate to determine compliance by the recipients of the intermediary services with applicable Union or national rules, unless such a statement cannot be provided for reasons related to the prevention, investigation, 	<p>2. Member States shall ensure that orders referred to in paragraph 1 meet the following conditions:</p> <p>(a) the order contains the following elements:</p> <ul style="list-style-type: none"> – a statement of reasons explaining the objective for which the information is required and why the requirement to provide the information is necessary and proportionate to determine compliance by the recipients of the intermediary services with applicable Union or national rules, unless such a statement cannot be provided for reasons related to the prevention, 	<p>to the order, specifying if and when the order was applied and if the order was not given any effect, the reason thereof.</p> <p>2. Member States shall ensure that orders referred to in paragraph 1 meet the following conditions, when they are transmitted to the provider:</p> <p>(a) the order contains the following elements:</p> <ul style="list-style-type: none"> (i) a statement of reasons explaining the objective for which the information is required and why the requirement to provide the information is necessary and proportionate to determine compliance by the recipients of the intermediary services with applicable Union or national rules, unless such a statement cannot be provided for reasons related to the prevention,
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<p>detection and prosecution of criminal offences;</p> <ul style="list-style-type: none"> – where the information sought constitutes personal data within the meaning of Article 4, point (1), of Regulation (EU) 2016/679 or Article 3, point (1), of Directive (EU) 2016/680, a justification that the order is in accordance with applicable data protection law; – information about redress available to the provider and to the recipients of the service concerned including deadlines for appeal; – an indication on whether the provider should inform without undue delay the recipient of the service concerned, including information about the data being sought; where information is requested in the context of criminal proceedings, the request for that information shall be in compliance with Directive (EU) 2016/680, and the information to the recipient of the service concerned about that request may be delayed as long as necessary and proportionate to avoid obstructing the relevant criminal proceedings, taking into account the rights of the suspected and accused persons and without prejudice to defence rights and effective legal remedies. Such a request shall be duly justified, specify the duration of the obligation of 	<p>investigation, detection and prosecution of criminal offences;</p> <ul style="list-style-type: none"> – information about redress available to the provider and to the recipients of the service concerned; 	<p>investigation, detection and prosecution of criminal offences;</p> <ul style="list-style-type: none"> (ii) information about redress available to the provider and to the recipients of the service concerned; (iii) where applicable, information about which authority should receive the information about the effect given to the orders;
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confidentiality and shall be subject to periodic review.

- (b) the order only requires the provider to provide information already collected for the purposes of providing the service and which lies within its control;
- (c) the order is drafted in the language declared by the provider and is sent to the point of contact appointed by that provider, in accordance with Article 10 or in one of the official languages of the Member State that issues the order against the item of illegal content; in such case, the point of contact may request the competent authority to provide translation into the language declared by the provider;

2a. The Commission shall adopt implementing acts in accordance with Article 70, after consulting the Board, laying down specific template and form for the orders referred to in paragraph 1.

- (b) the order only requires the provider to provide information already collected for the purposes of providing the service and which lies within its control;
- (c) the order is **drafted** in the **language** declared by the provider and is sent to the point of contact **appointed** by that provider, in accordance with Article 10;

- (b) the order only requires the provider to provide information already collected for the purposes of providing the service and which lies within its control;
- (c) the order is **transmitted** in **one of the languages** declared by the provider pursuant to Article 10(3) or in another official language of the Union, bilaterally agreed by the authority issuing the order and the provider, and is sent to the **electronic** point of contact **designated** by that provider, in accordance with Article 10. **Where the order is not drafted in the language declared by the provider or in another language bilaterally agreed, the order may be transmitted in the language of the authority issuing the order, provided that it is accompanied by a translation of at least the elements set out in points (a) and (b) of this paragraph.**

2a. The authority issuing the order or, where applicable the authority specified in the order, shall transmit the order and the information received from the provider of intermediary services as to the effect given to the order to the Digital Services Coordinator from the Member State of the issuing authority..

2b. The provider of intermediary services who received an order shall have a right to an effective remedy. That right shall include the right to challenge the order before the judicial authorities of the Member State of the issuing competent authority, in particular where such an order is not in compliance with Article 3 of Directive 2000/31/EC. The Digital Services Coordinator of the Member State of establishment may choose to intervene on behalf of the provider in any redress, appeal or other legal proceedings in relation to the order.

The Digital Services Coordinator of the Member State of establishment may request the authority issuing the order to withdraw or repeal the order. Where such a request is refused, the Digital Services Coordinator of the Member State of establishment shall be entitled to seek the annulling, ceasing or adjustment of the effect of the order before the judicial of the Member States of the order. Such proceedings shall be completed without undue delay.

2c. If the provider cannot comply with the order because it contains manifest errors or does not contain sufficient information to enable it to be executed, it shall, without undue delay, inform the judicial or administrative authority that issued that information order and request the necessary clarifications.

<p>2d. The authority issuing the order to provide a specific item of information shall transmit that order and the information received from the provider of intermediary services as to the effect given to the order to the Digital Services Coordinator from the Member State of the issuing authority.</p> <p>3. The Digital Services Coordinator from the Member State of the national judicial or administrative authority issuing the order shall, without undue delay, transmit a copy of the order referred to in paragraph 1 to all Digital Services Coordinators through the system established in accordance with Article 67.</p> <p>4. The conditions and requirements laid down in this article shall be without prejudice to requirements under national criminal procedural law or administrative procedural law in conformity with Union law.</p>	<p>3. The Digital Services Coordinator from the Member State of the national judicial or administrative authority issuing the order shall, without undue delay, transmit a copy of the order referred to in paragraph 1 to all Digital Services Coordinators through the system established in accordance with Article 67.</p> <p>4. The conditions and requirements laid down in this article shall be without prejudice to requirements under national criminal procedural law in conformity with Union law.</p>	<p>3. After receiving the order from the judicial or administrative authority, the Digital Services Coordinator from that Member State shall, without undue delay, transmit a copy of the order referred to in paragraph 1 to all Digital Services Coordinators through the system established in accordance with Article 67.</p> <p>3a. Providers of intermediary services shall inform the recipient of the service concerned, at the latest at the time when the order is applied, of the order received and the effect given to it, or, where applicable, at the time provided by the issuing authority in its order. Such information to the recipient of the service shall, at least, include the statement of reasons and the redress possibilities, as included in the order pursuant to paragraph 2.</p> <p>4. This Article shall be without prejudice to national civil and criminal procedural laws.</p>
<p>Article 9a</p>		

<i>Effective remedies for recipients of the service</i>		
<ol style="list-style-type: none"> 1. Recipients of the service whose content was removed according to Article 8 or whose information was sought according to Article 9 shall have the right to effective remedies against such orders, including, where applicable, restauration of content where such content has been in compliance with the terms and conditions, but has been erroneously considered as illegal by the service provider, without prejudice to remedies available under Directive (EU) 2016/680 and Regulation (EU) 2016/679. 2. Such right to an effective remedy shall be exercised before a judicial authority in the issuing Member State in accordance with national law and shall include the possibility to challenge the legality of the measure, including its necessity and proportionality. 3. Digital Services Coordinators shall develop national tools and guidance to recipients of the service as regards complaint and redress mechanisms applicable in their respective territory. 		
Chapter III Due diligence obligations for a transparent, accessible and safe online environment	Chapter III Due diligence obligations for a transparent and safe online environment	Chapter III Due diligence obligations for a transparent and safe online environment
Section 1 Provisions applicable to all providers of intermediary services	Section 1 Provisions applicable to all providers of intermediary services	Section 1 Provisions applicable to all providers of intermediary services

<p>Article 10 <i>Points of contact for Member States' authorities, the Commission and the Board</i></p>	<p>Article 10 <i>Points of contact</i></p>	<p>Article 10 <i>Electronic points of contact</i></p>
<p>1. Providers of intermediary services shall designate a single point of contact enabling them to communicate directly, by electronic means, with Member States' authorities, the Commission and the Board referred to in Article 47 for the application of this Regulation.</p> <p>2. Providers of intermediary services shall communicate to the Member States' authorities, the Commission and the Board, the information necessary to easily identify and communicate with their single points of contact, including the name, the email address, the physical address and the telephone number, and shall ensure that the information is kept up to date.</p> <p>2a. Providers of intermediary services may establish the same single point of contact for this Regulation and another single point of contact as required under other Union law. When doing so, the provider shall inform the Commission of this decision.</p> <p>3. Providers of intermediary services shall specify in the information referred to in paragraph 2, the official language or languages of the Union, which can be used to communicate with their points of contact and which shall include at least one of the official languages of the Member State in which the provider of intermediary services has its main</p>	<p>1. Providers of intermediary services shall establish a single point of contact allowing for direct communication, by electronic means, with Member States' authorities, the Commission and the Board referred to in Article 47 for the application of this Regulation.</p> <p>2. Providers of intermediary services shall make public the information necessary to easily identify and communicate with their single points of contact.</p> <p>3. Providers of intermediary services shall specify in the information referred to in paragraph 2, the official language or languages of the Union, which can be used to communicate with their points of contact and which shall include at least one of the official languages of the Member State in which the provider of intermediary services has its main</p>	<p>1. Providers of intermediary services shall designate a single electronic point of contact allowing for direct communication, by electronic means, with Member States' authorities, the Commission and the Board referred to in Article 47 for the application of this Regulation.</p> <p>2. Providers of intermediary services shall make public the information necessary to easily identify and communicate with their single electronic point of contact. This information shall be easily accessible.</p> <p>3. Providers of intermediary services shall specify in the information referred to in paragraph 2, the official language or languages of the Union which, in addition to a language broadly understood by the largest possible number of Union citizens, can be used to communicate with their electronic point of contact, and which shall include at least one of the official</p>

establishment or where its legal representative resides or is established.	establishment or where its legal representative resides or is established.	languages of the Member State in which the provider of intermediary services has its main establishment or where its legal representative resides or is established.
<i>Article 10a</i> <i>Points of contact for recipients of services</i>		
<ol style="list-style-type: none"> Providers of intermediary services shall designate a single point of contact that enables recipients of services to communicate directly with them. In particular, providers of intermediary services shall enable recipients of services to communicate with them by providing rapid, direct and efficient means of communication such as telephone number, email addresses, electronic contact forms, chatbots or instant messaging as well as the physical address of the establishment of the provider of intermediary services, in a user-friendly, and easily accessible manner. Providers of intermediary services shall also enable recipients of services to choose the means of direct communication, which shall not solely rely on automated tools. Providers of intermediary services shall make all reasonable efforts to guarantee that sufficient human and financial resources are allocated to ensure that the communication, referred to in paragraph 1 is performed in a timely and efficient manner. 		
<i>Article 11</i> <i>Legal representatives</i>	<i>Article 11</i> <i>Legal representatives</i>	<i>Article 11</i> <i>Legal representatives</i>

<p>1. Providers of intermediary services which do not have an establishment in the Union but which offer services in the Union shall designate, in writing, a legal or natural person to act as their legal representative in one of the Member States where the provider offers its services.</p> <p>2. Providers of intermediary services shall mandate their legal representatives to be addressed in addition to or instead of the provider by the Member States' authorities, the Commission and the Board on all issues necessary for the receipt of, compliance with and enforcement of decisions issued in relation to this Regulation. Providers of intermediary services shall provide their legal representative with the necessary powers and sufficient resources in order to guarantee their efficient and timely cooperation with the Member States' authorities, the Commission and the Board and comply with any of those decisions.</p> <p>3. The designated legal representative can be held liable for non-compliance with obligations under this Regulation, without prejudice to the liability and legal actions that could be initiated against the provider of intermediary services.</p> <p>4. Providers of intermediary services shall notify the name, postal address, the electronic mail address and telephone number of their legal representative to the Digital Service Coordinator in the Member State where that legal representative</p>	<p>1. Providers of intermediary services which do not have an establishment in the Union but which offer services in the Union shall designate, in writing, a legal or natural person as their legal representative in one of the Member States where the provider offers its services.</p> <p>2. Providers of intermediary services shall mandate their legal representatives to be addressed in addition to or instead of the provider by the Member States' authorities, the Commission and the Board on all issues necessary for the receipt of, compliance with and enforcement of decisions issued in relation to this Regulation. Providers of intermediary services shall provide their legal representative with the necessary powers and resource to cooperate with the Member States' authorities, the Commission and the Board and comply with those decisions.</p> <p>3. The designated legal representative can be held liable for non-compliance with obligations under this Regulation, without prejudice to the liability and legal actions that could be initiated against the provider of intermediary services.</p> <p>4. Providers of intermediary services shall notify the name, address, the electronic mail address and telephone number of their legal representative to the Digital Service Coordinator in the Member State where that legal representative resides or</p>	<p>1. Providers of intermediary services which do not have an establishment in the Union but which offer services in the Union shall designate, in writing, a legal or natural person as their legal representative in one of the Member States where the provider offers its services.</p> <p>2. Providers of intermediary services shall mandate their legal representatives to be addressed in addition to or instead of the provider by the Member States' competent authorities, the Commission and the Board on all issues necessary for the receipt of, compliance with and enforcement of decisions issued in relation to this Regulation. Providers of intermediary services shall provide their legal representative with the necessary powers and sufficient resources to cooperate with the Member States' competent authorities, the Commission and the Board and comply with those decisions.</p> <p>3. The designated legal representative can be held liable for non-compliance with obligations under this Regulation, without prejudice to the liability and legal actions that could be initiated against the provider of intermediary services.</p> <p>4. Providers of intermediary services shall notify the name, address, the electronic mail address and telephone number of their legal representative to the Digital Service Coordinator in the Member State where that legal representative resides or</p>
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<p>resides or is established They shall ensure that that information is kept up to date. The Digital Service Coordinator in the Member State where that legal representative resides or is established shall, upon receiving that information, make reasonable efforts to assess its validity.</p> <p>5. The designation of a legal representative within the Union pursuant to paragraph 1 shall not amount to an establishment in the Union.</p> <p>5a. Providers of intermediary services that qualify as micro, small or medium-sized enterprises (SMEs) within the meaning of the Annex to Recommendation 2003/361/EC, and who have been unsuccessful in obtaining the services of a legal representative after reasonable effort, shall be able to request that the Digital Service Coordinator of the Member State where the enterprise intends to establish a legal representative facilitates further cooperation and recommends possible solutions, including possibilities for collective representation.</p>	<p>is established. They shall ensure that that information is up to date.</p> <p>5. The designation of a legal representative within the Union pursuant to paragraph 1 shall not amount to an establishment in the Union.</p>	<p>is established. They shall ensure that that information is publicly available, easily accessible, accurate and up to date.</p> <p>5. The designation of a legal representative within the Union pursuant to paragraph 1 shall not amount to an establishment in the Union.</p>
<p><i>Article 12</i> <i>Terms and conditions</i></p>	<p><i>Article 12</i> <i>Terms and conditions</i></p>	<p><i>Article 12</i> <i>Terms and conditions</i></p>
<p>1. Providers of intermediary services shall use fair, non-discriminatory and transparent terms and conditions. Providers of intermediary services shall draft those terms and conditions in clear, plain, user friendly and unambiguous</p>	<p>1. Providers of intermediary services shall include information on any restrictions that they impose in relation to the use of their service in respect of <u>information</u> provided by the recipients of the service, in their terms and conditions. That information</p>	<p>1. Providers of intermediary services shall include information on any restrictions that they impose in relation to the use of their service in respect of information provided by the recipients of the service, in their terms and conditions. That information</p>

<p>language and shall make them publicly available in an easily accessible and machine-readable format in the languages of the Member State towards which the service is directed. In their terms and conditions, providers of intermediary services shall respect the freedom of expression, freedom and pluralism of the media, and other fundamental rights and freedoms, as enshrined in the Charter as well as the rules applicable to the media in the Union.</p> <p>1a. In their terms and conditions, providers of intermediary services shall include information on any restrictions or modifications that they impose in relation to the use of their service in respect of content provided by the recipients of the service. Providers of intermediary services shall also include easily accessible information on the right of the recipients to terminate the use of their service. Providers of intermediary services shall also include information on any policies, procedures, measures and tools used by the provider of the intermediary service for the purpose of content moderation, including algorithmic decision-making and human review.</p> <p>1b. Providers of intermediary services shall notify expeditiously the recipients of the service of any significant change to the terms and conditions and provide an explanation thereof.</p>	<p>shall include information on any policies, procedures, measures and tools used for the purpose of content moderation, including algorithmic decision-making and human review. <u>It shall be set out</u> in clear and unambiguous language and shall be publicly available in an easily accessible format.</p>	<p>shall include information on any policies, procedures, measures and tools used for the purpose of content moderation, including algorithmic decision-making and human review. It shall be set out in clear, plain, intelligible and unambiguous language and shall be publicly available in an easily accessible and machine-readable format.</p> <p>1a. Where an intermediary service is primarily aimed at minors or is pre-dominantly used by them, the provider of that intermediary service shall explain the conditions and restrictions for the use of the service in a</p>
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<p>1c. Where an intermediary service is primarily directed at minors or is pre-dominantly used by them, the provider shall explain conditions for and restrictions on the use of the service in a way that minors can understand.</p> <p>2. Providers of intermediary services shall act in a <u>fair, transparent, coherent</u>, diligent, <u>timely, non-arbitrary, non-discriminatory</u> and proportionate manner in applying and enforcing the restrictions referred to in paragraph 1, with due regard to the rights and legitimate interests of all parties involved, including the applicable fundamental rights of the recipients of the service as enshrined in the Charter.</p> <p>2a. Providers of intermediary services shall provide recipients of services with a concise, easily accessible and in machine-readable format summary of the terms and conditions, in clear, user-friendly and unambiguous language. That summary shall identify the main elements of the information requirements, including the possibility of easily opting-out from optional clauses and the remedies and redress mechanisms available.</p> <p>2b. Providers of intermediary services may use graphical elements such as icons or images to illustrate the main elements of the information requirements.</p> <p>2c. Very large online platforms as defined in Article 25 shall publish their terms and conditions in the official languages of all</p>	<p>2. Providers of intermediary services shall act in a diligent, <u>objective</u> and proportionate manner in applying and enforcing the restrictions referred to in paragraph 1, with due regard to the rights and legitimate interests of all parties involved, including the applicable fundamental rights of the recipients of the service as enshrined in the Charter.</p>	<p>way that minors can understand, including conditions and restrictions imposed to comply with its obligations under this Regulation, where applicable.</p> <p>2. Providers of intermediary services shall act in a diligent, objective and proportionate manner in applying and enforcing the restrictions referred to in paragraph 1, with due regard to the rights and legitimate interests of all parties involved, including the applicable fundamental rights of the recipients of the service as enshrined in the Charter.</p>
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<p>Member States in which they offer their services.</p> <p>2d. Providers of intermediary services shall not require recipients of the service other than traders to make their legal identity public in order to use the service.</p> <p>2e. Terms and conditions of providers of intermediary services shall respect the essential principles of fundamental rights enshrined in the Charter.</p> <p>2f. Terms that do not comply with this Article shall not be binding on recipients.</p>		
<p><i>Article 13</i> <i>Transparency reporting obligations for providers of intermediary services</i></p>	<p><i>Article 13</i> <i>Transparency reporting obligations for providers of intermediary services</i></p>	<p><i>Article 13</i> <i>Transparency reporting obligations for providers of intermediary services</i></p>
<p>1. Providers of intermediary services shall publish in a standardised and machine-readable format and in an easily accessible manner, at least once a year, clear, easily comprehensible and detailed reports on any content moderation they engaged in during the relevant period. Those reports shall include, in particular, information on the following, as applicable:</p> <p>(a) the number of orders received from Member States' authorities, categorised by the type of illegal content concerned, including orders issued in accordance with Articles 8 and 9, and the average time needed to inform the authority issuing the order of its receipt and the effect given to the order,</p>	<p>1. Providers of intermediary services shall publish, at least once a year, clear, easily comprehensible and detailed reports on any content moderation they engaged in during the relevant period. Those reports shall include, in particular, information on the following, as applicable:</p> <p>(a) the number of orders received from Member States' authorities, categorised by the type of illegal content concerned, including orders issued in accordance with Articles 8 and 9, and the average time needed for taking the action specified in those orders;</p>	<p>1. Providers of intermediary services shall make publicly available in a specific section in their online interface, at least once a year, clear and easily [...] comprehensible reports on any content moderation they engaged in during the relevant period. Those reports shall include, in particular, information on the following, as applicable:</p> <p>(a) for providers of intermediary services, the number of orders received from Member States' authorities, including orders issued in accordance with Articles 8 and 9, categorised by the type of illegal content concerned, and the median time needed for taking the action specified in those orders;</p>

(aa) where applicable, the complete number of content moderators allocated for each official language per Member State, and a qualitative description of whether and how automated tools for content moderation are used in each official language;

(b) the number of notices submitted in accordance with Article 14, categorised by the type of alleged illegal content concerned, **the number of notices submitted by trusted flaggers**, any action taken pursuant to the notices by differentiating whether the action was taken on the basis of the law or the terms and conditions of the provider, and the average **and median** time needed for taking the action; **providers of intermediary services may add additional information as to the reasons for the average time for taking the action;**

(c) **meaningful and comprehensible information about** the content moderation engaged in at the providers' own initiative, including **the use of automated tools**, the number and type of measures taken that affect the availability, visibility and accessibility of information provided by the recipients of the service and the recipients' ability to provide information, categorised by the type of reason and basis for taking those measures, **as well as, where applicable, measures taken to provide**

(b) the number of notices submitted in accordance with Article 14, categorised by the type of alleged illegal content concerned, any action taken pursuant to the notices by differentiating whether the action was taken on the basis of the law or the terms and conditions of the provider, and the **average** time needed for taking the action;

(c) the content moderation engaged in at the providers' own initiative, including the number **and type** of **measures taken that affect** the availability, visibility and accessibility of information provided by the recipients of the service and the recipients' ability to provide information, categorised by the type of **reason and basis for taking those measures;**

(b) **for providers of hosting services**, the number of notices submitted in accordance with Article 14, categorised by the type of alleged illegal content concerned, any action taken pursuant to the notices by differentiating whether the action was taken on the basis of the law or the terms and conditions of the provider, **the number of notices submitted by trusted flaggers, the number of notices processed exclusively by automated means** and the **median** time needed for taking the action;

(c) **for providers of intermediary services, as applicable**, the content moderation engaged in at the providers' own initiative, including the number [...] of **removals or other restrictions of** the availability, visibility and accessibility of information provided by the recipients of the service and the recipients' ability to provide information **through the service, and other related restrictions of the service. The information reported shall be**, categorised by the type of **illegal content or violation of the terms**

<p>training and assistance to members of staff who are engaged in content moderation, and to ensure that non-infringing content is not affected;</p> <p>(d) the number of complaints received through the internal complaint-handling system referred to in Article 17, the basis for those complaints, decisions taken in respect of those complaints, the average and median time needed for taking those decisions and the number of instances where those decisions were reversed.</p> <p>1a. The information provided shall be presented per Member State in which services are offered and in the Union as a whole.</p> <p>2. Paragraph 1 shall not apply to providers of intermediary services that qualify as micro or small enterprises within the meaning of the Annex to Recommendation 2003/361/EC, which do not also qualify as very large online platforms.</p>	<p>(d) the number of complaints received through the internal complaint-handling system referred to in Article 17, the basis for those complaints, decisions taken in respect of those complaints, the average time needed for taking those decisions and the number of instances where those decisions were reversed.</p> <p>2. Paragraph 1 shall not apply to providers of intermediary services that qualify as micro or small enterprises within the meaning of the Annex to Recommendation 2003/361/EC.</p>	<p>and conditions of the service provider, by the detection method and by the type of restriction applied;</p> <p>(d) for providers of intermediary services, as applicable, the number of complaints received through the internal complaint-handling systems in accordance with the provider's terms and conditions and, for providers of online platforms, also in accordance with Article 17, the basis for those complaints, decisions taken in respect of those complaints, the median time needed for taking those decisions and the number of instances where those decisions were reversed.</p> <p>2. Paragraph 1 of this Article shall not apply to providers of intermediary services that qualify as micro or small enterprises within the meaning of the Annex to Recommendation 2003/361/EC and which are not very large online platforms in accordance with Article 25 of this Regulation.</p> <p>3. The Commission may adopt implementing acts to lay down templates concerning the form, content and other details of reports pursuant to paragraph 1 of this Article, including harmonised reporting periods.</p>
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		Those implementing acts shall be adopted in accordance with the advisory procedure referred to in Article 70.
<i>Article 13a</i> <i>Online interface design and organisation</i>		
<p>1. Providers of intermediary services shall not use the structure, function or manner of operation of their online interface, or any part thereof, to distort or impair recipients of services' ability to make a free, autonomous and informed decision or choice. In particular, providers of intermediary services shall refrain from:</p> <ul style="list-style-type: none"> (a) giving more visual prominence to any of the consent options when asking the recipient of the service for a decision; (b) repeatedly requesting that a recipient of the service consents to data processing, where such consent has been refused, pursuant to Article 7(3) of Regulation (EU) 2016/679, regardless of the scope or purpose of such processing, especially by presenting a pop-up that interferes with user experience; (c) urging a recipient of the service to change a setting or configuration of the service after the recipient has already made a choice; (d) making the procedure of terminating a service significantly more cumbersome than signing up to it; or 		

<p>(e) requesting consent where the recipient of the service exercises his or her right to object by automated means using technical specifications, in line with Article 21(5) of Regulation (EU) 2016/679.</p> <p>This paragraph shall be without prejudice to Regulation(EU) 2016/679.</p> <p>2. The Commission is empowered to adopt a delegated act to update the list of practices referred to in paragraph 1.</p> <p>3. Where applicable, providers of intermediary services shall adapt their design features to ensure a high level of privacy, safety, and security by design for minors.</p>		
<p>Section 2 Additional provisions applicable to providers of hosting services, including online platforms</p>	<p>Section 2 Additional provisions applicable to providers of hosting services, including online platforms</p>	<p>Section 2 Additional provisions applicable to providers of hosting services, including providers of online platforms</p>
<p><i>Article 14</i> <i>Notice and action mechanisms</i></p>	<p><i>Article 14</i> <i>Notice and action mechanisms</i></p>	<p><i>Article 14</i> <i>Notice and action mechanisms</i></p>
<p>1. Providers of hosting services shall put mechanisms in place to allow any individual or entity to notify them of the presence on their service of specific items of information that the individual or entity considers to be illegal content. Those mechanisms shall be easy to access, user-friendly, and allow for the submission of notices exclusively by electronic means.</p>	<p>1. Providers of hosting services shall put mechanisms in place to allow any individual or entity to notify them of the presence on their service of specific items of information that the individual or entity considers to be illegal content. Those mechanisms shall be easy to access, user-friendly, and allow for the submission of notices exclusively by electronic means.</p>	<p>1. Providers of hosting services shall put mechanisms in place to allow any individual or entity to notify them of the presence on their service of specific items of information that the individual or entity considers to be illegal content. Those mechanisms shall be easy to access, user-friendly, and allow for the submission of notices exclusively by electronic means.</p>

<p>2. The mechanisms referred to in paragraph 1 shall be such as to facilitate the submission of sufficiently precise and adequately substantiated notices [...]. To that end, the providers shall take the necessary measures to enable and facilitate the submission of valid notices containing all of the following elements:</p> <p>(aa) where possible, evidence that substantiates the claim;</p> <p>(a) an explanation of the reasons why the individual or entity considers the information in question to be illegal content;</p> <p>(b) where relevant, a clear indication of the exact electronic location of that information, for example, the exact URL or URLs, or, where necessary, additional information enabling the identification of the illegal content as applicable to the type of content and to the specific type of hosting service;</p> <p>(c) the name and an electronic mail address of the individual or entity submitting the notice, except in the case of information considered to involve one of the offences referred to in Articles 3 to 7 of Directive 2011/93/EU;</p> <p>(d) a statement confirming the good faith belief of the individual or entity</p>	<p>2. The mechanisms referred to in paragraph 1 shall be such as to facilitate the submission of sufficiently precise and adequately substantiated notices, <u>on the basis of which a diligent economic operator can identify the illegality of the content in question</u>. To that end, the providers shall take the necessary measures to enable and facilitate the submission of notices containing all of the following elements:</p> <p>(a) an explanation of the reasons why the individual or entity considers the information in question to be illegal content;</p> <p>(b) a clear indication of the electronic location of that information, in particular the exact URL or URLs, and, where necessary, additional information enabling the identification of the illegal content;</p> <p>(c) the name and an electronic mail address of the individual or entity submitting the notice, except in the case of information considered to involve one of the offences referred to in Articles 3 to 7 of Directive 2011/93/EU;</p> <p>(d) a statement confirming the good faith belief of the individual or entity</p>	<p>2. The mechanisms referred to in paragraph 1 shall be such as to facilitate the submission of sufficiently precise and adequately substantiated notices [...]. To that end, the providers of hosting services shall take the necessary measures to enable and facilitate the submission of notices containing all of the following elements:</p> <p>(a) sufficiently substantiated explanation of the reasons why the individual or entity alleges the information in question to be illegal content;</p> <p>(b) a clear indication of the electronic location of that information, such as the exact URL or URLs, and, where necessary, additional information enabling the identification of the illegal content;</p> <p>(c) the name and an electronic mail address of the individual or entity submitting the notice, except in the case of information considered to involve one of the offences referred to in Articles 3 to 7 of Directive 2011/93/EU;</p> <p>(d) a statement confirming the good faith belief of the individual or entity</p>
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<p>submitting the notice that the information and allegations contained therein are accurate and complete.</p> <p>3. Notices that include the elements referred to in paragraph 2, on the basis of which a diligent hosting service provider is able to establish the illegality of the content in question without conducting a legal or factual examination, shall be considered to give rise to actual knowledge or awareness for the purposes of Article 5 in respect of the specific item of information concerned.</p> <p>3a. Information that has been the subject of a notice shall remain accessible while the assessment of its legality is still pending, without prejudice to the right of providers of hosting services to apply their terms and conditions. Providers of hosting services shall not be held liable for failure to remove notified information, while the assessment of legality is still pending.</p> <p>4. Where the notice contains the name and an electronic mail address of the individual or entity that submitted it, the provider of hosting services shall, without undue delay, send a confirmation of receipt of the notice to that individual or entity.</p> <p>5. The provider shall also, without undue delay, notify that individual or entity of its action in respect of the information to which the notice relates, providing information on the redress possibilities.</p>	<p>submitting the notice that the information and allegations contained therein are accurate and complete.</p> <p>3. Notices that include the elements referred to in paragraph 2 shall be considered to give rise to actual knowledge or awareness for the purposes of Article 5 in respect of the specific item of information concerned.</p> <p>4. Where the notice contains the name and an electronic mail address of the individual or entity that submitted it, the provider of hosting services shall promptly send a confirmation of receipt of the notice to that individual or entity.</p> <p>5. The provider shall also, without undue delay, notify that individual or entity of its <u>decision</u> in respect of the information to which the notice relates, providing information on the redress possibilities <u>in respect of that decision</u>.</p>	<p>submitting the notice that the information and allegations contained therein are accurate and complete.</p> <p>3. Notices referred to in paragraph 2 of this Article on the basis of which a diligent provider of hosting services can identify the illegality of the content in question shall be considered to give rise to actual knowledge or awareness for the purposes of Article 5 in respect of the specific item of information concerned.</p> <p>4. Where the notice contains [...] an electronic contact information of the individual or entity that submitted it, the provider of hosting services shall, without undue delay, send a confirmation of receipt of the notice to that individual or entity.</p> <p>5. The provider shall also, without undue delay, notify that individual or entity of its decision in respect of the information to which the notice relates, providing information on the redress possibilities in respect of that decision.</p>
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<p>5a. The anonymity of individuals who submitted a notice shall be ensured towards the recipient of the service who provided the content, except in cases of alleged violations of personality rights or of intellectual property rights.</p> <p>6. Providers of hosting services shall process any notices that they receive under the mechanisms referred to in paragraph 1 and take their decisions in respect of the information to which the notices relate, in a timely, diligent, non-discriminatory and non-arbitrary manner. Where they use automated means for that processing or decision-making, they shall include information on such use in the notification referred to in paragraph 4. Where the provider has no technical, operational or contractual ability to act against specific items of illegal content, it may hand over a notice to the provider that has direct control of specific items of illegal content, while informing the notifying person or entity and the relevant Digital Services Coordinator.</p>	<p>6. Providers of hosting services shall process any notices that they receive under the mechanisms referred to in paragraph 1, and take their decisions in respect of the information to which the notices relate, in a timely, diligent and objective manner. Where they use automated means for that processing or decision-making, they shall include information on such use in the notification referred to in paragraph 4.</p>	<p>6. Providers of hosting services shall process any notices that they receive under the mechanisms referred to in paragraph 1, and take their decisions in respect of the information to which the notices relate, in a timely, diligent and objective manner. Where they use automated means for that processing or decision-making, they shall include information on such use in the notification referred to in paragraph 5.</p>
<p><i>Article 15</i> <i>Statement of reasons</i></p>	<p><i>Article 15</i> <i>Statement of reasons</i></p>	<p><i>Article 15</i> <i>Statement of reasons</i></p>
<p>1. Where a provider of hosting services decides to remove, disable access to, demote or to impose other measures with regard to specific items of information provided by the recipients of the service, irrespective of the means used for detecting, identifying or removing or disabling access to that information and of</p>	<p>1. Where a provider of hosting services decides to remove or disable access to specific items of information provided by the recipients of the service, irrespective of the means used for detecting, identifying or removing or disabling access to that information and of the reason for its decision, it shall inform</p>	<p>1. Providers of hosting services shall provide a clear and specific statement of reasons to any affected recipients of the service for any of the following restrictions imposed: (a) any restrictions of the visibility of specific items of information provided by the recipient of the service, including</p>

the reason for its decision, it shall inform the recipient, at the latest at the time of the removal or disabling of access, of the decision and provide a clear and specific statement of reasons for that decision.

This obligation shall not apply where the content is deceptive high-volume commercial content, or it has been requested by a judicial or law enforcement authority not to inform the recipient due to an ongoing criminal investigations until the criminal investigations is closed.

2. The statement of reasons referred to in paragraph 1 shall at least contain the following information:
 - (a) whether the action entails either the removal, the disabling of access, the demotion of, or imposes other measures with regard to information and, where relevant, the territorial scope of the action and its duration, including, where an action was taken pursuant to Article 14, an explanation about why the action did not exceed what was strictly necessary to achieve its purpose;
 - (b) the facts and circumstances relied on in taking the action, including where relevant whether the action was taken pursuant to a notice submitted in

the recipient, at the latest at the time of the removal or disabling of access, of the decision and provide a clear and specific statement of reasons **for that decision.**

2. The statement of reasons referred to in paragraph 1 shall at least contain the following information:
 - (a) whether the decision entails either the removal of, or the disabling of access to, the information **and, where relevant, the territorial scope of the disabling of access;**
 - (b) the facts and circumstances relied on in taking the decision, including where relevant whether the decision was

- removal of content, or disabling access to content;
- (b) suspension, termination or other restriction of monetary payments (monetisation);
- (c) suspension or termination of the provision of the service in whole or in part;
- (d) suspension or termination of the recipient's accounts.

This paragraph shall only apply where the relevant electronic contact details are known to the provider. It shall apply at the latest when the restriction is imposed, and regardless of why or how it was imposed.

2. The statement of reasons referred to in paragraph 1 shall at least contain the following information:
 - (a) whether the decision entails either the removal of, the disabling of access to, the restriction of the visibility of, the information or the suspension or termination of monetary payments related to that information;
 - (b) the facts and circumstances relied on in taking the decision, including where relevant whether the decision was

<p>accordance with Article 14 or based on voluntary own-initiative investigations or to an order issued in accordance with Article 8 and where appropriate, the identity of the notifier;</p> <p>(c) where applicable, information on the use made of automated means in taking the action, including where the action was taken in respect of content detected or identified using automated means;</p> <p>(d) where the action concerns allegedly illegal content, a reference to the legal ground relied on and explanations as to why the information is considered to be illegal content on that ground;</p> <p>(e) where the action is based on the alleged incompatibility of the information with the terms and conditions of the provider, a reference to the contractual ground relied on and explanations as to why the information is considered to be incompatible with that ground;</p> <p>(f) clear, user-friendly information on the redress possibilities available to the recipient of the service in respect of the action, in particular, where applicable through internal complaint-handling mechanisms, out-of-court dispute settlement and judicial redress.</p> <p>3. The information provided by the providers of hosting services in accordance with this Article shall be clear and easily</p>	<p>taken pursuant to a notice submitted in accordance with Article 14;</p> <p>(c) where applicable, information on the use made of automated means in taking the <u>decision</u>, including where the <u>decision</u> was taken in respect of content detected or identified using automated means;</p> <p>(d) where the <u>decision</u> concerns allegedly illegal content, a reference to the legal ground relied on and explanations as to why the information is considered to be illegal content on that ground;</p> <p>(e) where the <u>decision</u> is based on the alleged incompatibility of the information with the terms and conditions of the provider, a reference to the contractual ground relied on and explanations as to why the information is considered to be incompatible with that ground;</p> <p>(f) information on the redress possibilities available to the recipient of the service in respect of the <u>decision</u>, in particular through internal complaint-handling mechanisms, out-of-court dispute settlement and judicial redress.</p> <p>3. The information provided by the providers of hosting services in accordance with this Article shall be clear and easily</p>	<p>taken pursuant to a notice submitted in accordance with Article 14;</p> <p>(c) where applicable, information on the use made of automated means in taking the decision, including where the decision was taken in respect of content detected or identified using automated means;</p> <p>(d) where the decision concerns allegedly illegal content, a reference to the legal ground relied on and explanations as to why the information is considered to be illegal content on that ground;</p> <p>(e) where the decision is based on the alleged incompatibility of the information with the terms and conditions of the provider of hosting services, a reference to the contractual ground relied on and explanations as to why the information is considered to be incompatible with that ground;</p> <p>(f) information on the redress possibilities available to the recipient of the service in respect of the decision, in particular through internal complaint-handling mechanisms, out-ofcourt dispute settlement and judicial redress.</p> <p>3. The information provided by the providers of hosting services in accordance with this Article shall be clear and easily</p>
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<p>comprehensible and as precise and specific as reasonably possible under the given circumstances. The information shall, in particular, be such as to reasonably allow the recipient of the service concerned to effectively exercise the redress possibilities referred to in point (f) of paragraph 2.</p> <p>4. Providers of hosting services shall publish at least once a year the actions and the statements of reasons, referred to in paragraph 1 in a publicly accessible machine-readable database managed and published by the Commission. That information shall not contain personal data.</p>	<p>comprehensible and as precise and specific as reasonably possible under the given circumstances. The information shall, in particular, be such as to reasonably allow the recipient of the service concerned to effectively exercise the redress possibilities referred to in point (f) of paragraph 2.</p> <p>4. Providers of hosting services shall publish the decisions and the statements of reasons, referred to in paragraph 1 in a publicly accessible database managed by the Commission. That information shall not contain personal data.</p>	<p>comprehensible and as precise and specific as reasonably possible under the given circumstances. The information shall, in particular, be such as to reasonably allow the recipient of the service concerned to effectively exercise the redress possibilities referred to in point (f) of paragraph 2.</p> <p>[...] Cf. Art. 23 para. 2a of the General Approach of the Council: "Providers of online platforms shall, without undue delay, submit the decisions and the statements of reasons, referred to in Article 15(1), for the inclusion in a structured database managed by the Commission. This database shall be accessible to vetted researchers pursuant to Article 31 and to Digital Services Coordinators, who may grant access to that database to any relevant national authority in their Member States. Providers of online platforms shall ensure that the information submitted does not contain personal data."</p> <p>5. This article shall not apply to any orders issued pursuant to Article 8.</p>
<p>Article 15a <i>Notification of suspicions of criminal offences</i></p>	<p>Cf. Art. 21 of the Commission's Proposal „Notification of suspicions of criminal offences“</p>	<p>Article 15a <i>Notification of suspicions of criminal offences</i></p>
<p>1. Where a provider of hosting services becomes aware of any information giving rise to a suspicion that a serious criminal offence involving an imminent threat to the life or safety of persons has taken place, is taking place or planned to take place, it shall promptly inform the law</p>		<p>1. Where a provider of hosting services becomes aware of any information giving rise to a suspicion that a [...] criminal offence involving a threat to the life or safety of a person or persons has taken place, is taking place or is likely to take place, it shall promptly inform the law</p>

<p>enforcement or judicial authorities of the Member State or Member States concerned of its suspicion and provide, upon their request, all the relevant information available.</p> <p>2. Where the provider of hosting services cannot identify with reasonable certainty the Member State concerned, it shall inform the law enforcement authorities of the Member State in which it is established or has its legal representative and may inform Europol.</p> <p>For the purpose of this Article, the Member State concerned shall be the Member State where the offence is suspected to have taken place, to be taking place or to be planned to take place, or the Member State where the suspected offender resides or is located, or the Member State where the victim of the suspected offence resides or is located. For the purpose of this Article, Member States shall notify to the Commission the list of its competent law enforcement or judicial authorities.</p> <p>3. Unless instructed otherwise by the informed authority, the provider of hosting services shall remove or disable the content.</p> <p>4. Information obtained by a law enforcement or judicial authority of a Member State in accordance with paragraph 1 shall not be used for any purpose other than those directly related</p>		<p>enforcement or judicial authorities of the Member State or Member States concerned of its suspicion and provide all relevant information available.</p> <p>2. Where the provider of hosting services cannot identify with reasonable certainty the Member State concerned, it shall inform the law enforcement authorities of the Member State in which it is established or has its legal representative or inform Europol.</p> <p>For the purpose of this Article, the Member State concerned shall be the Member State where the offence is suspected to have taken place, be taking place and likely to take place, or the Member State where the suspected offender resides or is located, or the Member State where the victim of the suspected offence resides or is located.</p>
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<p>to the individual serious criminal offence notified.</p> <p>5. The Commission shall adopt an implementing act setting down a template for notifications under paragraph 1.</p>		
<p>Section 3 Additional provisions applicable to online platforms</p>	<p>Section 3 Additional provisions applicable to online platforms</p>	<p>Section 3 Additional provisions applicable to providers of online platforms</p>
<p><i>Article 16</i> <i>Exclusion for micro and small enterprises</i></p>	<p><i>Article 16</i> <i>Exclusion for micro and small enterprises</i></p>	<p><i>Article 16</i> <i>Exclusion for micro and small enterprises</i></p>
<p>1. This Section shall not apply to online platforms that qualify as micro or small enterprises within the meaning of the Annex to Recommendation 2003/361/EC and which do not qualify as a very large online platforms as defined by Article 25 of this Regulation.</p> <p>2. Providers of intermediary services may submit an application accompanied by a justification for a waiver from the requirements of this section provided that they:</p> <p>(a) do not present significant systemic risks and have limited exposure to illegal content; and</p> <p>(b) qualify as non-for-profit or qualify as a medium enterprise within the meaning of the Annex to Recommendation 2003/361/EC.</p> <p>3. The application shall be submitted to the Digital Services Coordinator of establishment who shall conduct a</p>	<p>This Section shall not apply to online platforms that qualify as micro or small enterprises within the meaning of the Annex to Recommendation 2003/361/EC.</p>	<p>This Section and Section 3a shall not apply to providers of online platforms that qualify as micro or small enterprises within the meaning of the Annex to Recommendation 2003/361/EC, except when they are very large online platforms in accordance with Article 25.</p>

<p>preliminary assessment. The Digital Services Coordinator of establishment shall transmit to the Commission the application accompanied by its assessment and where applicable, a recommendation on the Commission's decision. The Commission shall examine such an application and, after consulting the Board, may issue a total or a partial waiver from the requirements of this Section.</p> <p>4. Where the Commission grants such a waiver, it shall monitor the use of the waiver by the provider of intermediary services to ensure that the conditions for use of the waiver are respected.</p> <p>5. Upon the request of the Board, the Digital Services Coordinator of establishment or the provider, or on its own initiative, the Commission may review or revoke the waiver in whole or in parts.</p> <p>6. The Commission shall maintain a list of all waivers issued and their conditions and shall make the list publicly available.</p> <p>7. The Commission shall be empowered to adopt a delegated act in accordance with Article 69 as to the process and procedure for the implementation of the waiver system in relation with this Article.</p>		
<p><i>Article 17</i> <i>Internal complaint-handling system</i></p>	<p><i>Article 17</i> <i>Internal complaint-handling system</i></p>	<p><i>Article 17</i> <i>Internal complaint-handling system</i></p>
<p>1. Online platforms shall provide recipients of the service, for a period of at least six</p>	<p>1. Online platforms shall provide recipients of the service, for a period of at least six</p>	<p>1. Providers of online platforms shall provide recipients of the service, including</p>

<p>months following the decision referred to in this paragraph, the access to an effective internal complaint-handling system, which enables the complaints to be lodged electronically and free of charge, against the following decisions taken by the online platform on the ground that the information provided by the recipients is illegal content or incompatible with its terms and conditions:</p> <ul style="list-style-type: none"> (a) decisions to remove, demote, disable access to or impose other measures that restrict visibility, availability or accessibility of the information; (b) decisions to suspend or terminate, or limit the provision of the service, in whole or in part, to the recipients; (c) decisions to suspend or terminate the recipients' account. ca) decisions to restrict the ability to monetise content provided by the recipients. <p>1a. The period of at least six months as set out in paragraph 1 shall be considered to start on the day on which the recipient of the service is informed about the decision in accordance with Article 15.</p>	<p>months following the decision referred to in this paragraph, the access to an effective internal complaint-handling system, which enables the complaints to be lodged electronically and free of charge, against the following decisions taken by the online platform on the ground that the information provided by the recipients is illegal content or incompatible with its terms and conditions:</p> <ul style="list-style-type: none"> (a) decisions to remove or disable access to the information; (b) decisions to suspend or terminate the provision of the service, in whole or in part, to the recipients; (c) decisions to suspend or terminate the recipients' account. 	<p>individuals or entities that have submitted a notice, for a period of at least six months following the decision referred to in this paragraph, the access to an effective internal complaint-handling system, which enables the complaints to be lodged electronically and free of charge, against the decision taken by the provider of the online platform not to act upon the receipt of a notice or against the following decisions taken by the provider of the online platform on the ground that the information provided by the recipients is illegal content or incompatible with its terms and conditions:</p> <ul style="list-style-type: none"> (a) decisions whether or not to remove or disable access to or restrict visibility of the information; (b) decisions whether or not to suspend or terminate the provision of the service, in whole or in part, to the recipients; (c) decisions whether or not to suspend or terminate the recipients' account; (d) decision whether or not to suspend, terminate or otherwise restrict monetary payments related to content provided by the recipients.
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<p>2. Online platforms shall ensure that their internal complaint-handling systems are easy to access, user-friendly, including for persons with disabilities and minors, non-discriminatory and enable and facilitate the submission of sufficiently precise and adequately substantiated complaints. Online platforms shall set out the rules of procedure of their internal complaint handling system in their terms and conditions in a clear, user-friendly and easily accessible manner.</p> <p>3. Online platforms shall handle complaints submitted through their internal complaint-handling system in a timely, non-discriminatory, diligent and non-arbitrary manner and within ten working days starting on the date on which the online platform received the complaint. Where a complaint contains sufficient grounds for the online platform to consider that the information to which the complaint relates is not illegal and is not incompatible with its terms and conditions, or contains information indicating that the complainant's conduct does not warrant the suspension or termination of the service or the account, it shall reverse its decision referred to in paragraph 1 without undue delay.</p> <p>4. Online platforms shall inform complainants without undue delay of the decision they have taken in respect of the information to which the complaint relates and shall</p>	<p>2. Online platforms shall ensure that their internal complaint-handling systems are easy to access, user-friendly and enable and facilitate the submission of sufficiently precise and adequately substantiated complaints.</p> <p>3. Online platforms shall handle complaints submitted through their internal complaint-handling system in a timely, diligent and objective manner. Where a complaint contains sufficient grounds for the online platform to consider that the information to which the complaint relates is not illegal and is not incompatible with its terms and conditions, or contains information indicating that the complainant's conduct does not warrant the suspension or termination of the service or the account, it shall reverse its decision referred to in paragraph 1 without undue delay.</p> <p>4. Online platforms shall inform complainants without undue delay of the decision they have taken in respect of the information to which the complaint relates and shall</p>	<p>2. Providers of online platforms shall ensure that their internal complaint-handling systems are easy to access, user-friendly and enable and facilitate the submission of sufficiently precise and adequately substantiated complaints.</p> <p>3. Providers of online platforms shall handle complaints submitted through their internal complaint-handling system in a timely, diligent and objective manner. Where a complaint contains sufficient grounds for the provider of the online platform to consider that its decision not to act upon the request of a notice is unfounded or that the information to which the complaint relates is not illegal and is not incompatible with its terms and conditions, or contains information indicating that the complainant's conduct does not warrant the suspension or termination of the service or the account or the restriction to monetary payments related to content, it shall reverse its decision referred to in paragraph 1 without undue delay.</p> <p>4. Providers of online platforms shall inform complainants without undue delay of the decision they have taken in respect of the information to which the complaint relates,</p>
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<p>inform complainants of the possibility of out-of-court dispute settlement provided for in Article 18 and other available redress possibilities.</p> <p>5. Online platforms shall ensure that recipients of the service are given the possibility, where necessary, to contact a human interlocutor at the time of the submission of the complaint and that the decisions, referred to in paragraph 4, are not solely taken on the basis of automated means. Online platform shall ensure that decisions are taken by qualified staff.</p> <p>5a. Recipients of the service shall have the possibility to seek swift judicial redress in accordance with the laws of the Member States concerned.</p>	<p>inform complainants of the possibility of out-of-court dispute settlement provided for in Article 18 and other available redress possibilities.</p> <p>5. Online platforms shall ensure that the decisions, referred to in paragraph 4, are not solely taken on the basis of automated means.</p>	<p>clearly justify their decision and inform of the possibility of out-of-court dispute settlement provided for in Article 18 and other available redress possibilities.</p> <p>5. Providers of online platforms shall ensure that the decisions, referred to in paragraph 4, are not solely taken on the basis of automated means.</p>
<p><i>Article 18</i> <i>Out-of-court dispute settlement</i></p>	<p><i>Article 18</i> <i>Out-of-court dispute settlement</i></p>	<p><i>Article 18</i> <i>Out-of-court dispute settlement</i></p>
<p>1. Recipients of the service addressed by the decisions referred to in Article 17(1), taken by the online platform on the grounds that the information provided by the recipients is illegal content or incompatible with its terms and conditions, shall be entitled to select any out-of-court dispute settlement body that has been certified in accordance with paragraph 2 in order to resolve disputes relating to those decisions, including complaints that could not be resolved by means of the internal complaint-handling system referred to in that Article. [...] <i>*Cf. para. 1a of the Position of the European Parliament.</i></p>	<p>1. Recipients of the service addressed by the decisions referred to in Article 17(1), shall be entitled to select any out-of-court dispute that has been certified in accordance with paragraph 2 in order to resolve disputes relating to those decisions, including complaints that could not be resolved by means of the internal complaint-handling system referred to in that Article. Online platforms shall engage, in good faith, with the body selected with a view to resolving the dispute and shall be bound by the decision taken by the body.</p>	<p>1. Recipients of the service, including individuals or entities that have submitted notices, addressed by the decisions referred to in Article 17(1), shall be entitled to select any out-of-court dispute settlement body that has been certified in accordance with paragraph 2 of this Article in order to resolve disputes relating to those decisions, including complaints that could not be resolved by means of the internal complaint-handling system referred to in that Article. Providers of online platforms shall engage, in good faith, with the body selected with a view to resolving the dispute [...].</p>

<p>The first subparagraph is without prejudice to the right of the recipient concerned to redress against the decision before a court in accordance with the applicable law.</p> <p>1a. Both parties shall engage, in good faith, with the independent, external certified body selected with a view to resolving the dispute and shall be bound by the decision taken by the body. The possibility to select any out-of-court dispute settlement body shall be easily accessible on the online interface of the online platform in a clear and user-friendly manner.</p> <p>2. The Digital Services Coordinator of the Member State where the out-of-court dispute settlement body is established shall, at the request of that body, certify the body for a maximum of three years, which can be renewed, where the body and persons in charge of the out-of-court dispute settlement body has demonstrated that it meets all of the following conditions:</p>	<p>The first subparagraph is without prejudice to the right of the recipient concerned to redress against the decision before a court in accordance with the applicable law.</p> <p><i>Cf. para. 1 sentence 2 of the Commission's Proposal</i></p> <p>2. The Digital Services Coordinator of the Member State where the out-of-court dispute settlement body is established shall, at the request of that body, certify the body, where the body has demonstrated that it meets all of the following conditions:</p>	<p>The first subparagraph is without prejudice to the right of the recipient of the service concerned, including the individual or entity, to initiate proceedings before a court in accordance with the applicable law including proceedings in relation to the decision of the provider of online platform referred to in Article 17(1).</p> <p>Providers of online platform may refuse to engage in a dispute settlement when the same dispute regarding the same content has already been resolved or is being reviewed by another dispute settlement body.</p> <p>2. The Digital Services Coordinator of the Member State where the out-of-court dispute settlement body is established shall certify the body, at its request, where the body has demonstrated that it meets all of the following conditions:</p>
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(a) it is independent, including financially independent, and impartial towards online platforms, recipients of the service provided by the online platforms and towards individuals or entities that have submitted notices;

(b) it has the necessary expertise in relation to the issues arising in one or more particular areas of illegal content, or in relation to the application and enforcement of terms and conditions of one or more types of online platforms, allowing the body to contribute effectively to the settlement of a dispute;

(ba) its members are remunerated in a way that is not linked to the outcome of the procedure;

(bb) the natural persons in charge of dispute resolution commit not to work for the online platform or a professional organisation or business association of which the online platform is a member for a period of three years after their position in the body has ended, and have not worked for such an organisation for two years prior to taking up this role;

(c) the dispute settlement is easily accessible, including for persons with disabilities, through electronic communication technology and provides for the possibility to submit a complaint

(a) it is impartial and independent of online platforms and recipients of the service provided by the online platforms;

(b) it has the necessary expertise in relation to the issues arising in one or more particular areas of illegal content, or in relation to the application and enforcement of terms and conditions of one or more types of online platforms, allowing the body to contribute effectively to the settlement of a dispute;

(c) the dispute settlement is easily accessible through electronic communication technology;

(a) it is impartial and independent of providers of online platforms and of recipients of the service provided by the online platforms, including of individuals or entities that have submitted notices;

(b) it has the necessary expertise in relation to the issues arising in one or more particular areas of illegal content, or in relation to the application and enforcement of terms and conditions of one or more types of online platforms, allowing the body to contribute effectively to the settlement of a dispute;

(c) the dispute settlement is easily accessible through electronic communication technology;

and the requisite supporting documents online;

- (d) it is capable of settling dispute in a swift, efficient and cost-effective manner and in at least one official language of the Union;
- (e) the dispute settlement takes place in accordance with clear and fair rules of procedure **which are clearly visible and easily and publicly accessible.**

The Digital Services Coordinator shall, where applicable, specify in the certificate the particular issues to which the body's expertise relates and the official language or languages of the Union in which the body is capable of settling disputes, as referred to in points (b) and (d) of the first subparagraph, respectively.

- 2a. The Digital Services Coordinator shall reassess on a yearly basis whether the certified out-of-court dispute settlement body continues to fulfil the conditions, referred to in paragraph 2. If this is not the case, the Digital Services Coordinator shall revoke the status from the out-of-court dispute settlement body.
- 2b. The Digital Service Coordinator shall draw up a report every two years listing the number of complaints the out of court dispute settlement body has received annually, the outcomes of the decisions delivered, any systematic or sectoral problems identified, and the average time

- (d) it is capable of settling dispute in a swift, efficient and cost-effective manner and in at least one official language of the Union;
- (e) the dispute settlement takes place in accordance with clear and fair rules of procedure.

The Digital Services Coordinator shall, where applicable, specify in the certificate the particular issues to which the body's expertise relates and the official language or languages of the Union in which the body is capable of settling disputes, as referred to in points (b) and (d) of the first subparagraph, respectively.

- (d) it is capable of settling dispute in a swift, efficient and cost-effective manner and in at least one official language of the Union;
- (e) the dispute settlement takes place in accordance with clear and fair rules of procedure, **in compliance with applicable legislation.**

The Digital Services Coordinator shall, where applicable, specify in the certificate the particular issues to which the body's expertise relates and the official language or languages of the Union in which the body is capable of settling disputes, as referred to in points (b) and (d) of the first subparagraph, respectively.

- 2a. **Where an out-of-court dispute settlement body is certified by the competent Digital Services Coordinator pursuant to paragraph 2, that certification shall be valid in all Member States.**

<p>taken to resolve the disputes. The report shall in particular:</p> <ul style="list-style-type: none"> (a) identify best practices of the out-of-court dispute settlement bodies; (b) report, where appropriate, on any shortcomings, supported by statistics, that hinder the functioning of the out-of-court dispute settlement bodies for both domestic and cross-border disputes; (c) make recommendations on how to improve the effective and efficient functioning of the out-of-court dispute settlement bodies, where appropriate. <p>2c. Certified out-of-court dispute settlement bodies shall conclude dispute resolution proceedings within a reasonable period of time and no later than 90 calendar days after the date on which the certified body has received the complaint. The procedure shall be considered terminated on the date on which the certified body has made the decision of out-of-court dispute settlement procedure available.</p> <p>3. If the body decides the dispute in favour of the recipient of the service, individuals or entities mandated under Article 68 that have submitted notices, the online platform shall reimburse the recipient for any fees and other reasonable expenses that the recipient or individuals or entities that have submitted notices have paid or are to pay in relation to the dispute settlement. If the body decides the</p>	<p>3. If the body decides the dispute in favour of the recipient of the service, the online platform shall reimburse the recipient for any fees and other reasonable expenses that the recipient has paid or is to pay in relation to the dispute settlement. If the body decides the dispute in favour of the online platform, the recipient shall not be required to reimburse any fees or other expenses that the online platform paid or</p>	<p>3. If the body decides the dispute in favour of the recipient of the service, including of the individual or entity that have submitted a notice, the provider of the online platform shall bear the fees of the dispute resolution and shall reimburse the recipient, including the individual or entity, for any other reasonable expenses that they have paid in relation to the dispute settlement. If the body decides the dispute</p>
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<p>dispute in favour of the online platform, and the body does not find that the recipient acted in bad faith in the dispute, the recipient or the individuals or entities that have submitted notices shall not be required to reimburse any fees or other expenses that the online platform paid or is to pay in relation to the dispute settlement.</p> <p>The fees charged by the body for the dispute settlement shall be reasonable and shall in any event not exceed the costs thereof for online platforms. Out-of-court dispute settlement procedures shall be free of charge or available at a nominal fee for the recipient of the service.</p> <p>Certified out-of-court dispute settlement bodies shall make the fees, or the mechanisms used to determine the fees, known to the recipient of the services and the online platform concerned before engaging in the dispute settlement.</p> <p>4. Member States may establish out-of-court dispute settlement bodies for the purposes of paragraph 1 or support the activities of some or all out-of-court dispute settlement bodies that they have certified in accordance with paragraph 2.</p> <p>Member States shall ensure that any of their activities undertaken under the first subparagraph do not affect the ability of their Digital Services Coordinators to</p>	<p>is to pay in relation to the dispute settlement.</p> <p>The fees charged by the body for the dispute settlement shall be reasonable and shall in any event not exceed the costs thereof.</p> <p>Certified out-of-court dispute settlement bodies shall make the fees, or the mechanisms used to determine the fees, known to the recipient of the services and the online platform concerned before engaging in the dispute settlement.</p> <p>4. Member States may establish out-of-court dispute settlement bodies for the purposes of paragraph 1 or support the activities of some or all out-of-court dispute settlement bodies that they have certified in accordance with paragraph 2.</p> <p>Member States shall ensure that any of their activities undertaken under the first subparagraph do not affect the ability of their Digital Services Coordinators to</p>	<p>in favour of the provider of the online platform, the recipient, including the individual or entity, shall not be required to reimburse any fees or other expenses that the provider of the online platform paid or is to pay in relation to the dispute settlement unless the recipient, including the individual or entity, acted in manifestly bad faith.</p> <p>The fees charged by the body for the dispute settlement shall be reasonable, accessible, attractive and inexpensive for consumers. The fees shall in any event not exceed the nominal fee and the costs thereof.</p> <p>Certified out-of-court dispute settlement bodies shall make the fees, or the mechanisms used to determine the fees, known to the recipient of the services, including to the individuals or entities that have submitted a notice, and the provider of the online platform concerned before engaging in the dispute settlement.</p> <p>4. Member States may establish out-of-court dispute settlement bodies for the purposes of paragraph 1 or support the activities of some or all out-of-court dispute settlement bodies that have been certified in accordance with paragraph 2.</p> <p>Member States shall ensure that any of their activities undertaken under the first subparagraph do not affect the ability of their Digital Services Coordinators to</p>
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<p>certify the bodies concerned in accordance with paragraph 2.</p>	<p>certify the bodies concerned in accordance with paragraph 2.</p>	<p>certify the bodies concerned in accordance with paragraph 2.</p>
<p>5. Digital Services Coordinators shall notify to the Commission the out-of-court dispute settlement bodies that they have certified in accordance with paragraph 2, including where applicable the specifications referred to in the second subparagraph of that paragraph as well as out-of-court dispute settlement bodies whose status has been revoked. The Commission shall publish a list of those bodies, including those specifications, on a dedicated website, and keep it updated.</p> <p>6. This Article is without prejudice to Directive 2013/11/EU and alternative dispute resolution procedures and entities for consumers established under that Directive.</p>	<p>5. Digital Services Coordinators shall notify to the Commission the out-of-court dispute settlement bodies that they have certified in accordance with paragraph 2, including where applicable the specifications referred to in the second subparagraph of that paragraph. The Commission shall publish a list of those bodies, including those specifications, on a dedicated website, and keep it updated.</p> <p>6. This Article is without prejudice to Directive 2013/11/EU and alternative dispute resolution procedures and entities for consumers established under that Directive.</p>	<p>4a. The Digital Services Coordinator that certified the out-of-court dispute settlement body shall revoke that certification if it determines, following an investigation either on its own initiative or on the basis of the information received by third parties, that the body no longer meets the conditions set out in paragraph 2. Before revoking that certification, the Digital Services Coordinator shall afford the body an opportunity to react to the findings of its investigation and its intention to revoke the body's certification.</p> <p>5. Digital Services Coordinators shall notify to the Commission the out-of-court dispute settlement bodies that they have certified in accordance with paragraph 2, including where applicable the specifications referred to in the second subparagraph of that paragraph, as well as the out-of-court dispute settlement bodies whose certification they have revoked. The Commission shall publish a list of those bodies, including those specifications, on a dedicated website that is easily accessible, and keep it updated.</p> <p>6. This Article is without prejudice to Directive 2013/11/EU and alternative dispute resolution procedures and entities for consumers established under that Directive.</p>
Article 19	Article 19	Article 19

<i>Trusted flaggers</i>	<i>Trusted flaggers</i>	<i>Trusted flaggers</i>
<p>1. Online platforms shall take the necessary technical and organisational measures to ensure that notices submitted by trusted flaggers, acting within their designated area of expertise, through the mechanisms referred to in Article 14, are processed and decided upon with priority and expeditiously, taking into account due process.</p> <p>1a. Online platforms shall take the necessary technical and organisational measures to ensure that trusted flaggers can issue correction notices of incorrect removal, restriction or disabling access to content, or of suspensions or terminations of accounts, and that those notices to restore information are processed and decided upon with priority and without delay.</p> <p>2. The status of trusted flaggers under this Regulation shall be awarded, upon application by any entity, by the Digital Services Coordinator of the Member State in which the applicant is established, where the applicant has demonstrated to meet all of the following conditions:</p> <p>(a) it has particular expertise and competence for the purposes of detecting, identifying and notifying illegal content;</p> <p>(b) it represents collective interests and is independent from any online platform;</p>	<p>1. Online platforms shall take the necessary technical and organisational measures to ensure that notices submitted by trusted flaggers through the mechanisms referred to in Article 14, are processed and decided upon with priority and <u>without delay</u>.</p> <p>2. The status of trusted flaggers under this Regulation shall be awarded, upon application by any <u>entities</u>, by the Digital Services Coordinator of the Member State in which the applicant is established, where the applicant has demonstrated to meet all of the following conditions:</p> <p>(a) it has particular expertise and competence for the purposes of detecting, identifying and notifying illegal content;</p> <p>(b) it represents collective interests and is independent from any online platform;</p>	<p>1. Providers of online platforms shall take the necessary technical and organisational measures to ensure that notices submitted by trusted flaggers through the mechanisms referred to in Article 14, are processed and decided upon with priority and without delay.</p> <p>2. The status of trusted flaggers under this Regulation shall be awarded, upon application by any entities, by the Digital Services Coordinator of the Member State in which the applicant is established, where the applicant has demonstrated to meet all of the following conditions:</p> <p>(a) it has particular expertise and competence for the purposes of detecting, identifying and notifying illegal content;</p> <p>(b) [...] it is independent from any provider of online platforms;</p>

<p>(c) it carries out its activities for the purposes of submitting notices in an accurate and objective manner.</p> <p>(ca) it has a transparent funding structure, including publishing the sources and amounts of all revenue annually;</p> <p>(cb) it publishes, at least once a year, clear, easily comprehensible, detailed and standardised reports on all notices submitted in accordance with Article 14 during the relevant period. The report shall list:</p> <ul style="list-style-type: none"> – notices categorised by the identity of the provider of hosting services; – the type of content notified; – the specific legal provisions allegedly breached by the content notified; – the action taken by the provider; – any potential conflicts of interest and sources of funding, and an explanation of the procedures in place to ensure that the trusted flagger retains its independence. <p>The reports referred to in point (cb) shall be sent to the Commission which shall make them publicly available.</p> <p>3. Digital Services Coordinators shall award the trusted flagger status for a period of two years, upon which the status may be renewed where the trusted flagger concerned continues to meet the requirements of this Regulation. The Digital Services Coordinators shall communicate to the Commission and the</p>	<p>(c) it carries out its activities for the purposes of submitting notices in <u>a timely, diligent</u> and objective manner.</p> <p>3. Digital Services Coordinators shall communicate to the Commission and the Board the names, addresses and electronic mail addresses of the entities to which they have awarded the status of the trusted flagger in accordance with paragraph 2.</p>	<p>(c) it carries out its activities for the purposes of submitting notices in a timely, diligent and objective manner.</p> <p>3. Digital Services Coordinators shall communicate to the Commission and the Board the names, addresses and electronic mail addresses of the entities to which they have awarded the status of the trusted flagger in accordance with paragraph 2 or revoked it in accordance with paragraph 6.</p>
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<p>Board the names, addresses and electronic mail addresses of the entities to which they have awarded the status of the trusted flagger in accordance with paragraph 2 or have been revoked in accordance with paragraph 6. The Digital Services Coordinator of the Member State of establishment of the platform shall engage in dialogue with platforms and stakeholders for maintaining the accuracy and efficacy of a trusted flagger system.</p> <p>4. The Commission shall publish the information referred to in paragraph 3 in a publicly available database in an easily accessible and machine-readable format and keep the database updated.</p> <p>5. Where an online platform has information indicating that a trusted flagger submitted a significant number of insufficiently precise, inaccurate or inadequately substantiated notices through the mechanisms referred to in Article 14, including information gathered in connection to the processing of complaints through the internal complaint-handling systems referred to in Article 17(3), it shall communicate that information to the Digital Services Coordinator that awarded the status of trusted flagger to the entity concerned, providing the necessary explanations and supporting documents. Upon receiving the information from the online platforms and if the Digital Services Coordinator considers that there are legitimate reasons to open an</p>	<p>4. The Commission shall publish the information referred to in paragraph 3 in a publicly available database and keep the database updated.</p> <p>5. Where an online platform has information indicating that a trusted flagger submitted a significant number of insufficiently precise or inadequately substantiated notices through the mechanisms referred to in Article 14, including information gathered in connection to the processing of complaints through the internal complaint-handling systems referred to in Article 17(3), it shall communicate that information to the Digital Services Coordinator that awarded the status of trusted flagger to the entity concerned, providing the necessary explanations and supporting documents.</p>	<p>4. The Commission shall publish the information referred to in paragraph 3 in a publicly available and easily accessible database and keep the database updated.</p> <p>5. Where a provider of online platforms has information indicating that a trusted flagger submitted a significant number of insufficiently precise or inadequately substantiated notices through the mechanisms referred to in Article 14, including information gathered in connection to the processing of complaints through the internal complaint-handling systems referred to in Article 17(3), it shall communicate that information to the Digital Services Coordinator that awarded the status of trusted flagger to the entity concerned, providing the necessary explanations and supporting documents.</p>
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<p>investigation, the status of trusted flagger shall be suspended during the period of the investigation.</p> <p>6. The Digital Services Coordinator that awarded the status of trusted flagger to an entity shall revoke that status if it determines, following an investigation either on its own initiative or on the basis of information received from third parties, including the information provided by an online platform pursuant to paragraph 5, carried out without undue delay, that the entity no longer meets the conditions set out in paragraph 2. Before revoking that status, the Digital Services Coordinator shall afford the entity an opportunity to react to the findings of its investigation and its intention to revoke the entity's status as trusted flagger.</p> <p>7. The Commission, after consulting the Board, shall issue guidance to assist online platforms and Digital Services Coordinators in the application of paragraphs 2, 5 and 6.</p>	<p>6. The Digital Services Coordinator that awarded the status of trusted flagger to an entity shall revoke that status if it determines, following an investigation either on its own initiative or on the basis of information received by third parties, including the information provided by an online platform pursuant to paragraph 5, that the entity no longer meets the conditions set out in paragraph 2. Before revoking that status, the Digital Services Coordinator shall afford the entity an opportunity to react to the findings of its investigation and its intention to revoke the entity's status as trusted flagger.</p> <p>7. The Commission, after consulting the Board, may issue guidance to assist online platforms and Digital Services Coordinators in the application of paragraphs 5 and 6.</p>	<p>6. The Digital Services Coordinator that awarded the status of trusted flagger to an entity shall revoke that status if it determines, following an investigation either on its own initiative or on the basis of information received by third parties, including the information provided by a provider of online platforms pursuant to paragraph 5, that the entity no longer meets the conditions set out in paragraph 2. Before revoking that status, the Digital Services Coordinator shall afford the entity an opportunity to react to the findings of its investigation and its intention to revoke the entity's status as trusted flagger.</p> <p>7. The Commission, after consulting the Board, may issue guidance to assist providers of online platforms and Digital Services Coordinators in the application of paragraphs 2, 5 and 6.</p>
<p><i>Article 19a</i> <i>Accessibility requirements for online platforms</i></p>		
<p>1. Providers of online platforms which offer services in the Union shall ensure that they design and provide services in accordance with the accessibility requirements set out in Section III, Section IV, Section VI, and Section VII of Annex I of Directive (EU) 2019/882.</p>		

2. Providers of online platforms shall prepare the necessary information in accordance with Annex V of Directive (EU) 2019/882 and shall explain how the services meet the applicable accessibility requirements. The information shall be made available to the public in an accessible manner for persons with disabilities. Providers of online platforms shall keep that information for as long as the service is in operation.
3. Providers of online platforms shall ensure that information, forms and measures provided pursuant to this Regulation are made available in a manner that they are easy to find, easy to understand, and accessible to persons with disabilities.
4. Providers of online platforms which offer services in the Union shall ensure that procedures are in place so that the provision of services remains in conformity with the applicable accessibility requirements. Changes in the characteristics of the provision of the service, changes in applicable accessibility requirements and changes in the harmonised standards or in technical specifications by reference to which a service is declared to meet the accessibility requirements shall be adequately taken into account by the provider of intermediary services.
5. In the case of non-conformity, providers of online platforms shall take the corrective measures necessary to bring the service

<p>into conformity with the applicable accessibility requirements.</p> <p>6. They shall cooperate with that authority, at the request of that authority, on any action taken to bring the service into compliance with those requirements.</p> <p>7. Online platforms which are in conformity with harmonised standards or parts thereof derived from Directive (EU) 2019/882 the references of which have been published in the Official Journal of the European Union, shall be presumed to be in conformity with the accessibility requirements of this Regulation in so far as those standards or parts thereof cover those requirements.</p> <p>8. Online platforms which are in conformity with the technical specifications or parts thereof adopted for the Directive (EU) 2019/882 shall be presumed to be in conformity with the accessibility requirements of this Regulation in so far as those technical specifications or parts thereof cover those requirements.</p>		
<p><i>Article 20</i> <i>Measures and protection against misuse</i></p>	<p><i>Article 20</i> <i>Measures and protection against misuse</i></p>	<p><i>Article 20</i> <i>Measures and protection against misuse</i></p>
<p>1. Online platforms shall be entitled to suspend, for a reasonable period of time and after having issued a prior warning, the provision of their services to recipients of the service that frequently provide illegal content, for which the illegality can be established without conducting a legal or factual examination or for which they</p>	<p>1. Online platforms shall suspend, for a reasonable period of time and after having issued a prior warning, the provision of their services to recipients of the service that frequently provide <u>manifestly</u> illegal content.</p>	<p>1. Providers of online platforms shall suspend, for a reasonable period of time and after having issued a prior warning, the provision of their services to recipients of the service that frequently provide manifestly illegal content.</p>

<p>have received two or more orders to act regarding illegal content in the previous 12 months, unless those orders were later overturned.</p> <p>2. Online platforms shall be entitled to suspend, for a reasonable period of time and after having issued a prior warning, the processing of notices and complaints submitted through the notice and action mechanisms and internal complaints-handling systems referred to in Articles 14 and 17, respectively, by individuals or entities or by complainants that repeatedly submit notices or complaints that are manifestly unfounded.</p> <p>3. When deciding on the suspension, providers of online platforms shall assess, on a case-by-case basis and in a timely, diligent and objective manner, whether a recipient, individual, entity or complainant engages in the misuse referred to in paragraphs 1 and 2, taking into account all relevant facts and circumstances apparent from the information available to the provider of the online platform. Those circumstances shall include at least the following:</p> <p>(a) the absolute numbers of items of [...] illegal content or manifestly unfounded notices or complaints, submitted in the past year;</p> <p>(b) the relative proportion thereof in relation to the total number of items of</p>	<p>2. Online platforms shall suspend, for a reasonable period of time and after having issued a prior warning, the processing of notices and complaints submitted through the notice and action mechanisms and internal complaints-handling systems referred to in Articles 14 and 17, respectively, by individuals or entities or by complainants that frequently submit notices or complaints that are manifestly unfounded.</p> <p>3. Online platforms shall assess, on a case-by-case basis and in a timely, diligent and objective manner, whether a recipient, individual, entity or complainant engages in the misuse referred to in paragraphs 1 and 2, taking into account all relevant facts and circumstances apparent from the information available to the online platform. Those circumstances shall include at least the following:</p> <p>(a) the absolute numbers of items of manifestly illegal content or manifestly unfounded notices or complaints, submitted in the past year;</p> <p>(b) the relative proportion thereof in relation to the total number of items of</p>	<p>2. Providers of online platforms may suspend, for a reasonable period of time and after having issued a prior warning, the processing of notices and complaints submitted through the notice and action mechanisms and internal complaints-handling systems referred to in Articles 14 and 17, respectively, by individuals or entities or by complainants that frequently submit notices or complaints that are manifestly unfounded.</p> <p>3. When deciding on the suspension, providers of online platforms shall assess, on a case-by-case basis and in a timely, diligent and objective manner, whether a recipient of the service, individual, entity or complainant engages in the misuse referred to in paragraphs 1 and 2, taking into account all relevant facts and circumstances apparent from the information available to the provider of the online platform. Those circumstances shall include at least the following:</p> <p>(a) the absolute numbers of items of manifestly illegal content or manifestly unfounded notices or complaints, submitted in a given time frame;</p> <p>(b) the relative proportion thereof in relation to the total number of items of</p>
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<p>information provided or notices submitted in the past year;</p> <p>(c) the gravity of the misuses and its consequences;</p> <p>(d) where identifiable the intention of the recipient, individual, entity or complainant;</p> <p>(da) whether a notice was submitted by an individual user or by an entity or persons with specific expertise related to the content in question or following the use of an automated content recognition system.</p> <p>3a. Suspensions referred to in paragraphs 1 and 2 may be declared permanent where:</p> <p>(a) there are compelling reasons of law or public policy, including ongoing criminal investigations;</p> <p>(b) the items removed were components of high-volume campaigns to deceive users or manipulate platform content moderation efforts;</p> <p>(c) a trader has repeatedly offered goods and services that do not comply with Union or national law;</p> <p>(d) the items removed were related to serious crimes.</p> <p>4. Providers of online platforms shall set out, in a clear, user-friendly, and detailed manner with due regard to their obligations under Article 12(2) their policy</p>	<p>information provided or notices submitted in the past year;</p> <p>(c) the gravity of the misuses and its consequences;</p> <p>(d) the intention of the recipient, individual, entity or complainant.</p> <p>4. Online platforms shall set out, in a clear and detailed manner, their policy in respect of the misuse referred to in paragraphs 1 and 2 in their terms and</p>	<p>information provided or notices submitted in a given time frame;</p> <p>(c) the gravity of the misuses, including the nature of illegal content, and of its consequences;</p> <p>(d) where it is possible to infer it, the intention of the recipient of the service, individual, entity or complainant.</p> <p>4. Providers of online platforms shall set out, in a clear and detailed manner, their policy in respect of the misuse referred to in paragraphs 1 and 2 in their terms and</p>
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in respect of the misuse referred to in paragraphs 1 and 2 in their terms and conditions, including examples of the facts and circumstances that they take into account when assessing whether certain behaviour constitutes misuse and the duration of the suspension.	conditions, including <u>as regards</u> the facts and circumstances that they take into account when assessing whether certain behaviour constitutes misuse and the duration of the suspension.	conditions, including as regards the facts and circumstances that they take into account when assessing whether certain behaviour constitutes misuse and the duration of the suspension.
[...]* Cf. Art. 15a of the Position of the European Parliament „Notification of suspicions of criminal offences “:	Article 21 Notification of suspicions of criminal offences	[...]* Cf. Art. 15a of the General Approach of the Council „Notification of suspicions of criminal offences “:
<p>1. Where a provider of hosting services becomes aware of any information giving rise to a suspicion that a serious criminal offence involving an imminent threat to the life or safety of persons has taken place, is taking place or planned to take place, it shall promptly inform the law enforcement or judicial authorities of the Member State or Member States concerned of its suspicion and provide, upon their request, all the relevant information available.</p> <p>2. Where the provider of hosting services cannot identify with reasonable certainty the Member State concerned, it shall inform the law enforcement authorities of the Member State in which it is established or has its legal representative and may inform Europol.</p> <p>For the purpose of this Article, the Member State concerned shall be the Member State where the offence is suspected to have taken place, to be taking place or to be planned to take place, or the Member</p>	<p>1. Where an online platform becomes aware of any information giving rise to a suspicion that a serious criminal offence involving a threat to the life or safety of persons has taken place, is taking place or is likely to take place, it shall promptly inform the law enforcement or judicial authorities of the Member State or Member States concerned of its suspicion and provide all relevant information available.</p> <p>2. Where the online platform cannot identify with reasonable certainty the Member State concerned, it shall inform the law enforcement authorities of the Member State in which it is established or has its legal representative or inform Europol.</p> <p>For the purpose of this Article, the Member State concerned shall be the Member State where the offence is suspected to have taken place, be taking place and likely to take place, or the Member State</p>	<p>1. Where a provider of hosting services becomes aware of any information giving rise to a suspicion that a [...] criminal offence involving a threat to the life or safety of a person or persons has taken place, is taking place or is likely to take place, it shall promptly inform the law enforcement or judicial authorities of the Member State or Member States concerned of its suspicion and provide all relevant information available.</p> <p>2. Where the provider of hosting services cannot identify with reasonable certainty the Member State concerned, it shall inform the law enforcement authorities of the Member State in which it is established or has its legal representative or inform Europol.</p> <p>For the purpose of this Article, the Member State concerned shall be the Member State where the offence is suspected to have taken place, be taking place and likely to take place, or the Member State</p>

<p><i>State where the suspected offender resides or is located, or the Member State where the victim of the suspected offence resides or is located. For the purpose of this Article, Member States shall notify to the Commission the list of its competent law enforcement or judicial authorities.</i></p> <p>3. <i>Unless instructed otherwise by the informed authority, the provider of hosting services shall remove or disable the content.</i></p> <p>4. <i>Information obtained by a law enforcement or judicial authority of a Member State in accordance with paragraph 1 shall not be used for any purpose other than those directly related to the individual serious criminal offence notified.</i></p> <p>5. <i>The Commission shall adopt an implementing act setting down a template for notifications under paragraph 1.</i></p>	<p>where the suspected offender resides or is located, or the Member State where the victim of the suspected offence resides or is located.</p>	<p><i>where the suspected offender resides or is located, or the Member State where the victim of the suspected offence resides or is located.</i></p>
<p>Article 22 Traceability of traders</p>	<p>Article 22 Traceability of traders</p>	<p>[...] *Cf. <i>Section 3a</i> of the General Approach of the Council „Provisions applicable to providers of online marketplaces“, Art. 24a “Traceability of traders”</p>
<p>1. Online platforms allowing consumers to conclude distance contracts with traders shall ensure that traders can only use their services to promote messages on or to offer products or services to consumers located in the Union if, prior to the use of their services for those purposes, they</p>	<p>1. <u>Where an online platform allows</u> consumers to conclude distance contracts with traders, <u>it</u> shall ensure that traders can only use its services to promote messages on or to offer products or services to consumers located in the Union if, prior to the use of its services, <u>the</u></p>	<p>1. <i>Providers of online marketplaces shall ensure that traders can only use their services to promote messages on or to offer products or services to consumers located in the Union if, prior to the use of their services, the providers of online marketplaces have obtained the following information, where applicable:</i></p>

<p>have been provided with the following information:</p> <ul style="list-style-type: none"> (a) the name, address, telephone number and electronic mail address of the trader; (b) a copy of the identification document of the trader or any other electronic identification as defined by Article 3 of Regulation (EU) No 910/2014 of the European Parliament and of the Council; (c) the bank account details of the trader, where the trader is a natural person; (d) the name, address, telephone number and electronic mail address of the economic operator, within the meaning of Article 3(13) and Article 4 of Regulation (EU) 2019/1020 of the European Parliament and the Council or any relevant act of Union law, including in the area of product safety; (e) where the trader is registered in a trade register or similar public register, the trade register in which the trader is registered and its registration number or equivalent means of identification in that register; (f) a self-certification by the trader committing to only offer products or services that comply with the applicable rules of Union law and where applicable confirming that all products have been 	<p>online platform has obtained the following information:</p> <ul style="list-style-type: none"> (a) the name, address, telephone number and electronic mail address of the trader; (b) a copy of the identification document of the trader or any other electronic identification as defined by Article 3 of Regulation (EU) No 910/2014 of the European Parliament and of the Council^{xxxix}; (c) the bank account details of the trader, where the trader is a natural person; (d) the name, address, telephone number and electronic mail address of the economic operator, within the meaning of Article 3(13) and Article 4 of Regulation (EU) 2019/1020 of the European Parliament and the Council^{xl} or any relevant act of Union law; (e) where the trader is registered in a trade register or similar public register, the trade register in which the trader is registered and its registration number or equivalent means of identification in that register; (f) a self-certification by the trader committing to only offer products or services that comply with the applicable rules of Union law. 	<ul style="list-style-type: none"> (a) the name, address, telephone number and electronic mail address of the trader; (b) a copy of the identification document of the trader or any other electronic identification as defined by Article 3 of Regulation (EU) No 910/2014 of the European Parliament and of the Council; (c) the payment account details of the trader [...]; [...] (e) where the trader is registered in a trade register or similar public register, the trade register in which the trader is registered and its registration number or equivalent means of identification in that register; (f) a self-certification by the trader committing to only offer products or services that comply with the applicable rules of Union law.
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<p>checked against available databases, such as the Union Rapid Alert System for dangerous non-food products (RAPEX);</p> <p>fa) the type of products or services the trader intends to offer on the online platform.</p> <p>2. The online platform allowing consumers to conclude distance contracts with traders shall, upon receiving that information before allowing the display of the product or service on its online interface, and until the end of the contractual relationship, make best efforts to assess whether the information referred to in points (a) to (fa) of paragraph 1 is reliable and complete. The online platform shall make best efforts to check the information provided by the trader through the use of any freely accessible official online database or online interface made available by an authorised administrator or a Member States or the Union or through direct requests to the trader to provide supporting documents from reliable sources.</p> <p>No later than one year after the entry into force of this Regulation, the Commission shall publish the list of online databases and online interfaces mentioned in the paragraph above and keep it up-to-date. The obligations for online platforms referred to in paragraphs 1 and 2 shall apply with regard to new and existing traders.</p>	<p>2. The online platform shall, upon receiving that information, <u>make reasonable</u> efforts to assess whether the information referred to in points (a), (d) and (e) of paragraph 1 is reliable through the use of any freely accessible official online database or online interface made available by a Member States or the Union or through requests to the trader to provide supporting documents from reliable sources.</p>	<p>2. The <i>provider of the online marketplace</i> shall, upon receiving that information, make <i>best</i> efforts to assess, <i>prior to the use of their services</i>, whether the information referred to in points (a) [...] and (e) of paragraph 1 is reliable through the use of any freely accessible official online database or online interface made available by a Member States or the Union or through requests to the trader to provide supporting documents from reliable sources.</p>
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2a. The online platform shall make best efforts to identify and prevent the dissemination, by traders using its service, of offers for products or services which do not comply with Union or national law through measures such as random checks on the products and services offered to consumers in addition to the obligations referred to in paragraph 1 and 2 of this Article.

3. Where the online platform obtains sufficient indications or has reasons to believe that any item of information referred to in paragraph 1 obtained from the trader concerned is inaccurate or incomplete, that platform shall request the trader to correct the information in so far as necessary to ensure that all information is accurate and complete, without delay or within the time period set by Union and national law.

Where the trader fails to correct or complete that information, the online platform shall swiftly suspend the provision of its service to the trader in relation to the offering of products or services to consumers located in the Union until the request is fully complied with.

3a. If an online platform rejects an application for services or suspends services to a trader, the trader shall have recourse to the mechanisms under Article 17 and Article 43 of this Regulation.

3. Where the online **platform** obtains indications that any item of information referred to in paragraph 1 obtained from the trader concerned is inaccurate or incomplete, that **platform** shall request the trader to correct the information in so far as necessary to ensure that all information is accurate and complete, without delay or within the time period set by Union and national law.

Where the trader fails to correct or complete that information, the online **platform** shall suspend the provision of its service to the trader until the request is complied with.

3. Where the *provider of the online marketplace* obtains *sufficient* indications that any item of information referred to in paragraph 1 obtained from the trader concerned is inaccurate, incomplete *or not up to date*, that *provider* shall request the trader to correct the information in so far as necessary to ensure that all information is accurate, complete *and up to date*, without delay or within the time period set by Union and national law.

Where the trader fails to correct or complete that information, the *provider of online marketplace* shall suspend the provision of its service to the trader until the request is complied with.

<p>3b. Online platforms allowing consumers to conclude contracts with traders shall ensure that the identity, such as the trademark or logo, of the business user providing content, goods or services is clearly visible alongside the content, goods or services offered. For this purpose, the online platform shall establish a standardised interface for business users.</p> <p>3c. Traders shall be solely liable for the accuracy of the information provided and shall inform without delay the online platform of any changes to the information provided.</p> <p>4. The online platform shall store the information obtained pursuant to paragraph 1 and 2 in a secure manner for the duration of their contractual relationship with the trader concerned. They shall subsequently delete the information no later than six months after the final conclusion of a distance contract.</p> <p>5. Without prejudice to paragraph 2, the platform shall only disclose the information to third parties where so required in accordance with the applicable law, including the orders referred to in Article 9 and any orders issued by Member States' competent authorities or the Commission for the performance of their tasks under this Regulation.</p> <p>6. The online platform shall make the information referred to in points (a), (d),</p>	<p>4. The online platform shall store the information obtained pursuant to paragraph 1 and 2 in a secure manner for the duration of their contractual relationship with the trader concerned. They shall subsequently delete the information.</p> <p>5. Without prejudice to paragraph 2, the platform shall only disclose the information to third parties where so required in accordance with the applicable law, including the orders referred to in Article 9 and any orders issued by Member States' competent authorities or the Commission for the performance of their tasks under this Regulation.</p> <p>6. The online platform shall make the information referred to in points (a), (d),</p>	<p>4. The provider of the online marketplace shall store the information obtained pursuant to paragraph 1 and 2 in a secure manner for the duration of 6 months after the end of the contractual relationship with the trader concerned. They shall subsequently delete the information.</p> <p>5. Without prejudice to paragraph 2 of this Article, the providers of online marketplaces shall only disclose the information to third parties where so required in accordance with the applicable law, including the orders referred to in Article 9 and any orders issued by Member States' competent authorities or the Commission for the performance of their tasks under this Regulation.</p> <p>6. The provider of online marketplace shall make the information referred to in points</p>
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<p>(e), (f), and (fa) of paragraph 1 easily accessible to the recipients of the service, in a clear, easily accessible and comprehensible manner in accordance with the accessibility requirements of Annex I to Directive (EU) 2019/882.</p> <p>7. The online platform shall design and organise its online interface in a way that enables traders to comply with their obligations regarding pre-contractual information and product safety information under applicable Union law.</p>	<p>(e) and (f) of paragraph 1 available to the recipients of the service, in a clear, easily accessible and comprehensible manner.</p> <p>7. The online platform shall design and organise its online interface in a way that enables traders to comply with their obligations regarding pre-contractual information and product safety information under applicable Union law.</p>	<p>(a), (e) and (f) of paragraph 1 <i>available to the recipients of the service, at least on the product listing, in a clear, easily accessible and comprehensible manner.</i></p> <p>[...] *Cf.. Art. 24b para. 1 of the General Approach of the Council: <i>Providers of online marketplaces shall design and organise their online interface in a way that enables traders to comply with their obligations regarding pre-contractual information and product safety information under applicable Union law.</i></p> <p><i>In particular, such online interfaces shall enable traders to provide information on the name, address, telephone number and electronic mail address of the economic operator, as defined in Article 3(13) of Regulation (EU) 2019/1020.</i></p>
<p>Article 22a <i>Obligation to inform consumers and authorities about illegal products and services</i></p>		
<p>1. Where an online platforms allowing consumers to conclude distance contracts with traders becomes aware, irrespective of the means used to, that a product or a service offered by a trader on the interface of that platform is illegal with regard to applicable requirements in Union or national law, it shall:</p> <p>(a) remove the illegal product or service from its interface expeditiously and,</p>		

<p>where appropriate, inform the relevant authorities, such as the market surveillance authority or the custom authority of the decision taken;</p> <p>(b) where the online platform has the contact details of the recipient of the services, inform those recipients of the service that had acquired such product or service about the illegality, the identity of the trader and options for seeking redress;</p> <p>(c) compile and make publicly available through application programming interfaces a repository containing information about illegal products and services removed from its platform in the past twelve months along with information about the concerned trader and options for seeking redress.</p> <p>2. Online platforms allowing consumers to conclude distance contracts with traders shall maintain an internal database of illegal products and services removed and/or recipients suspended pursuant to Article 20.</p>		
<p><i>Article 23</i> <i>Transparency reporting obligations for providers of online platforms</i></p>	<p><i>Article 23</i> <i>Transparency reporting obligations for providers of online platforms</i></p>	<p><i>Article 23</i> <i>Transparency reporting obligations for providers of online platforms</i></p>
<p>1. In addition to the information referred to in Article 13, online platforms shall include in the reports referred to in that Article information on the following:</p>	<p>1. In addition to the information referred to in Article 13, online platforms shall include in the reports referred to in that Article information on the following:</p>	<p>1. In addition to the information referred to in Article 13, providers of online platforms shall include in the reports referred to in that Article information on the following:</p>

(a) the number of disputes submitted to the out-of-court dispute settlement bodies referred to in Article 18, the outcomes of the dispute settlement and the average time needed for completing the dispute settlement procedures;

(aa) the number of complaints received through the internal complaint-handling system referred to in Article 17, the basis for those complaints, decisions taken in respect of those complaints, the average and median time needed for taking those decisions and the number of instances where those decisions were reversed;

(b) the number of suspensions imposed pursuant to Article 20, distinguishing between suspensions enacted for the provision of [...] illegal content, the submission of manifestly unfounded notices and the submission of manifestly unfounded complaints;

(c) any use made of automatic means for the purpose of content moderation, including a specification of the precise purposes, indicators of the accuracy of the automated means in fulfilling those purposes and any safeguards applied.

(ca) the number of advertisements that were removed, labelled or disabled by

(a) the number of disputes submitted to the out-of-court dispute settlement bodies referred to in Article 18, the outcomes of the dispute settlement and the **average** time needed for completing the dispute settlement procedures;

(b) the number of suspensions imposed pursuant to Article 20, distinguishing between suspensions enacted for the provision of manifestly illegal content, the submission of manifestly unfounded notices and the submission of manifestly unfounded complaints;

(c) any use made of automatic means for the purpose of content moderation, including a specification of the precise purposes, indicators of the accuracy of the automated means in fulfilling those purposes and any safeguards applied.

(a) the number of disputes submitted to the out-of-court dispute settlement bodies referred to in Article 18, the outcomes of the dispute settlement, and the **median** time needed for completing the dispute settlement procedures **and the share of disputes where the platform implemented the decisions of the body**;

(b) the number of suspensions imposed pursuant to Article 20, distinguishing between suspensions enacted for the provision of manifestly illegal content, the submission of manifestly unfounded notices and the submission of manifestly unfounded complaints;

(c) any use made of automatic means for the purpose of content moderation, including a specification of the precise purposes, indicators of the accuracy of the automated means in fulfilling those purposes and any safeguards applied.

<p>the online platform and justification of the decisions.</p> <p>2. Online platforms shall publish, at least once every twelve months, information on the average monthly active recipients of the service in each Member State, calculated as an average over the period of the past six months, in accordance with the methodology laid down in the delegated acts adopted pursuant to Article 25(2).</p> <p>2a. Member States shall refrain from imposing additional transparency reporting obligations on the online platforms, other than specific requests in connection with the exercise of their supervisory powers.</p> <p>3. Online platforms shall communicate to the Digital Services Coordinator of establishment, upon its request, the</p>	<p>2. Online platforms shall publish, at least once every <u>six</u> months, information on the average monthly active recipients of the service in each Member State, calculated as an average over the period of the past six months, in accordance with the methodology laid down in the delegated acts adopted pursuant to Article 25(2).</p> <p><i>Cf. Art. 15 para. 4 of the Commission's Proposal</i></p> <p>3. Online platforms shall communicate to the Digital Services Coordinator of establishment, upon its request, the</p>	<p>2. Providers of online platforms shall publish in a publicly available section of their online interface, at least once every six months, information on the average monthly active recipients of the service in the Union, calculated as an average over the period of the past six months, in accordance with the methodology laid down in any delegated acts adopted pursuant to Article 25(3).</p> <p>2a. Providers of online platforms shall, without undue delay, submit the decisions and the statements of reasons, referred to in Article 15(1), for the inclusion in a structured database managed by the Commission. This database shall be accessible to vetted researchers pursuant to Article 31 and to Digital Services Coordinators, who may grant access to that database to any relevant national authority in their Member States. Providers of online platforms shall ensure that the information submitted does not contain personal data.</p> <p>3. Providers of online platforms shall communicate to the Digital Services Coordinator of establishment and the</p>
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<p>information referred to in paragraph 2, updated to the moment of such request. That Digital Services Coordinator may require the online platform to provide additional information as regards the calculation referred to in that paragraph, including explanations and substantiation in respect of the data used. That information shall not include personal data.</p>	<p>information referred to in paragraph 2, updated to the moment of such request. That Digital Services Coordinator may require the online platform to provide additional information as regards the calculation referred to in that paragraph, including explanations and substantiation in respect of the data used. That information shall not include personal data.</p>	<p>Commission, upon their request, the information referred to in paragraph 2, updated to the moment of such request. That Digital Services Coordinator or the Commission may require the provider of the online platform to provide additional information as regards the calculation referred to in that paragraph, including explanations and substantiation in respect of the data used. That information shall not include personal data.</p>
<p>4. The Commission shall adopt implementing acts to establish a set of key performance indicators and lay down templates concerning the form, content and other details of reports pursuant to paragraph 1.</p>	<p>4. The Commission may adopt implementing acts to lay down templates concerning the form, content and other details of reports pursuant to paragraph 1.</p>	<p>3a. When the Digital Services Coordinator of establishment determines, based the information received pursuant to paragraphs 2 and 3, that a provider of online platform meets the threshold of average monthly active recipients of the service in the Union, laid down in Article 25(1), it shall inform the Commission thereof.</p> <p>4. The Commission may adopt implementing acts to lay down templates concerning the form, content and other details of reports pursuant to paragraph 1 of this Article. Those implementing acts shall be adopted in accordance with the advisory procedure referred to in Article 70.</p>
<p>Article 24 Online advertising transparency</p>	<p>Article 24 Online advertising transparency</p>	<p>Article 24 Online advertising transparency</p>
<p>1. Online platforms that display advertising on their online interfaces shall ensure that the recipients of the service can identify, for each specific advertisement displayed to each individual recipient, in a clear,</p>	<p>Online platforms that display advertising on their online interfaces shall ensure that the recipients of the service can identify, for each specific advertisement displayed to each</p>	<p>1. Providers of online platforms that present advertising on their online interfaces shall ensure that the recipients of the service can identify, for each specific advertisement presented to each</p>

<p>concise, and unambiguous manner and in real time:</p> <p>(a) that the information displayed on the interface or parts thereof is an online advertisement, including through prominent and harmonised marking;</p> <p>(b) the natural or legal person on whose behalf the advertisement is displayed;</p> <p>(ba) the natural or legal person who finances the advertisement where this person is different from the natural or legal person referred to in point (b);</p> <p>(c) clear, meaningful, and uniform information about the parameters used to determine the recipient to whom the advertisement is displayed, and where applicable about how to change those parameters.</p> <p>1a. Online platforms shall ensure that recipients of services can easily make an informed choice on whether to consent, as defined in Article 4 (11) and Article 7 of Regulation (EU) 2016/679, in processing their personal data for the purposes of advertising by providing them with meaningful information, including information about how their data will be monetised. Online platforms shall ensure that refusing consent shall be no more difficult or time-consuming to the recipient than giving consent. In the event that recipients refuse to consent, or have withdrawn consent, recipients shall be</p>	<p>individual recipient, in a clear and unambiguous manner and in real time:</p> <p>(a) that the information displayed is an advertisement;</p> <p>(b) the natural or legal person on whose behalf the advertisement is displayed;</p> <p>(c) meaningful information about the <u>main</u> parameters used to determine the recipient to whom the advertisement is displayed.</p>	<p>individual recipient, in a clear, salient and unambiguous manner and in real time:</p> <p>(a) that the information presented is an advertisement, including through prominent markings. Such markings may be standardised pursuant to Article 34;</p> <p>(b) the natural or legal person on whose behalf the advertisement is presented;</p> <p>(c) meaningful information about the main parameters used to determine the recipient to whom the advertisement is presented. The information shall be directly and easily accessible from the advertisement.</p> <p>2. Providers of online platforms shall provide recipients of the service with a functionality to declare whether the content they provide is or contains commercial communications as defined in Article 2(f) of Directive 2000/31/EC.</p> <p>When the recipient of the service submits a declaration pursuant to this paragraph, the provider of online platform shall ensure that other recipients of the service can identify in a clear and unambiguous manner and in real time, including through prominent markings, that the content provided by the recipient of the service is</p>
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<p>given other fair and reasonable options to access the online platform.</p> <p>1b. Targeting or amplification techniques that process, reveal or infer personal data of minors or personal data referred to in Article 9(1) of Regulation (EU) 2016/679 for the purpose of displaying advertisements are prohibited.</p>		<p>or contains commercial communications. Such markings may be standardised pursuant to Article 34.</p>
<p><i>Article 24a</i> <i>Recommender system transparency</i></p>		
<p>1. Online platforms shall set out in their terms and conditions and via a designated online resource that can be directly reached and easily found from the online platform's online interface when content is recommended, in a clear, accessible and easily comprehensible manner the main parameters used in their recommender systems, as well as any options for the recipient of the service to modify or influence those main parameters that they have made available.</p> <p>2. The main parameters referred to in paragraph 1 shall include, at a minimum:</p> <p>(a) the main criteria used by the relevant system which individually or collectively are most significant in determining recommendations;</p> <p>(b) the relative importance of those parameters;</p> <p>(c) what objectives the relevant system has been optimised for; and</p>		

<p>(d) if applicable, an explanation of the role that the behaviour of the recipients of the service plays in how the relevant system produces its outputs.</p> <p>The requirements set out in paragraph 2 shall be without prejudice to rules on protection of trade secrets and intellectual property rights.</p> <p>3. Where several options are available pursuant to paragraph 1, online platforms shall provide a clear and easily accessible function on their online interface allowing the recipient of the service to select and to modify at any time their preferred option for each of the recommender systems that determines the relative order of information presented to them.</p>		
<p><i>Article 24b</i> <i>Additional obligations for platforms primarily used for the dissemination of user-generated pornographic content</i></p>		
<p>Where an online platform is primarily used for the dissemination of user generated pornographic content, the platform shall take the necessary technical and organisational measures to ensure:</p> <p>(a) that users who disseminate content have verified themselves through a double opt-in e-mail and cell phone registration;</p> <p>(b) professional human content moderation, trained to identify image-based sexual abuse, including content</p>		

<p>having a high probability of being illegal;</p> <p>(c) the accessibility of a qualified notification procedure in the form that, additionally to the mechanism referred to in Article 14, individuals may notify the platform with the claim that image material depicting them or purporting to be depicting them is being disseminated without their consent and supply the platform with prima facie evidence of their physical identity; content notified through this procedure is to be suspended without undue delay.</p>		
		<p>Section 3a Provisions applicable to providers of online marketplaces</p>
	<p><i>Cf. Art. 22 of the Commission's Proposal</i></p>	<p>Article 24a Traceability of traders</p>
		<p>1. Providers of online marketplaces shall ensure that traders can only use their services to promote messages on or to offer products or services to consumers located in the Union if, prior to the use of their services, the providers of online marketplaces have obtained the following information, where applicable:</p> <p>(a) the name, address, telephone number and electronic mail address of the trader;</p> <p>(b) a copy of the identification document of the trader or any other electronic</p>

identification as defined by Article 3 of Regulation (EU) No 910/2014 of the European Parliament and of the Council;

- (c) the **payment** account details of the trader [...];
- (e) where the trader is registered in a trade register or similar public register, the trade register in which the trader is registered and its registration number or equivalent means of identification in that register;
- (f) a self-certification by the trader committing to only offer products or services that comply with the applicable rules of Union law.

2. The **provider of the online marketplace** shall, upon receiving that information, make **best** efforts to assess, **prior to the use of their services**, whether the information referred to in points (a) [...] and (e) of paragraph 1 is reliable through the use of any freely accessible official online database or online interface made available by a Member States or the Union or through requests to the trader to provide supporting documents from reliable sources.

3. Where the **provider of the online marketplace** obtains **sufficient** indications that any item of information referred to in paragraph 1 obtained from the trader concerned is inaccurate, incomplete **or not up to date**, that **provider** shall request the

		<p>trader to correct the information in so far as necessary to ensure that all information is accurate, complete and up to date, without delay or within the time period set by Union and national law.</p> <p>Where the trader fails to correct or complete that information, the provider of online marketplace shall suspend the provision of its service to the trader until the request is complied with.</p> <p>4. The provider of the online marketplace shall store the information obtained pursuant to paragraph 1 and 2 in a secure manner for the duration of 6 months after the end of the contractual relationship with the trader concerned. They shall subsequently delete the information.</p> <p>5. Without prejudice to paragraph 2 of this Article, the providers of online marketplaces shall only disclose the information to third parties where so required in accordance with the applicable law, including the orders referred to in Article 9 and any orders issued by Member States' competent authorities or the Commission for the performance of their tasks under this Regulation.</p> <p>6. The provider of online marketplace shall make the information referred to in points (a), (e) and (f) of paragraph 1 available to the recipients of the service, at least on the product listing, in a clear, easily accessible and comprehensible manner.</p>
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		<p><i>Article 24b</i> <i>Compliance by design</i></p>
	<p><i>Cf. Art. 22 para. 7 of the Commission's Proposal</i></p>	<p>-1. Providers of online marketplaces shall not design, structure, or organise their online interface in a way that either purposefully or in effect deceives or manipulates recipients of the service, by subverting or impairing their autonomy, decision-making or choices.</p> <p>1. Providers of online marketplaces shall design and organise their online interface in a way that enables traders to comply with their obligations regarding pre-contractual information and product safety information under applicable Union law.</p> <p>In particular, such online interfaces shall enable traders to provide information on the name, address, telephone number and electronic mail address of the economic operator, as defined in Article 3(13) of Regulation (EU) 2019/1020.</p> <p>2. The online interface shall allow traders to provide at least the information necessary for the clear and unambiguous identification of the products or the services offered, and, where applicable, the information concerning the labelling in compliance with rules of applicable Union law on product safety and product compliance.</p> <p>3. Providers of online marketplaces shall make best efforts to assess whether traders have provided the information</p>

		referred to in paragraphs 1 and 2 prior to allowing the offering of the product or service by the trader.
		<i>Article 24c</i> <i>Right to information</i>
		<p>1. Where a provider of an online marketplace becomes aware, irrespective of the means used to, of an illegal product or service offered through its services, it shall inform those recipients of the service that had acquired such product or contracted such service during the last six months about the illegality, the identity of the trader and any relevant means of redress.</p> <p>2. Where the provider of the online marketplace does not have the contact details of the recipients of the service referred to in paragraph 1, the provider shall make publicly available and easily accessible on its online interface the information concerning the illegal products or services removed, the identity of the trader and any means of redress.</p>
Section 4 Additional obligations for very large online platforms to manage systemic risks	Section 4 Additional obligations for very large online platforms to manage systemic risks	Section 4 Additional obligations for providers of very large online platforms and very large online search engines to manage systemic risks
<i>Article 25</i> <i>Very large online platforms</i>	<i>Article 25</i> <i>Very large online platforms</i>	<i>Article 25</i> <i>Very large online platforms</i>
1. This Section shall apply to online platforms which:	1. This Section shall apply to online platforms which provide their services to a number of average monthly active	1. This Section shall apply to online platforms which reach a number of average monthly active recipients of the service in the

<p>(a) provide for at least four consecutive months their services to a number of average monthly active recipients of the service in the Union equal to or higher than 45 million, calculated in accordance with the methodology set out in the delegated acts referred to in paragraph 3. Such a methodology shall take into account, in particular:</p> <ul style="list-style-type: none"> (i) the number of active recipients shall be based on each service individually; (ii) active recipients connected on multiple devices are counted only once; (iii) indirect use of service, via a third party or linking, shall not be counted; (iv) where an online platform is hosted by another provider of intermediary services, that the active recipients are assigned solely to the online platform closest to the recipient; (v) that automated interactions, accounts or data scans by a non-human ("bots") are not included. <p>2. The Commission shall adopt delegated acts in accordance with Article 69 to adjust the number of average monthly recipients of the service in the Union referred to in paragraph 1, where the Union's population increases or decreases at least with 5 % in relation to its population in 2020 or, after adjustment by means of a delegated act, of its population in the year in which the latest delegated act was adopted. In that</p>	<p>recipients of the service in the Union equal to or higher than 45 million, calculated in accordance with the methodology set out in the delegated acts referred to in paragraph 3.</p> <p>2. The Commission shall adopt delegated acts in accordance with Article 69 to adjust the number of average monthly recipients of the service in the Union referred to in paragraph 1, where the Union's population increases or decreases at least with 5 % in relation to its population in 2020 or, after adjustment by means of a delegated act, of its population in the year in which the latest delegated act was adopted. In that</p>	<p>Union equal to or higher than 45 million, and which are designated as very large online platforms pursuant to paragraph 4.</p> <p>2. The Commission shall adopt delegated acts in accordance with Article 69 to adjust the number of average monthly active recipients of the service in the Union referred to in paragraph 1, where the Union's population increases or decreases at least with 5 % in relation to its population in 2020 or, after adjustment by means of a delegated act, of its population in the year in which the latest delegated</p>
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<p>case, it shall adjust the number so that it corresponds to 10% of the Union's population in the year in which it adopts the delegated act, rounded up or down to allow the number to be expressed in millions.</p> <p>3. The Commission shall adopt delegated acts in accordance with Article 69, after consulting the Board, to lay down a specific methodology for calculating the number of average monthly active recipients of the service in the Union, for the purposes of paragraph 1(a). The methodology shall specify, in particular, how to determine the Union's population and criteria to determine the average monthly active recipients of the service in the Union, taking into account different accessibility features.</p> <p>4. The Digital Services Coordinator of establishment shall verify, at least every six months, whether the number of average monthly active recipients of the service in the Union of online platforms under their jurisdiction is equal to or higher than the number referred to in paragraph 1. On the basis of that verification, it shall adopt a decision designating the online platform as a very large online platform for the purposes of this Regulation, or terminating that designation, and communicate that decision, without undue delay, to the online platform concerned and to the</p>	<p>case, it shall adjust the number so that it corresponds to 10% of the Union's population in the year in which it adopts the delegated act, rounded up or down to allow the number to be expressed in millions.</p> <p>3. The Commission shall adopt delegated acts in accordance with Article 69, after consulting the Board, to lay down a specific methodology for calculating the number of average monthly active recipients of the service in the Union, for the purposes of paragraph 1. The methodology shall specify, in particular, how to determine the Union's population and criteria to determine the average monthly active recipients of the service in the Union, taking into account different accessibility features.</p> <p>4. The Digital Services Coordinator of establishment shall verify, at least every six months, whether the number of average monthly active recipients of the service in the Union of online platforms under their jurisdiction is equal to or higher than the number referred to in paragraph 1. On the basis of that verification, it shall adopt a decision designating the online platform as a very large online platform for the purposes of this Regulation, or terminating that designation, and communicate that decision, without undue delay, to the online platform</p>	<p>act was adopted. In that case, it shall adjust the number so that it corresponds to 10% of the Union's population in the year in which it adopts the delegated act, rounded up or down to allow the number to be expressed in millions.</p> <p>3. The Commission may adopt delegated acts in accordance with Article 69, after consulting the Board, to provide additional specifications for the methodology for calculating the number of average monthly active recipients of the service in the Union, for the purposes of paragraph 1 of this Article and Article 23(2), in order to regularly adapt such specifications for the methodology to market and technological developments. [...]</p> <p>4. The Commission shall, after having heard the Digital Services Coordinator of establishment concerned, adopt a decision designating as a very large online platform for the purposes of this Regulation the online platform which has a number of average monthly active recipients of the service [...] equal to or higher than the number referred to in paragraph 1. The Commission shall take its decision on the basis of data reported by the provider of the online platform pursuant to Article 23(2), and, where applicable, additional information requested pursuant to Article 23(3) and any other reliable data. [...]</p>
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Commission.

The Commission shall ensure that the list of designated very large online platforms is published in the Official Journal of the European Union and keep that list updated. The obligations of this Section shall apply, or cease to apply, to the very large online platforms concerned from four months after that publication.

concerned and to the Commission.

The Commission shall ensure that the list of designated very large online platforms is published in the Official Journal of the European Union and keep that list updated. The obligations of this Section shall apply, or cease to apply, to the very large online platforms concerned from four months after that publication.

[...] * Cf. Art. 25 para. 6 subpara. 2 of the General Approach of the Council
*"The Commission shall ensure that the list of designated very large online platforms is published in the Official Journal of the European Union and keep that list updated. The obligations **set out in this** Section shall apply, or cease to apply, to the very large online platforms concerned from four months after that publication."*

The failure by the provider of the online platform to comply with Article 23(2) or to comply with the request by the Digital Services Coordinator of establishment or by the Commission pursuant to Article 23(3) shall not prevent the Commission from designating that provider as a provider of very large online platform pursuant to this paragraph or pursuant to any other information otherwise obtained by the Digital Services Coordinator of establishment or the Commission.

When the Commission bases its decision on other reliable data pursuant to the first subparagraph of this paragraph, the Commission shall give the opportunity to the concerned provider of online platform to provide its views within 10 working days on the preliminary findings by the Commission that it intends to designate the online platform as a very large online platform and shall take due account of the views provided by the concerned provider.

		<p>The absence of the views of the provider of the online platform pursuant to the second sub-paragraph of this paragraph shall not prevent the Commission from designating that online platform as a very large online platform based on such reliable data.</p> <p>5. Where the Commission establishes that during one year the number of average monthly active recipients of the online platform is below the threshold referred to in paragraph 1, it shall terminate the designation of the online platform as a very large online platform by decision.</p> <p>6. The Commission shall communicate its decisions pursuant to paragraphs 4 and 5, without undue delay, to the provider of the online platform concerned, to the Board and to the Digital Services Coordinator of establishment.</p> <p>The Commission shall ensure that the list of designated very large online platforms is published in the Official Journal of the European Union and keep that list updated. The obligations set out in this Section shall apply, or cease to apply, to the very large online platforms concerned from four months after that publication.</p>
	<i>Cf. Art. 25 para. 4 subpara. 2 of the Commission's Proposal</i>	
<i>Article 26 Risk assessment</i>	<i>Article 26 Risk assessment</i>	<i>Article 26 Risk assessment</i>
1. Very large online platforms shall effectively and diligently identify, analyse	1. Very large online platforms shall identify, analyse and assess, from the date of	1. Providers of very large online platforms shall identify, analyse and assess, from

<p>and assess, from the date of application referred to in the second subparagraph of Article 25(4), at least once a year thereafter, and in any event before launching new services, the probability and severity of any significant systemic risks stemming from, the design, algorithmic systems, intrinsic characteristics, functioning and use made of their services in the Union. The risk assessment shall take into account risks per Member State in which services are offered and in the Union as a whole, in particular to a specific language or region. This risk assessment shall be specific to their services and activities, including technology design, business-model choices, and shall include the following systemic risks:</p> <p>(a) the dissemination of illegal content through their services or content that is in breach with their terms and conditions;</p> <p>(b) any actual and foreseeable negative effects for the exercise of the fundamental rights, including for consumer protection, to respect for human dignity, private and family life, the protection of personal data and the freedom of expression and information, as well as to the freedom and the pluralism of the media, the prohibition of discrimination, the right to gender equality, and the rights of the child, as</p>	<p>application referred to in the second subparagraph of Article 25(4), at least once a year thereafter, any significant systemic risks stemming from <u>the</u> functioning and use made of their services in the Union. This risk assessment shall be specific to their services and shall include the following systemic risks:</p> <p>(a) the dissemination of illegal content through their services;</p> <p>(b) any negative effects for the exercise of the fundamental rights to respect for private and family life, freedom of expression and information, the prohibition of discrimination and the rights of the child, as enshrined in Articles 7, 11, 21 and 24 of the Charter respectively;</p>	<p>the date of application referred to in the second subparagraph of Article 25(6), at least once a year thereafter, any [...] systemic risks stemming from the functioning and use made of their services in the Union. This risk assessment shall be specific to their services and shall include the following systemic risks:</p> <p>(a) the dissemination of illegal content through their services;</p> <p>(b) any negative effects for the exercise of the fundamental rights to respect for private and family life, freedom of expression and information, the prohibition of discrimination and the rights of the child, as enshrined in Articles 7, 11, 21 and 24 of the Charter respectively;</p>
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<p>enshrined in Articles 1, 7, 8, 11, 21, 23, 24 and 38 of the Charter respectively;</p> <p>(c) any malfunctioning or intentional manipulation of their service, including by means of inauthentic use or automated exploitation of the service or risks inherent to the intended operation of the service, including the amplification of illegal content, of content that is in breach with their terms and conditions or any other content with an actual or foreseeable negative effect on the protection of minors and of other vulnerable groups of recipients of the service, on democratic values, media freedom, freedom of expression and civic discourse, or actual or foreseeable effects related to electoral processes and public security;</p> <p>(ca) any actual and foreseeable negative effects on the protection of public health as well as behavioural addictions or other serious negative consequences to the person's physical, mental, social and financial well-being.</p> <p>2. When conducting risk assessments, very large online platforms shall take into account, in particular, whether and how their content moderation systems, terms and conditions, community standards, algorithmic systems, recommender systems and systems for selecting and displaying advertisement, as well as the underlying data collection, processing and</p>	<p>(c) intentional manipulation of their service, including by means of inauthentic use or automated exploitation of the service, with an actual or foreseeable negative effect on the protection of public health, minors, civic discourse, or actual or foreseeable effects related to electoral processes and public security.</p> <p>2. When conducting risk assessments, very large online platforms shall take into account, in particular, how their content moderation systems, recommender systems and systems for selecting and displaying advertisement influence any of the systemic risks referred to in paragraph 1, including the potentially rapid and wide dissemination of illegal content and of</p>	<p>(c) intentional manipulation of their service, including by means of inauthentic use or automated exploitation of the service, with an actual or foreseeable negative effect on the protection of public health, minors, civic discourse, or actual or foreseeable effects related to electoral processes and public security.</p> <p>2. When conducting risk assessments, providers of very large online platforms shall take into account, in particular, how their content moderation systems, recommender systems and systems for selecting and presenting advertisement influence any of the systemic risks referred to in paragraph 1, including the potentially rapid and wide dissemination of</p>
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<p>profiling, influence any of the systemic risks referred to in paragraph 1, including the potentially rapid and wide dissemination of illegal content and of information that is incompatible with their terms and conditions.</p> <p>2a. When conducting risk assessments, very large online platforms shall consult, where appropriate, representatives of the recipients of the service, representatives of groups potentially impacted by their services, independent experts and civil society organisations. Their involvement shall be tailored to the specific systemic risks that the very large online platform aim to assess.</p> <p>2b. The supporting documents of the risk assessment shall be communicated to the Digital Services Coordinator of establishment and to the Commission.</p> <p>2c. The obligations referred to in paragraphs 1 and 2 shall by no means lead to a general monitoring obligation.</p>	<p>information that is incompatible with their terms and conditions.</p>	<p>illegal content and of information that is incompatible with their terms and conditions.</p>
<p><i>Article 27</i> <i>Mitigation of risks</i></p>	<p><i>Article 27</i> <i>Mitigation of risks</i></p>	<p><i>Article 27</i> <i>Mitigation of risks</i></p>
<p>1. Very large online platforms shall put in place reasonable, transparent, proportionate and effective mitigation measures, tailored to the specific systemic risks identified pursuant to Article 26. Such measures may include, where applicable:</p>	<p>1. Very large online platforms shall put in place reasonable, proportionate and effective mitigation measures, tailored to the specific systemic risks identified pursuant to Article 26. Such measures may include, where applicable:</p>	<p>1. Providers of very large online platforms shall put in place reasonable, proportionate and effective mitigation measures, tailored to the specific systemic risks identified pursuant to Article 26, with particular consideration to the impacts of such measures on fundamental rights. Such measures may include, where applicable:</p>

<p>(a) adapting content moderation, algorithmic systems, or recommender systems and online interfaces, their decision-making processes, the design, the features or functioning of their services, their advertising model or their terms and conditions;</p> <p>(aa) ensuring appropriate resources to deal with notices and internal complaints, including appropriate technical and operational measures or capacities;</p> <p>(b) targeted measures aimed at limiting the display of advertisements in association with the service they provide, or the alternative placement and display of public service advertisements or other related factual information;</p> <p>(ba) where relevant, targeted measures aimed at adapting online interfaces and features to protect minors;</p> <p>(c) reinforcing the internal processes, and resources, testing, documentation, or supervision of any of their activities in particular as regards detection of systemic risk;</p>	<p>(a) adapting content moderation or recommender systems, their decision-making processes, the features or functioning of their services, or their terms and conditions;</p> <p>(b) targeted measures aimed at limiting the display of advertisements in association with the service they provide;</p> <p>(c) reinforcing the internal processes or supervision of any of their activities in particular as regards detection of systemic risk;</p>	<p>(a) adapting the features or functioning of their services, or their terms and conditions and recommender systems;</p> <p>(aa) adapting content moderation processes, including the speed and quality of processing notices related to specific types of illegal content and, where appropriate, the expeditious removal of or disabling access to the content notified, in particular for the majority of illegal hate speech; as well as adapting any relevant decision-making processes and dedicated resources for content moderation;</p> <p>(b) targeted measures aimed at limiting the presentation of advertisements in association with the service they provide;</p> <p>(c) reinforcing the internal processes or supervision of any of their activities in particular as regards detection of systemic risk;</p>
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<p>(d) initiating or adjusting cooperation with trusted flaggers in accordance with Article 19;</p> <p>(e) initiating or adjusting cooperation with other online platforms through the codes of conduct and the crisis protocols referred to in Article 35 and 37 respectively.</p> <p>1a. Very large online platforms shall, where appropriate, design their risk mitigation measures with the involvement of representatives of the recipients of the service, independent experts and civil society organisations. Where no such involvement is foreseen, this shall be made clear in the transparency report referred to in Article 33.</p> <p>1b. Very large online platforms shall provide a detailed list of the risk mitigation measures taken and their justification to the independent auditors in order to prepare the audit report referred to in Article 28.</p>	<p>(d) initiating or adjusting cooperation with trusted flaggers in accordance with Article 19;</p> <p>(e) initiating or adjusting cooperation with other online platforms through the codes of conduct and the crisis protocols referred to in Article 35 and 37 respectively.</p>	<p>(d) initiating or adjusting cooperation with trusted flaggers in accordance with Article 19 and the implementation of the decision of out-of-court dispute settlement bodies pursuant to Article 18;</p> <p>(e) initiating or adjusting cooperation with other providers of online platforms through the codes of conduct and the crisis protocols referred to in Article 35 and 37 respectively;</p> <p>(f) taking awareness-raising measures and adapting their online interface for increased user information;</p> <p>(g) taking targeted measures to protect the rights of the child, including age verification and parental control tools, or tools aimed at helping minors signal abuse or obtain support, as appropriate.</p>
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<p>1c. The Commission shall evaluate the implementation and effectiveness of mitigating measures undertaken by very large online platforms referred to in Article 27(1) and where necessary, may issue recommendations.</p> <p>2. The Board, in cooperation with the Commission, shall publish comprehensive reports, once a year. The reports shall include the following:</p> <p>(a) identification and assessment of the most prominent and recurrent systemic risks reported by very large online platforms or identified through other information sources, in particular those provided in compliance with Articles 30, 31 and 33;</p> <p>(b) best practices for very large online platforms to mitigate the systemic risks identified.</p> <p>The reports shall be presented per Member State in which the systemic risks occurred and in the Union as a whole. The reports shall be published in all the official languages of the Member States of the Union.</p> <p>3. The Commission, in cooperation with the Digital Services Coordinators, and following public consultation shall issue general guidelines on the application of paragraph 1 in relation to specific risks, in particular to present best practices and recommend possible measures, having due regard to the possible consequences</p>	<p>2. The Board, in cooperation with the Commission, shall publish comprehensive reports, once a year, <u>which</u> shall include the following:</p> <p>(a) identification and assessment of the most prominent and recurrent systemic risks reported by very large online platforms or identified through other information sources, in particular those provided in compliance with <u>Article</u> 31 and 33;</p> <p>(b) best practices for very large online platforms to mitigate the systemic risks identified.</p> <p>3. The Commission, in cooperation with the Digital Services Coordinators, may issue general guidelines on the application of paragraph 1 in relation to specific risks, in particular to present best practices and recommend possible measures, having due regard to the possible consequences of the measures on fundamental rights</p>	<p>2. The Board, in cooperation with the Commission, shall publish comprehensive reports, once a year, which shall include the following:</p> <p>(a) identification and assessment of the most prominent and recurrent systemic risks reported by providers of very large online platforms or identified through other information sources, in particular those provided in compliance with Article 31 and 33;</p> <p>(b) best practices for providers of very large online platforms to mitigate the systemic risks identified.</p> <p>3. The Commission, in cooperation with the Digital Services Coordinators, may issue general guidelines on the application of paragraph 1 in relation to specific risks, in particular to present best practices and recommend possible measures, having due regard to the possible consequences of the measures on fundamental rights</p>
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<p>of the measures on fundamental rights enshrined in the Charter of all parties involved.</p> <p>3a. The requirement to put in place mitigation measures shall not lead to a general monitoring obligation or active fact-finding obligations.</p>	<p>enshrined in the Charter of all parties involved. <u>When preparing those guidelines the Commission shall organise public consultations.</u></p>	<p>enshrined in the Charter of all parties involved. When preparing those guidelines the Commission shall organise public consultations.</p>
<p><i>Article 28</i> <i>Independent audit</i></p>	<p><i>Article 28</i> <i>Independent audit</i></p>	<p><i>Article 28</i> <i>Independent audit</i></p>
<p>1. Very large online platforms shall be subject, at their own expense and at least once a year, to independent audits to assess compliance with the following:</p> <ul style="list-style-type: none"> (a) the obligations set out in Chapter III; (b) any commitments undertaken pursuant to the codes of conduct referred to in Articles 35 and 36 and the crisis protocols referred to in Article 37. <p>1a. Very large online platforms shall ensure auditors have access to all relevant data necessary to perform the audit properly.</p> <p>2. Audits performed pursuant to paragraph 1 shall be performed by organisations which having been recognised and vetted by the Commission and which:</p> <ul style="list-style-type: none"> (a) are legally and financially independent from, and do not have conflicts of interest with the very large online platform concerned and other very large online platforms; 	<p>1. Very large online platforms shall be subject, at their own expense and at least once a year, to audits to assess compliance with the following:</p> <ul style="list-style-type: none"> (a) the obligations set out in Chapter III; (b) any commitments undertaken pursuant to the codes of conduct referred to in Articles 35 and 36 and the crisis protocols referred to in Article 37. <p>2. Audits performed pursuant to paragraph 1 shall be performed by organisations which:</p> <ul style="list-style-type: none"> (a) are independent from the very large online platform concerned; 	<p>1. Providers of very large online platforms shall be subject, at their own expense and at least once a year, to audits to assess compliance with the following:</p> <ul style="list-style-type: none"> (a) the obligations set out in Chapter III; (b) any commitments undertaken pursuant to the codes of conduct referred to in Articles 35 and 36 and the crisis protocols referred to in Article 37. <p>2. Audits performed pursuant to paragraph 1 shall be performed according to best industry practices by organisations which:</p> <ul style="list-style-type: none"> (a) are independent from the provider of very large online platforms concerned;

<p>(aa) auditors and their employees have not provided any other service to the very large online platform audited 12 months before the audit and commit not to work for the very large online platform audited or a professional organisation or business association of which the platform is a member for 12 months after their position in the auditing organisation has ended;</p> <p>(b) have proven expertise in the area of risk management, technical competence and capabilities;</p> <p>(c) have proven objectivity and professional ethics, based in particular on adherence to codes of practice or appropriate standards.</p> <p>3. The organisations that perform the audits shall establish an audit report for each audit subject as referred to in paragraph 1. The report shall be in writing and include at least the following:</p> <p>(a) the name, address and the point of contact of the very large online platform subject to the audit and the period covered;</p> <p>(b) the name and address of the organisation performing the audit;</p> <p>(ba) a declaration of interests;</p> <p>(c) a description of the specific elements audited, and the methodology applied;</p>	<p>(b) have proven expertise in the area of risk management, technical competence and capabilities;</p> <p>(c) have proven objectivity and professional ethics, based in particular on adherence to codes of practice or appropriate standards.</p> <p>3. The organisations that perform the audits shall establish an audit report for each audit. The report shall be in writing and include at least the following:</p> <p>(a) the name, address and the point of contact of the very large online platform subject to the audit and the period covered;</p> <p>(b) the name and address of the organisation performing the audit;</p> <p>(c) a description of the specific elements audited, and the methodology applied;</p>	<p>(b) have proven expertise in the area of risk management, technical competence and capabilities;</p> <p>(c) have proven objectivity and professional ethics, based in particular on adherence to codes of practice or appropriate standards.</p> <p>3. The organisations that perform the audits shall establish an audit report for each audit. The report shall be substantiated in writing and include at least the following:</p> <p>(a) the name, address and the electronic point of contact of the provider of the very large online platform subject to the audit and the period covered;</p> <p>(b) the name and address of the organisation performing the audit;</p> <p>(c) a description of the specific elements audited, and the methodology applied;</p>
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<p>(d) a description of the main findings drawn from the audit and a summary of the main findings;</p> <p>(da) a description of the third parties consulted as part of the audit;</p> <p>(e) an audit opinion on whether the very large online platform subject to the audit complied with the obligations and with the commitments referred to in paragraph 1, either positive, positive with comments or negative;</p> <p>(f) where the audit opinion is not positive, operational recommendations on specific measures to achieve compliance.</p> <p>(fa) a description of specific elements that could not be audited, and an explanation of why these could not be audited;</p> <p>(fb) where the audit opinion could not reach a conclusion for specific elements within the scope of the audit, a statement of reasons for the failure to reach such conclusion.</p> <p>4a. The Commission shall publish and regularly update a list of vetted organisations.</p> <p>4b. Where a very large online platform receives a positive audit report, it shall be entitled to request from the Commission a seal of excellence.</p>	<p>(d) a description of the main findings drawn from the audit;</p> <p>(e) an audit opinion on whether the very large online platform subject to the audit complied with the obligations and with the commitments referred to in paragraph 1, either positive, positive with comments or negative;</p> <p>(f) where the audit opinion is not positive, operational recommendations on specific measures to achieve compliance.</p>	<p>(d) a description of the main findings drawn from the audit;</p> <p>(e) an audit opinion on whether the provider of the very large online platform subject to the audit complied with the obligations and with the commitments referred to in paragraph 1, either positive, positive with comments or negative;</p> <p>(f) where the audit opinion is not positive, operational recommendations on specific measures to achieve compliance and the expected timeframe to achieve compliance.</p>
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<p>4. Very large online platforms receiving an audit report that is not positive shall take due account of any operational recommendations addressed to them with a view to take the necessary measures to implement them. They shall, within one month from receiving those recommendations, adopt an audit implementation report setting out those measures. Where they do not implement the operational recommendations, they shall justify in the audit implementation report the reasons for not doing so and set out any alternative measures they may have taken to address any instances of non-compliance identified.</p>	<p>4. Very large online platforms receiving an audit report that is not positive shall take due account of any operational recommendations addressed to them with a view to take the necessary measures to implement them. They shall, within one month from receiving those recommendations, adopt an audit implementation report setting out those measures. Where they do not implement the operational recommendations, they shall justify in the audit implementation report the reasons for not doing so and set out any alternative measures they may have taken to address any instances of non-compliance identified.</p>	<p>4. Providers of very large online platforms receiving an audit report that is not positive shall take due account of any operational recommendations addressed to them with a view to take the necessary measures to implement them. They shall, within one month from receiving those recommendations, adopt an audit implementation report setting out those measures. Where they do not implement the operational recommendations, they shall justify in the audit implementation report the reasons for not doing so and set out any alternative measures they may have taken to address any instances of non-compliance identified.</p>
<p><i>Article 29</i> <i>Recommender systems</i></p>	<p><i>Article 29</i> <i>Recommender systems</i></p>	<p><i>Article 29</i> <i>Recommender systems</i></p>
<p>1. In addition to the requirements set out in Article 24a, very large online platforms that use recommender systems shall provide at least one recommender system which is not based on profiling, within the meaning of Article 4 (4) of Regulation (EU) 2016/679, as well as an easily accessible functionality on their online interface allowing the recipient of the service to select and to modify at any time their preferred option for each of the recommender systems that determines the relative order of information presented to them.</p>	<p>1. Very large online platforms that use recommender systems shall <u>set out in their terms and conditions, in a clear, accessible and easily comprehensible manner, the main parameters used in their recommender systems, as well as any options for the recipients of the service to modify or influence those main parameters that they may have made available, including at least one option</u> which is not based on profiling, within the meaning of Article 4 (4) of Regulation (EU) 2016/679.</p>	<p>1. Providers of very large online platforms that use recommender systems shall set out in their terms and conditions, in a clear, accessible and easily comprehensible manner, the main parameters used in their recommender systems, as well as any options for the recipients of the service to modify or influence those main parameters that they [...] have made available, including at least one option which is not based on profiling as defined in Article 4 (4) of Regulation (EU) 2016/679. Providers of very large online platforms shall also make this information directly and easily accessible on the specific section of the online interface where the information is being</p>

<p>[...]</p>	<p>2. <u>Where several options are available pursuant to paragraph 1, very large online platforms shall provide an easily accessible functionality on their online interface allowing the recipient of the service to select and to modify at any time their preferred option for each of the recommender systems that determines the relative order of information presented to them.</u></p>	<p>prioritised according to the recommender system.</p> <p>2. Where several options are available pursuant to paragraph 1, providers of very large online platforms shall provide a directly and easily accessible functionality on their online interface where the information is prioritised, allowing the recipient of the service to select and to modify at any time their preferred option for each of the recommender systems that determines the relative order of information presented to them.</p> <p>3. When presenting options pursuant to this Article, providers of very large online platforms shall not seek to subvert or impair the autonomy, decision-making, or choice of the recipient of the service through the design, structure, function or manner of operating of their online interface.</p>
<p><i>Article 30</i> <i>Additional online advertising transparency</i></p>	<p><i>Article 30</i> <i>Additional online advertising transparency</i></p>	<p><i>Article 30</i> <i>Additional online advertising transparency</i></p>
<p>1. Very large online platforms that display advertising on their online interfaces shall compile and make publicly available and searchable through easy to access, efficient and reliable tools through application programming interfaces a repository containing the information referred to in paragraph 2, until one year after the advertisement was displayed for the last time on their online interfaces. They shall ensure that multicriterion</p>	<p>1. Very large online platforms that display advertising on their online interfaces shall compile and make publicly available through application programming interfaces a repository containing the information referred to in paragraph 2, until one year after the advertisement was displayed for the last time on their online interfaces. They shall ensure that the repository does not contain any personal data of the recipients of the service to</p>	<p>1. Providers of very large online platforms that present advertising on their online interfaces shall compile and make publicly available in a specific section of their online interface and through application programming interfaces a repository containing the information referred to in paragraph 2, until one year after the advertisement was presented for the last time on their online interfaces. They shall ensure that the repository does not</p>

<p>queries can be performed per advertiser and per all data points present in the advertisement, the target of the advertisement, and the audience the advertiser wishes to reach. They shall ensure that the repository does not contain any personal data of the recipients of the service to whom the advertisement was or could have been displayed and shall make reasonable efforts to ensure that the information is accurate and complete.</p> <p>2. The repository shall include at least all of the following information:</p> <p>(a) the content of the advertisement, including the name of the product, service or brand and the object of the advertisement;</p> <p>(b) the natural or legal person on whose behalf the advertisement is displayed;</p> <p>(ba) the natural or legal person who paid for the advertisement, where that person is different from the one referred to in point (b);</p> <p>(c) the period during which the advertisement was displayed;</p> <p>(d) whether the advertisement was intended to be displayed specifically to one or more particular groups of recipients of the service and if so, the main parameters used for that purpose including any parameters used to exclude particular groups;</p>	<p>whom the advertisement was or could have been displayed.</p> <p>2. The repository shall include at least all of the following information:</p> <p>(a) the content of the advertisement;</p> <p>(b) the natural or legal person on whose behalf the advertisement is displayed;</p> <p>(c) the period during which the advertisement was displayed;</p> <p>(d) whether the advertisement was intended to be displayed specifically to one or more particular groups of recipients of the service and if so, the main parameters used for that purpose;</p>	<p>contain any personal data of the recipients of the service to whom the advertisement was or could have been displayed.</p> <p>2. The repository shall include at least all of the following information:</p> <p>(a) the content of the advertisement, including the name of the product, service or brand and the subject matter of the advertisement;</p> <p>(b) the natural or legal person on whose behalf the advertisement is presented;</p> <p>(c) the period during which the advertisement was presented;</p> <p>(d) whether the advertisement was intended to be presented specifically to one or more particular groups of recipients of the service and if so, the main parameters used for that purpose;</p>
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<p>(da) where it is disclosed, a copy of the content of commercial communications published on the very large online platforms that are not marketed, sold or arranged by the very large online platform, which have through appropriate channels been declared as such to the very large online platform;</p> <p>(e) the total number of recipients of the service reached and, where applicable, aggregate numbers for the group or groups of recipients to whom the advertisement was targeted specifically.</p> <p>(ea)cases where the advertisement was removed on the basis of a notice submitted in accordance with Article 14 or an order issued pursuant to Article 8.</p> <p>2a. The Board shall, after consulting vetted researchers, publish guidelines on the structure and organisation on repositories created pursuant to paragraph 1.</p>	<p>(e) the total number of recipients of the service reached and, where applicable, aggregate numbers for the group or groups of recipients to whom the advertisement was targeted specifically.</p>	<p>(e) the total number of recipients of the service reached and, where applicable, aggregate numbers in each Member State for the group or groups of recipients to whom the advertisement was targeted specifically.</p>
<p>Article 30a Deep Fakes</p>		
<p>Where a very large online platform becomes aware that a piece of content is a generated or manipulated image, audio or video content that appreciably resembles existing persons, objects, places or other entities or events and falsely appears to a person to be authentic or truthful (deep fakes), the provider shall label the content in a way that informs that the content is inauthentic and that is clearly visible for the recipient of the services.</p>		

<p>Article 31 Data access and scrutiny</p>	<p>Article 31 Data access and scrutiny</p>	<p>Article 31 Data access and scrutiny</p>
<p>1. Very large online platforms shall provide the Digital Services Coordinator of establishment or the Commission, upon their reasoned request and within a reasonable period, and without delay specified in the request, access to data that are necessary to monitor and assess compliance with this Regulation. That Digital Services Coordinator and the Commission shall only request, access and use that data for those purposes.</p> <p>1a. The very large online platform shall be obliged to explain the design, logic and the functioning of the algorithms if requested by the Digital Service Coordinator of establishment.</p> <p>2. Upon a reasoned request from the Digital Services Coordinator of establishment or the Commission, very large online platforms shall, within a reasonable period, as specified in the request, provide access to data to vetted researchers, vetted not-for-profit bodies, organisations</p>	<p>1. Very large online platforms shall provide the Digital Services Coordinator of establishment or the Commission, upon their reasoned request and within a reasonable period, specified in the request, access to data that are necessary to monitor and assess compliance with this Regulation. That Digital Services Coordinator and the Commission shall only use that data for those purposes.</p> <p>2. Upon a reasoned request from the Digital Services Coordinator of establishment or the Commission, very large online platforms shall, within a reasonable period, as specified in the request, provide access to data to vetted researchers who meet the requirements in paragraphs 4 of</p>	<p>1. Providers of very large online platforms shall provide the Digital Services Coordinator of establishment or the Commission, upon their reasoned request and within a reasonable period, specified in the request, access to data that are necessary to monitor and assess compliance with this Regulation.</p> <p>1a. Digital Services Coordinators and the Commission shall use that data accessed pursuant to paragraph 1 only for the purpose of monitoring and assessing compliance with this Regulation and shall take due account of the rights and interests of the providers of very large online platforms and the recipients of the service concerned, including the protection of personal data, the protection of confidential information, in particular trade secrets, and maintaining the security of their service.</p> <p>2. Upon a reasoned request from the Digital Services Coordinator of establishment or the Commission, providers of very large online platforms shall, within a reasonable period, as specified in the request, provide access to data to vetted researchers who meet the requirements in paragraphs 4 of</p>

<p>or associations, who meet the requirements in paragraphs 4 of this Article, for the sole purpose of conducting research that contributes to the identification, mitigation and understanding of systemic risks as set out in Article 26(1) and Article 27(1).</p> <p>2a. Vetted researchers, vetted not-for-profit bodies, organisations and associations shall have access to aggregate numbers for the total views and view rate of content prior to a removal on the basis of orders issued in accordance with Article 8 or content moderation engaged in at the provider's own initiative and under its terms and conditions.</p> <p>3. Very large online platforms shall provide access to data pursuant to paragraphs 1 and 2 through online databases or application programming interfaces, as appropriate, and with an easily accessible and user-friendly mechanism to search for multiple criteria.</p> <p>4. In order to be vetted by the Digital Services Coordinator of establishment or the Commission, researchers, not-for-profit bodies, organisations or associations shall:</p>	<p>this Article, for the sole purpose of conducting research that contributes to the identification and understanding of systemic risks as set out in Article 26(1).</p> <p>3. Very large online platforms shall provide access to data pursuant to paragraphs 1 and 2 through online databases or application programming interfaces, as appropriate.</p> <p>4. In order to be vetted, researchers shall be affiliated with academic institutions, be independent from commercial interests, have proven records of expertise in the fields related to the risks investigated or related research methodologies, and shall commit and be in a capacity to preserve the specific data security and</p>	<p>this Article, for the sole purpose of conducting research that contributes to the detection, identification and understanding of systemic risks in the Union, as set out pursuant to Article 26(1), including as regards the adequacy, efficiency and impacts of the risk mitigation measures pursuant to Article 27.</p> <p>3. Providers of very large online platforms shall facilitate and provide access to data pursuant to paragraphs 1 and 2 through appropriate interfaces specified in the request, including online databases or application programming interfaces.</p> <p>4. Upon a duly substantiated application from researchers, the Digital Services Coordinator of establishment shall award them status of vetted researchers and issue data access requests pursuant to paragraph 2, where the researchers demonstrate that they meet all of the following conditions:</p>
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confidentiality requirements corresponding to each request.

- (a) be affiliated with academic institutions or civil society organisations representing the public interest and meeting the requirements under Article 68;
- (b) be independent from commercial interests, including from any very large online platform;
- (c) disclose the funding financing the research;
- (d) be independent from any government, administrative or other state bodies, outside the academic institution of affiliation if public;
- (e) have proven records of expertise in the fields related to the risks investigated or related research methodologies; and
- (f) preserve the specific data security and confidentiality requirements corresponding to each request.

- (a) they shall be affiliated to a research organisation as defined in Article 2 (1) of Directive (EU) 2019/790 of the European Parliament and of the Council;
- (b) they are independent from commercial interests;
- (c) they are in a capacity to preserve the specific data security and confidentiality requirements corresponding to each request and to protect personal data, and they describe in their request the appropriate technical and organisational measures they put in place to this end;
- (d) the application submitted by the researchers justifies the necessity and proportionality for the purpose of their research of the data requested and the timeframes within which they request access to the data, and they demonstrate the contribution of the expected research results to the purposes laid down in paragraph 2;
- (e) the planned research activities will be carried out for the purposes laid down in paragraph 2;
- (f) they carry their activities according to the procedures laid down in delegated acts referred to in paragraph 5;

4a. Where a very large online platform has grounds to believe that a researcher, a not-for-profit body, an organisation or association is acting outside the purpose of paragraph 2 or no longer respects the conditions of paragraph 4, it shall immediately inform the relevant authority, either the Digital Service Coordinator of establishment or the Commission, which shall decide without undue delay if access shall be withdrawn and when the access shall be restored and under what conditions.

4b. Where the Digital Services Coordinator of establishment, or the Commission have grounds to believe that a researcher, a not-for-profit body, an organisation or association is acting outside the purpose of paragraph 2 or no longer respects the

(g) they have not already filed the same application with the Digital Services Coordinator.

Upon receipt of the application pursuant to this paragraph, the Digital Services Coordinator of establishment shall inform the Commission and the Board.

4-a. Researchers may also submit their application to the Digital Services Coordinator of the Member State of the research organisation to which they are affiliated. Upon receipt of the application pursuant to this paragraph the Digital Services Coordinator shall conduct an initial assessment whether the respective researchers meet all of the conditions set out in paragraph 4 and subsequently send the application, together with the supporting documents submitted by the respective researchers and the initial assessment, to the Digital Services Coordinator of establishment.

While taking due account of the provided initial assessment, the final decision to award a researcher the status of vetted researcher lies within the competence of Digital Services Coordinator of establishment, pursuant to paragraph 4.

4a. The Digital Services Coordinator that awarded the status of vetted researcher and issued the access request in favour of a vetted researcher shall issue a decision terminating the access if it determines, following an investigation either on its own

conditions of paragraph 4, it shall immediately inform the very large online platform. The very large online platform shall be entitled to withdraw access to data upon receiving the information. The Digital Services Coordinator of establishment, or the Commission shall decide if and when access shall be restored and under what conditions.

initiative or on the basis information received from third parties, that the vetted researcher no longer meets the conditions set out in paragraph 4. Before terminating the access, the Digital Services Coordinator shall allow the vetted researcher to react to the findings of its investigation and its intention to terminate the access.

- 4b. Digital Services Coordinators shall communicate to the Board the names and contact information of the natural persons or entities to which they have awarded the status of the vetted researcher as well as the purpose of the research underpinning the request in accordance with paragraph 4 or that they have terminated it in accordance with paragraph 4a.
- 4c. Providers of very large online platforms shall not restrict or prevent in any way access to data publicly accessible in their online interface for researchers who comply with the conditions set in points a), b), c) and d) of paragraph 4 and who use the data solely for performing research that contributes to the detection, identification and understanding of systemic risks in the Union as set out pursuant to Article 26(1).
- 4d. Upon completion of the research envisaged in paragraphs 2 and 4, the vetted researchers shall make their research results publicly available free of charge, taking into account the rights and interests of the recipients of the service

<p>5. The Commission shall, after consulting the Board, and no later than one year after entry into force of this legislation, adopt delegated acts laying down the technical conditions under which very large online platforms are to share data pursuant to paragraphs 1 and 2 and the purposes for which the data may be used. Those delegated acts shall lay down the specific conditions under which such sharing of data with vetted researchers or not-for-profit bodies, organisations or associations can take place in compliance with Regulation (EU) 2016/679, taking into account the rights and interests of the very large online platforms and the recipients of the service concerned, including the protection of confidential information, [...] and maintaining the security of their service.</p> <p>6. Within 15 days following receipt of a request as referred to in paragraph 1 and 2, a very large online platform may request the Digital Services Coordinator of establishment or the Commission, as applicable, to amend the request, where it considers that it is unable to give access to the data requested because one of following two reasons:</p> <p>(a) it does not have access to the data;</p>	<p>5. The Commission shall, after consulting the Board, adopt delegated acts laying down the technical conditions under which very large online platforms are to share data pursuant to paragraphs 1 and 2 and the purposes for which the data may be used. Those delegated acts shall lay down the specific conditions under which such sharing of data with vetted researchers can take place in compliance with Regulation (EU) 2016/679, taking into account the rights and interests of the very large online platforms and the recipients of the service concerned, including the protection of confidential information, <u>in particular trade secrets</u>, and maintaining the security of their service.</p> <p>6. Within 15 days following receipt of a request as referred to in paragraph 1 and 2, a very large online platform may request the Digital Services Coordinator of establishment or the Commission, as applicable, to amend the request, where it considers that it is unable to give access to the data requested because one of following two reasons:</p> <p>(a) it does not have access to the data;</p>	<p>concerned in compliance with Regulation (EU) 2016/679.</p> <p>5. The Commission shall, after consulting the Board, adopt delegated acts laying down the technical conditions under which providers of very large online platforms are to share data pursuant to paragraphs 1 and 2 and the purposes for which the data may be used. Those delegated acts shall lay down the specific conditions and relevant objective indicators, as well as procedures under which such sharing of data with vetted researchers can take place in compliance with Regulation (EU) 2016/679, taking into account the rights and interests of the providers of very large online platforms and the recipients of the service concerned, including the protection of confidential information, in particular trade secrets, and maintaining the security of their service. Those delegated acts shall also lay down the conditions for access to the database referred to in Article 23(2a).</p> <p>2a. Within 15 days following receipt of a request as referred to in paragraph [...] 2, providers of a very large online platforms may request the Digital Services Coordinator of establishment or the Commission, as applicable, to amend the request, where it considers that it is unable to give access to the data requested because one of following two reasons:</p> <p>(a) it does not have access to the data;</p>
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<p>(b) giving access to the data will lead to significant vulnerabilities for the security of its service or the protection of confidential information [...].</p> <p>7. Requests for amendment pursuant to point (b) of paragraph 6 shall contain proposals for one or more alternative means through which access may be provided to the requested data or other data which are appropriate and sufficient for the purpose of the request.</p> <p>The Digital Services Coordinator of establishment or the Commission shall decide upon the request for amendment within 15 days and communicate to the very large online platform its decision and, where relevant, the amended request and the new time period to comply with the request.</p> <p>7a. Digital Service Coordinators and the Commission shall, once a year, report the following information:</p> <p>(a) the number of requests made to them as referred to in paragraphs 1, 2 and 6;</p> <p>(b) the number of such requests that have been declined or withdrawn by the Digital Service Coordinator or the Commission and the reasons for which they have been declined or withdrawn, including following a request to the Digital Service Coordinator or the Commission from a very large online platform to amend a</p>	<p>(b) giving access to the data will lead to significant vulnerabilities for the security of its service or the protection of confidential information, <u>in particular trade secrets</u>.</p> <p>7. Requests for amendment pursuant to point (b) of paragraph 6 shall contain proposals for one or more alternative means through which access may be provided to the requested data or other data which are appropriate and sufficient for the purpose of the request.</p> <p>The Digital Services Coordinator of establishment or the Commission shall decide upon the request for amendment within 15 days and communicate to the very large online platform its decision and, where relevant, the amended request and the new time period to comply with the request.</p>	<p>(b) giving access to the data will lead to significant vulnerabilities for the security of its service or the protection of confidential information, in particular trade secrets.</p> <p>2b. Requests for amendment pursuant to paragraph 2a shall contain proposals for one or more alternative means through which access may be provided to the requested data or other data which are appropriate and sufficient for the purpose of the request.</p> <p>The Digital Services Coordinator of establishment or the Commission shall decide upon the request for amendment within 15 days and communicate to the provider of very large online platforms its decision and, where relevant, the amended request and the new time period to comply with the request.</p>
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<p>request as referred to in paragraphs 1, 2 and 6.</p> <p>7b. Upon completion of their research, the vetted researchers that have been granted access to data shall publish their findings without disclosing confidential data and in compliance with Regulation (EU) 2016/679.</p>		
<p>Article 32 Compliance officers</p>	<p>Article 32 Compliance officers</p>	<p>Article 32 Compliance <i>function</i></p>
<p>1. Very large online platforms shall appoint one or more compliance officers responsible for monitoring their compliance with this Regulation.</p> <p>2. Very large online platforms shall only designate persons who have the professional qualifications, knowledge, experience and ability necessary to fulfil the tasks referred to in paragraph 3 as compliance officers. Compliance officers may either be staff members of, or fulfil those tasks on the basis of a contract with, the very large online platform concerned.</p>	<p>1. Very large online platforms shall appoint one or more compliance officers responsible for monitoring their compliance with this Regulation.</p> <p>2. Very large online platforms shall only designate as compliance officers persons who have the professional qualifications, knowledge, experience and ability necessary to fulfil the tasks referred to in paragraph 3. Compliance officers may either be staff members of, or fulfil those tasks on the basis of a contract with, the very large online platform concerned.</p>	<p>1. Providers of very large online platforms shall establish a compliance function which is independent from the operational functions and composed of one or more compliance officers, including the head of the compliance function. The compliance function shall have sufficient authority, stature and resources, as well as access to the management body of the provider of the very large online platform to monitor the compliance of that provider with this Regulation.</p> <p>2. [...] Compliance officers shall have the professional qualifications, knowledge, experience and ability necessary to fulfil the tasks referred to in paragraph 3. [...]</p> <p>The management body of the provider of very large online platform shall appoint a head of the compliance function who is an independent senior manager with distinct responsibility for the compliance function.</p> <p>The head of the compliance function shall</p>

<p>3. Compliance officers shall have the following tasks:</p> <p>(a) cooperating with the Digital Services Coordinator of establishment, the Board and the Commission for the purpose of this Regulation;</p> <p>(b) organising and supervising the very large online platform's activities relating to the independent audit pursuant to Article 28;</p> <p>(c) informing and advising the management and employees of the</p>	<p>3. Compliance officers shall have the following tasks:</p> <p>(a) cooperating with the Digital Services Coordinator of establishment and the Commission for the purpose of this Regulation;</p> <p>(b) organising and supervising the very large online platform's activities relating to the independent audit pursuant to Article 28;</p> <p>(c) informing and advising the management and employees of the</p>	<p>report directly to the management body of the provider of very large online platform, independent from senior management, and can raise concerns and warn that body where risks referred to in Article 26 or non-compliance with this Regulation affect or may affect the provider of very large online platform concerned, without prejudice to the responsibilities of the management body in its supervisory and managerial functions.</p> <p>The head of the compliance function shall not be removed without prior approval of the management body of the provider of very large online platform.</p> <p>3. Compliance officers shall have the following tasks:</p> <p>(a) cooperating with the Digital Services Coordinator of establishment and the Commission for the purpose of this Regulation;</p> <p>(aa)ensuring that all risks referred to in Article 26 are identified and properly reported on and that reasonable, proportionate and effective risk mitigation measures are taken pursuant to Article 27;</p> <p>(b) organising and supervising the activities of the provider of the very large online platform relating to the independent audit pursuant to Article 28;</p> <p>(c) informing and advising the management and employees of the</p>
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<p>very large online platform about relevant obligations under this Regulation;</p> <p>(d) monitoring the very large online platform's compliance with its obligations under this Regulation.</p>	<p>very large online platform about relevant obligations under this Regulation;</p> <p>(d) monitoring the very large online platform's compliance with its obligations under this Regulation.</p>	<p>provider of the very large online platform about relevant obligations under this Regulation;</p> <p>(d) monitoring the compliance of the provider of the very large online platform with its obligations under this Regulation;</p> <p>(e) where applicable, monitoring compliance of the provider of the very large online platform with commitments made under the codes of conduct pursuant to Articles 35 and 36 or the crisis protocols pursuant to Article 37.</p>
<p>4. Very large online platforms shall take the necessary measures to ensure that the compliance officers can perform their tasks in an independent manner.</p>	<p>4. Very large online platforms shall take the necessary measures to ensure that the compliance officers can perform their tasks in an independent manner.</p>	<p>6. The management body of the provider of very large online platform shall define, oversee and be accountable for the implementation of the provider's governance arrangements that ensure independence of the compliance function, including the segregation of duties in the organisation of the provider of very large online platform, the prevention of conflicts of interest, and sound management of systemic risks identified pursuant to Article 26.</p>
<p>5. Very large online platforms shall communicate the name and contact details of the compliance officer to the Digital Services Coordinator of establishment and the Commission.</p>	<p>5. Very large online platforms shall communicate the name and contact details of the compliance officer to the Digital Services Coordinator of establishment and the Commission.</p>	<p>5. Providers of very large online platforms shall communicate the name and contact details of the compliance officers in the compliance function to the Digital Services Coordinator of establishment and the Commission</p>
<p>6. Very large online platforms shall support the compliance officer in the performance of his or her tasks and provide him or her</p>	<p>6. Very large online platforms shall support the compliance officer in the performance of his or her tasks and</p>	<p>[...]</p>

<p>with the resources necessary to adequately carry out those tasks. The compliance officer shall directly report to the highest management level of the platform.</p>	<p>provide him or her with the resources necessary to adequately carry out those tasks. The compliance officer shall directly report to the highest management level of the platform.</p>	<p>7. The management body shall approve and review periodically, at least once a year, the strategies and policies for taking up, managing, monitoring and mitigating the risks identified pursuant to Article 26 to which the very large online platform is or may be exposed to.</p> <p>8. The management body shall devote sufficient time to the consideration of the measures related to risk management. It shall be actively involved in the decisions related to risk management and ensure that adequate resources are allocated to the management of the risks identified pursuant to Article 26.</p>
<p><i>Article 33</i> <i>Transparency reporting obligations for very large online platforms</i></p>	<p><i>Article 33</i> <i>Transparency reporting obligations for very large online platforms</i></p>	<p><i>Article 33</i> <i>Transparency reporting obligations for providers of very large online platforms</i></p>
<p>1. Very large online platforms shall publish the reports referred to in Article 13 within six months from the date of application referred to in Article 25(4), and thereafter every six months in a standardised, machine-readable and easily accessible format.</p> <p>1a. Such reports shall include content moderation information separated and presented for each Member State in which the services are offered and for the Union</p>	<p>1. Very large online platforms shall publish the reports referred to in Article 13 within six months from the date of application referred to in Article 25(4), and thereafter every six months.</p>	<p>1. Providers of very large online platforms shall publish the reports referred to in Article 13, including the information referred to in Article 23, within six months from the date of application referred to in Article 25(6), and thereafter every six months.</p> <p>1a. The reports pursuant to paragraph 1 of this Article shall also detail the human resources dedicated by the provider of very large online platforms to content</p>

<p>as a whole. The reports shall be published in at least one of the official languages of the Member States of the Union in which services are offered.</p> <p>2. In addition to the reports provided for in Article 13, very large online platforms shall make publicly available and transmit to the Digital Services Coordinator of establishment and the Commission, at least once a year and within 30 days following the adoption of the audit implementing report provided for in Article 28(4):</p> <ul style="list-style-type: none"> (a) a report setting out the results of the risk assessment pursuant to Article 26; (b) the specific mitigation measures identified and implemented pursuant to Article 27; (c) the audit report provided for in Article 28(3); (d) the audit implementation report provided for in Article 28(4). 	<p>2. In addition to the reports provided for in Article 13, very large online platforms shall make publicly available and transmit to the Digital Services Coordinator of establishment and the Commission, at least once a year and within 30 days following the adoption of the audit implementing report provided for in Article 28(4):</p> <ul style="list-style-type: none"> (a) a report setting out the results of the risk assessment pursuant to Article 26; (b) the <u>related risk</u> mitigation measures identified and implemented pursuant to Article 27; (c) the audit report provided for in Article 28(3); (d) the audit implementation report provided for in Article 28(4). 	<p>moderation, including those dedicated to compliance with obligations pursuant to Articles 14 and 19, and processing complaints pursuant to Article 17 and shall specify the specialist and linguistic expertise of the staff, as well as the training and support given to such staff.</p> <p>1b. In addition to the information referred to in Articles 23(2), the providers of very large online platforms shall include in the reports referred to in that Article also the information on the average monthly recipients of the service for each Member State.</p> <p>2. In addition to the reports provided for in Article 13, including the information referred to in Article 23, providers of very large online platforms shall make publicly available and transmit to the Digital Services Coordinator of establishment and the Commission, at least once a year and within 30 days following the adoption of the audit implementing report provided for in Article 28(4):</p> <ul style="list-style-type: none"> (a) a report setting out the results of the risk assessment pursuant to Article 26; (b) the related risk mitigation measures identified and implemented pursuant to Article 27; (c) the audit report provided for in Article 28(3); (d) the audit implementation report provided for in Article 28(4).
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<p>(da) where appropriate, information about the representatives of the recipients of the service, independent experts and civil society organisations, consulted for the risk assessment in accordance with Article 26.</p> <p>3. Where a very large online platform considers that the publication of information pursuant to paragraph 2 may result in the disclosure of confidential information of that platform or of the recipients of the service, may cause significant vulnerabilities for the security of its service, may undermine public security or may harm recipients, the platform may remove such information from the reports. In that case, that platform shall transmit the complete reports to the Digital Services Coordinator of establishment and the Commission, accompanied by a statement of the reasons for removing the information from the public reports, in compliance with Regulation (EU) 2016/679.</p>	<p>3. Where a very large online platform considers that the publication of information pursuant to paragraph 2 may result in the disclosure of confidential information of that platform or of the recipients of the service, may cause significant vulnerabilities for the security of its service, may undermine public security or may harm recipients, the platform may remove such information from the reports. In that case, that platform shall transmit the complete reports to the Digital Services Coordinator of establishment and the Commission, accompanied by a statement of the reasons for removing the information from the public reports.</p>	<p>3. Where a provider of very large online platforms considers that the publication of information pursuant to paragraph 2 may result in the disclosure of confidential information of that platform or of the recipients of the service, may cause significant vulnerabilities for the security of its service, may undermine public security or may harm recipients, the provider may remove such information from the reports. In that case, the provider shall transmit the complete reports to the Digital Services Coordinator of establishment and the Commission, accompanied by a statement of the reasons for removing the information from the public reports.</p>
		<p><i>Article 33a</i> <i>Very large online search engines</i></p>
		<p>1. This Section, with the exception of Article 33(1a) and (1b), shall apply to online search engines which reach a number of average monthly active recipients of the service in the Union equal to or higher than 45 million, and which are designated as very large online search engines in accordance with Article 25(4).</p>

		<p>2. For the purpose of determining the number of average monthly active recipients of the service, Article 23(2), (3) and (3a) shall apply to all online search engines which do not qualify as micro or small enterprises within the meaning of the Annex to Recommendation 2003/361/EC, with the exception of those which are very large online search engine in accordance with the paragraph 1 of this Article.</p>
Section 5 Other provisions concerning due diligence obligations	Section 5 Other provisions concerning due diligence obligations	Section 5 Other provisions concerning due diligence obligations
<i>Article 34</i> <i>Standards</i>	<i>Article 34</i> <i>Standards</i>	<i>Article 34</i> <i>Standards</i>
<p>1. The Commission shall support and promote the development and implementation of voluntary [...] standards set by relevant European and international standardisation bodies, in accordance with Regulation (EU) No 1025/2012, at least for the following:</p> <p>(a) electronic submission of notices under Article 14;</p> <p>(aa) terms and conditions under Article 12, including as regards acceptance of and changes to those terms and conditions;</p> <p>(ab) information on traceability of traders under Article 22;</p> <p>(ac) advertising practices under Article 24 and recommender systems under Article 24a;</p>	<p>1. The Commission shall support and promote the development and implementation of voluntary industry standards set by relevant European and international standardisation bodies at least for the following:</p> <p>(a) electronic submission of notices under Article 14;</p>	<p>1. The Commission shall consult the Board and shall support and promote the development and implementation of [...] industry standards set by relevant European and international standardisation bodies at least for the following:</p> <p>(a) electronic submission of notices under Article 14;</p>

<p>(b) electronic submission of notices by trusted flaggers under Article 19, including through application programming interfaces;</p> <p>(c) specific interfaces, including application programming interfaces, to facilitate compliance with the obligations set out in Articles 30 and 31;</p> <p>(d) auditing of very large online platforms pursuant to Article 28;</p> <p>(e) interoperability of the advertisement repositories referred to in Article 30(2);</p> <p>(f) transmission of data between advertising intermediaries in support of transparency obligations pursuant to points (b) and (c) of Article 24.</p> <p>(fa) transparency reporting obligations pursuant to Article 13;</p> <p>(fb) technical specifications to ensure that intermediary services shall be made accessible for persons with disabilities in accordance with the accessibility requirements of Directive (EU) 2019/882.</p> <p>1a. The Commission shall support and promote the development and implementation of voluntary standards set by the relevant European and international standardisation bodies aimed at the protection of minors.</p>	<p>(b) electronic submission of notices by trusted flaggers under Article 19, including through application programming interfaces;</p> <p>(c) specific interfaces, including application programming interfaces, to facilitate compliance with the obligations set out in Articles 30 and 31;</p> <p>(d) auditing of very large online platforms pursuant to Article 28;</p> <p>(e) interoperability of the advertisement repositories referred to in Article 30(2);</p> <p>(f) transmission of data between advertising intermediaries in support of transparency obligations pursuant to points (b) and (c) of Article 24.</p>	<p>(b) electronic submission of notices by trusted flaggers under Article 19, including through application programming interfaces;</p> <p>(c) specific interfaces, including application programming interfaces, to facilitate compliance with the obligations set out in Articles 30 and 31;</p> <p>(d) auditing of very large online platforms and very large online search engines set out pursuant to Article 28;</p> <p>(e) interoperability of the advertisement repositories referred to in Article 30(2);</p> <p>(f) transmission of data between advertising intermediaries in support of transparency obligations pursuant to points (b) and (c) of Article 24;</p> <p>(g) prominent marking of advertisements and of commercial communication within content disseminated through online platforms pursuant to Article 24.</p>
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<p>2. The Commission shall support the update of the standards in the light of technological developments and the behaviour of the recipients of the services in question.</p> <p>2a. The Commission shall be empowered to adopt implementing acts laying down common specifications for the items listed in points (a) to (fb) of paragraph 1 where the Commission has requested one or more European standardisation organisations to draft a harmonised standard and there has not been a publication of the reference to that standard in the Official Journal of the European Union within [24 months after the entry into force of this Regulation] or the request has not been accepted by any of the European standardisation organisations.</p>	<p>2. The Commission shall support the update of the standards in the light of technological developments and the behaviour of the recipients of the services in question.</p>	<p>2. The Commission shall support the update of the standards in the light of technological developments and the behaviour of the recipients of the services in question. The relevant information regarding the update of the standards shall be publicly available and easily accessible.</p>
<p><i>Article 35</i> <i>Codes of conduct</i></p>	<p><i>Article 35</i> <i>Codes of conduct</i></p>	<p><i>Article 35</i> <i>Codes of conduct</i></p>
<p>1. The Commission and the Board shall encourage and facilitate the drawing up of voluntary codes of conduct at Union level to contribute to the proper application of this Regulation, taking into account in particular the specific challenges of tackling different types of illegal content and systemic risks, in accordance with Union law. Particular attention shall be given to avoiding negative effects on fair</p>	<p>1. The Commission and the Board shall encourage and facilitate the drawing up of codes of conduct at Union level to contribute to the proper application of this Regulation, taking into account in particular the specific challenges of tackling different types of illegal content and systemic risks, in accordance with Union law, <u>in</u> particular <u>on</u> competition and the protection of personal data.</p>	<p>1. The Commission and the Board shall encourage and facilitate the drawing up of codes of conduct at Union level to contribute to the proper application of this Regulation, taking into account in particular the specific challenges of tackling different types of illegal content and systemic risks, in accordance with Union law, in particular on competition and the protection of personal data.</p>

<p>competition, data access and security, the general monitoring prohibition and the protection of privacy and personal data. The Commission and the Board shall also encourage and facilitate regular review and adaption of the Codes of conduct to ensure that they are fit for purpose.</p> <p>2. Where significant systemic risk within the meaning of Article 26(1) emerge and concern several very large online platforms, the Commission may request the very large online platforms concerned, other very large online platforms, other online platforms and other providers of intermediary services, as appropriate, as well as relevant competent authorities, civil society organisations and other relevant stakeholders, to participate in the drawing up of codes of conduct, including by setting out commitments to take specific risk mitigation measures, as well as a regular reporting framework on any measures taken and their outcomes.</p> <p>3. When giving effect to paragraphs 1 and 2, the Commission and the Board shall aim to ensure that the codes of conduct clearly set out their specific objectives, define the nature of the public policy objective pursued and, where appropriate, the role of competent authorities, contain key performance indicators to measure the achievement of those objectives and take fully into account of the needs and</p>	<p>2. Where significant systemic risk within the meaning of Article 26(1) emerge and concern several very large online platforms, the Commission may invite the very large online platforms concerned, other very large online platforms, other online platforms and other providers of intermediary services, as appropriate, as well as civil society organisations and other interested parties, to participate in the drawing up of codes of conduct, including by setting out commitments to take specific risk mitigation measures, as well as a regular reporting framework on any measures taken and their outcomes.</p> <p>3. When giving effect to paragraphs 1 and 2, the Commission and the Board shall aim to ensure that the codes of conduct clearly set out their objectives, contain key performance indicators to measure the achievement of those objectives and take due account of the needs and interests of all interested parties, including citizens, at Union level. The Commission and the Board shall also aim to ensure that</p>	<p>2. Where significant systemic risk within the meaning of Article 26(1) emerge and concern several very large online platforms or very large online search engines, the Commission may invite the providers of the very large online platforms or of the very large online search engines concerned, other providers of very large online platforms, of online platforms and of intermediary services, as appropriate, as well as civil society organisations and other interested parties, to participate in the drawing up of codes of conduct, including by setting out commitments to take specific risk mitigation measures, as well as a regular reporting framework on any measures taken and their outcomes.</p> <p>3. When giving effect to paragraphs 1 and 2, the Commission and the Board and where relevant other bodies shall aim to ensure that the codes of conduct clearly set out their objectives, contain key performance indicators to measure the achievement of those objectives and take due account of the needs and interests of all interested parties, including citizens, at Union level. The Commission and the Board shall also</p>
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<p>interests of all interested parties, and in particular citizens, at Union level. The Commission and the Board shall also aim to ensure that participants report regularly to the Commission and their respective Digital Service Coordinators of establishment on any measures taken and their outcomes, as measured against the key performance indicators that they contain. Key performance indicators and reporting commitments shall take into account differences in size and capacity between different participants.</p>	<p>participants report regularly to the Commission and their respective Digital Service Coordinators of establishment on any measures taken and their outcomes, as measured against the key performance indicators that they contain.</p>	<p>aim to ensure that participants report regularly to the Commission and their respective Digital Service Coordinators of establishment on any measures taken and their outcomes, as measured against the key performance indicators that they contain.</p>
<p>4. The Commission and the Board shall assess whether the codes of conduct meet the aims specified in paragraphs 1 and 3, and shall regularly monitor and evaluate the achievement of their objectives. They shall publish their conclusions and request that the organisations involved amend their codes of conduct accordingly.</p>	<p>4. The Commission and the Board shall assess whether the codes of conduct meet the aims specified in paragraphs 1 and 3, and shall regularly monitor and evaluate the achievement of their objectives. They shall publish their conclusions.</p>	<p>4. The Commission and the Board shall assess whether the codes of conduct meet the aims specified in paragraphs 1 and 3, and shall regularly monitor and evaluate the achievement of their objectives. They shall publish their conclusions.</p>
<p>5. The Commission and the Board shall regularly monitor and evaluate the achievement of the objectives of the codes of conduct, having regard to the key performance indicators that they may contain. In case of systematic failure to comply with the Codes of Conduct, the Commission and the Board may take a decision to temporarily suspend or definitively exclude platforms that do not meet their commitments as signatories to the codes of conduct.</p>	<p>5. <u>The</u> Board shall regularly monitor and evaluate the achievement of the objectives of the codes of conduct, having regard to the key performance indicators that they may contain.</p>	<p>5. The Board shall regularly monitor and evaluate the achievement of the objectives of the codes of conduct, having regard to the key performance indicators that they may contain.</p>
<p><i>Article 36</i> <i>Codes of conduct for online advertising</i></p>	<p><i>Article 36</i> <i>Codes of conduct for online advertising</i></p>	<p><i>Article 36</i> <i>Codes of conduct for online advertising</i></p>

<p>1. The Commission shall encourage and facilitate the drawing up of voluntary codes of conduct at Union level between, online platforms and other relevant service providers, such as providers of online advertising intermediary services or organisations representing recipients of the service and civil society organisations or relevant authorities to contribute to further transparency for all actors in the online advertising eco-system, beyond the requirements of Articles 24 and 30.</p> <p>2. The Commission shall aim to ensure that the codes of conduct pursue an effective transmission of information, in full respect for the rights and interests of all parties involved, and a competitive, transparent and fair environment in online advertising, in accordance with Union and national law, in particular on competition and the protection of privacy and personal data. The Commission shall aim to ensure that the codes of conduct address at least:</p> <p>(a) the transmission of information held by providers of online advertising intermediaries to recipients of the service with regard to requirements set in points (b) and (c) of Article 24;</p> <p>(b) the transmission of information held by providers of online advertising intermediaries to the repositories pursuant to Article 30.</p>	<p>1. The Commission shall encourage and facilitate the drawing up of codes of conduct at Union level between, online platforms and other relevant service providers, such as providers of online advertising intermediary services or organisations representing recipients of the service and civil society organisations or relevant authorities to contribute to further transparency in online advertising beyond the requirements of Articles 24 and 30.</p> <p>2. The Commission shall aim to ensure that the codes of conduct pursue an effective transmission of information, in full respect for the rights and interests of all parties involved, and a competitive, transparent and fair environment in online advertising, in accordance with Union and national law, in particular on competition and the protection of personal data. The Commission shall aim to ensure that the codes of conduct address at least:</p> <p>(a) the transmission of information held by providers of online advertising intermediaries to recipients of the service with regard to requirements set in points (b) and (c) of Article 24;</p> <p>(b) the transmission of information held by providers of online advertising intermediaries to the repositories pursuant to Article 30.</p>	<p>1. The Commission shall encourage and facilitate the drawing up of codes of conduct at Union level between, providers of online platforms and other relevant service providers, such as providers of online advertising intermediary services, other actors involved in the programmatic advertising value chain, or organisations representing recipients of the service and civil society organisations or relevant authorities to contribute to further transparency in online advertising beyond the requirements of Articles 24 and 30.</p> <p>2. The Commission shall aim to ensure that the codes of conduct pursue an effective transmission of information, in full respect for the rights and interests of all parties involved, and a competitive, transparent and fair environment in online advertising, in accordance with Union and national law, in particular on competition and the protection of personal data. The Commission shall aim to ensure that the codes of conduct address at least:</p> <p>(a) the transmission of information held by providers of online advertising intermediaries to recipients of the service with regard to requirements set in points (b) and (c) of Article 24;</p> <p>(b) the transmission of information held by providers of online advertising intermediaries to the repositories pursuant to Article 30.</p>
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<p>(ba) the different types of data that can be used.</p> <p>3. The Commission shall encourage the development of the codes of conduct within one year following the date of application of this Regulation and their application no later than six months after that date. <i>The Commission shall evaluate the application of those codes three years after the application of this Regulation.</i></p> <p>3a. <i>The Commission shall encourage all the actors in the online advertising eco-system referred to in paragraph 1 to endorse and comply with the commitments stated in the codes of conduct.</i></p>	<p>3. The Commission shall encourage the development of the codes of conduct within one year following the date of application of this Regulation and their application no later than six months after that date.</p>	<p>3. The Commission shall encourage the development of the codes of conduct within one year following the date of application of this Regulation and their application no later than six months after that date.</p>
<p><i>Article 37</i> <i>Crisis protocols</i></p>	<p><i>Article 37</i> <i>Crisis protocols</i></p>	<p><i>Article 37</i> <i>Crisis protocols</i></p>
<p>1. The Board may recommend the Commission to initiate the drawing up, in accordance with paragraphs 2, 3 and 4, of <i>voluntary</i> crisis protocols for addressing crisis situations strictly limited to extraordinary circumstances affecting public security or public health.</p> <p>2. The Commission shall encourage and facilitate very large online platforms and, where appropriate, other online platforms, with the involvement of the Commission, to participate in the drawing up, testing and application of those crisis protocols, which include one or more of the following measures:</p>	<p>1. The Board may recommend the Commission to initiate the drawing up, in accordance with paragraphs 2, 3 and 4, of crisis protocols for addressing crisis situations strictly limited to extraordinary circumstances affecting public security or public health.</p> <p>2. The Commission shall encourage and facilitate very large online platforms and, where appropriate, other online platforms, with the involvement of the Commission, to participate in the drawing up, testing and application of those crisis protocols, which include one or more of the following measures:</p>	<p>1. The Board may recommend the Commission to initiate the drawing up, in accordance with paragraphs 2, 3 and 4, of crisis protocols for addressing crisis situations strictly limited to extraordinary circumstances affecting public security or public health.</p> <p>2. The Commission shall encourage and facilitate very large online platforms, <i>very large online search engines</i> and, where appropriate, other online platforms <i>or online search engines</i> with the involvement of the Commission, to participate in the drawing up, testing and application of those crisis protocols, which include one or more of the following measures:</p>

<p>(a) displaying prominent information on the crisis situation provided by Member States' authorities or at Union level;</p> <p>(b) ensuring that the point of contact referred to in Article 10 is responsible for crisis management;</p> <p>(c) where applicable, adapt the resources dedicated to compliance with the obligations set out in Articles 14, 17, 19, 20 and 27 to the needs created by the crisis situation.</p> <p>3. The Commission may involve, as appropriate, Member States' authorities and Union bodies, offices and agencies in drawing up, testing and supervising the application of the crisis protocols. The Commission may, where necessary and appropriate, also involve civil society organisations or other relevant organisations in drawing up the crisis protocols.</p> <p>4. The Commission shall aim to ensure that the crisis protocols set out clearly all of the following:</p>	<p>(a) displaying prominent information on the crisis situation provided by Member States' authorities or at Union level;</p> <p>(b) ensuring that the point of contact referred to in Article 10 is responsible for crisis management;</p> <p>(c) where applicable, adapt the resources dedicated to compliance with the obligations set out in Articles 14, 17, 19, 20 and 27 to the needs created by the crisis situation.</p> <p>3. The Commission may involve, as appropriate, Member States' authorities and Union bodies, offices and agencies in drawing up, testing and supervising the application of the crisis protocols. The Commission may, where necessary and appropriate, also involve civil society organisations or other relevant organisations in drawing up the crisis protocols.</p> <p>4. The Commission shall aim to ensure that the crisis protocols set out clearly all of the following:</p>	<p>(a) displaying prominent information on the crisis situation provided by Member States' authorities or at Union level or by other relevant reliable bodies depending on the context of the crisis;</p> <p>(b) ensuring that the provider of intermediary services appoints a specific point of contact responsible for crisis management; where relevant, this may be the electronic point of contact referred to in Article 10 or, in the case of providers of very large online platforms or of very large online search engines, the compliance officer referred to in Article 32;</p> <p>(c) where applicable, adapt the resources dedicated to compliance with the obligations set out in Articles 14, 17, 19, 20 and 27 to the needs created by the crisis situation.</p> <p>3. The Commission shall involve, as appropriate, Member States' authorities and may also involve Union bodies, offices and agencies in drawing up, testing and supervising the application of the crisis protocols. The Commission may, where necessary and appropriate, also involve civil society organisations or other relevant organisations in drawing up the crisis protocols.</p> <p>4. The Commission shall aim to ensure that the crisis protocols set out clearly all of the following:</p>
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- (a) the specific parameters to determine what constitutes the specific extraordinary circumstance the crisis protocol seeks to address and the objectives it pursues;
- (b) the role of each participant and the measures they are to put in place in preparation and once the crisis protocol has been activated;
- (c) a clear procedure for determining when the crisis protocol is to be activated;
- (d) a clear procedure for determining the period during which the measures to be taken once the crisis protocol has been activated are to be taken, which is strictly limited to what is necessary for addressing the specific extraordinary circumstances concerned;
- (e) safeguards to address any negative effects on the exercise of the fundamental rights enshrined in the Charter, in particular the freedom of expression and information and the right to non-discrimination;
- (f) a process to publicly report on any measures taken, their duration and their outcomes, upon the termination of the crisis situation.
- (fa) measures to ensure accessibility for persons with disabilities during implementation of crisis protocols, including by providing accessible description about these protocols.

- (a) the specific parameters to determine what constitutes the specific extraordinary circumstance the crisis protocol seeks to address and the objectives it pursues;
- (b) the role of each participant and the measures they are to put in place in preparation and once the crisis protocol has been activated;
- (c) a clear procedure for determining when the crisis protocol is to be activated;
- (d) a clear procedure for determining the period during which the measures to be taken once the crisis protocol has been activated are to be taken, which is strictly limited to what is necessary for addressing the specific extraordinary circumstances concerned;
- (e) safeguards to address any negative effects on the exercise of the fundamental rights enshrined in the Charter, in particular the freedom of expression and information and the right to non-discrimination;
- (f) a process to publicly report on any measures taken, their duration and their outcomes, upon the termination of the crisis situation.

- (a) the specific parameters to determine what constitutes the specific extraordinary circumstance the crisis protocol seeks to address and the objectives it pursues;
- (b) the role of each participant and the measures they are to put in place in preparation and once the crisis protocol has been activated;
- (c) a clear procedure for determining when the crisis protocol is to be activated;
- (d) a clear procedure for determining the period during which the measures to be taken once the crisis protocol has been activated are to be taken, which is strictly limited to what is necessary for addressing the specific extraordinary circumstances concerned;
- (e) safeguards to address any negative effects on the exercise of the fundamental rights enshrined in the Charter, in particular the freedom of expression and information and the right to non-discrimination;
- (f) a process to publicly report on any measures taken, their duration and their outcomes, upon the termination of the crisis situation.

5. If the Commission considers that a crisis protocol fails to effectively address the crisis situation, or to safeguard the exercise of fundamental rights as referred to in point (e) of paragraph 4, it shall request the participants to revise the crisis protocol, including by taking additional measures.	5. If the Commission considers that a crisis protocol fails to effectively address the crisis situation, or to safeguard the exercise of fundamental rights as referred to in point (e) of paragraph 4, it may request the participants to revise the crisis protocol, including by taking additional measures.	5. If the Commission considers that a crisis protocol fails to effectively address the crisis situation, or to safeguard the exercise of fundamental rights as referred to in point (e) of paragraph 4, it may request the participants to revise the crisis protocol, including by taking additional measures.
Chapter IV Implementation, cooperation, sanctions and enforcement	Chapter IV Implementation, cooperation, sanctions and enforcement	Chapter IV Implementation, cooperation, sanctions and enforcement
Section 1 Competent authorities and National Digital Services Coordinators	Section 1 Competent authorities and National Digital Services Coordinators	Section 1 Competent authorities and National Digital Services Coordinators
<i>Article 38</i> <i>Competent authorities and Digital Services Coordinators</i>	<i>Article 38</i> <i>Competent authorities and Digital Services Coordinators</i>	<i>Article 38</i> <i>Competent authorities and Digital Services Coordinators</i>
1. Member States shall designate one or more competent authorities as responsible for the application and enforcement of this Regulation ('competent authorities'). 2. Member States shall designate one of the competent authorities as their Digital Services Coordinator. The Digital Services Coordinator shall be responsible for all matters relating to application and enforcement of this Regulation in that Member State, unless the Member State concerned has assigned certain specific tasks or sectors to other competent authorities. The Digital Services Coordinator shall in any event be responsible for ensuring coordination at national level in respect of those matters	1. Member States shall designate one or more competent authorities as responsible for the application and enforcement of this Regulation ('competent authorities'). 2. Member States shall designate one of the competent authorities as their Digital Services Coordinator. The Digital Services Coordinator shall be responsible for all matters relating to application and enforcement of this Regulation in that Member State, unless the Member State concerned has assigned certain specific tasks or sectors to other competent authorities. The Digital Services Coordinator shall in any event be responsible for ensuring coordination at national level in respect of those matters	1. Member States shall designate one or more competent authorities as responsible for the supervision and enforcement of this Regulation ('competent authorities'). 2. Member States shall designate one of the competent authorities as their Digital Services Coordinator. The Digital Services Coordinator shall be responsible for all matters relating to supervision and enforcement of this Regulation in that Member State, unless the Member State concerned has assigned certain specific tasks or sectors to other competent authorities. The Digital Services Coordinator shall in any event be responsible for ensuring coordination at national level in respect of those matters

<p>and for contributing to the effective and consistent application and enforcement of this Regulation throughout the Union.</p> <p>For that purpose, Digital Services Coordinators shall cooperate with each other, other national competent authorities, the Board and the Commission, without prejudice to the possibility for Member States to provide for regular exchanges of views with other authorities where relevant for the performance of the tasks of those other authorities and of the Digital Services Coordinator.</p> <p>Where a Member State designates more than one competent authority in addition to the Digital Services Coordinator, it shall ensure that the respective tasks of those authorities and of the Digital Services Coordinator are clearly defined and that they cooperate closely and effectively when performing their tasks. The Member State concerned shall communicate the name of the other competent authorities as well as their respective tasks to the Commission and the Board.</p> <p>3. Member States shall designate the Digital Services Coordinators within two months from the date of entry into force of this Regulation.</p> <p>Member States shall make publicly available, and communicate to the</p>	<p>and for contributing to the effective and consistent application and enforcement of this Regulation throughout the Union.</p> <p>For that purpose, Digital Services Coordinators shall cooperate with each other, other national competent authorities, the Board and the Commission, without prejudice to the possibility for Member States to provide for regular exchanges of views with other authorities where relevant for the performance of the tasks of those other authorities and of the Digital Services Coordinator.</p> <p>Where a Member State designates more than one competent authority in addition to the Digital Services Coordinator, it shall ensure that the respective tasks of those authorities and of the Digital Services Coordinator are clearly defined and that they cooperate closely and effectively when performing their tasks. The Member State concerned shall communicate the name of the other competent authorities as well as their respective tasks to the Commission and the Board.</p> <p>3. Member States shall designate the Digital Services Coordinators within two months from the date of entry into force of this Regulation.</p> <p>Member States shall make publicly available, and communicate to the</p>	<p>and for contributing to the effective and consistent supervision and enforcement of this Regulation throughout the Union.</p> <p>For that purpose, Digital Services Coordinators shall cooperate with each other, other national competent authorities, the Board and the Commission, without prejudice to the possibility for Member States to provide for cooperation mechanisms and regular exchanges of views of the Digital Services Coordinator with other national authorities where relevant for the performance of their respective tasks.</p> <p>Where a Member State designates one or more competent authorities in addition to the Digital Services Coordinator, it shall ensure that the respective tasks of those authorities and of the Digital Services Coordinator are clearly defined and that they cooperate closely and effectively when performing their tasks. The Member State concerned shall communicate the name of the other competent authorities as well as their respective tasks to the Commission and the Board.</p> <p>3. Member States shall designate the Digital Services Coordinators within fifteen months from the date of entry into force of this Regulation.</p> <p>Member States shall make publicly available, and communicate to the</p>
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<p>Commission and the Board, the name of their competent authority designated as Digital Services Coordinator and information on how it can be contacted.</p> <p>4. The requirements applicable to Digital Services Coordinators set out in Articles 39, 40 and 41 shall also apply to any other competent authorities that the Member States designate pursuant to paragraph 1.</p> <p>4a. Member States shall ensure that the competent authorities, referred to in paragraph 1 and in particular their Digital Services Coordinators, have adequate technical financial and human resources to carry out their tasks under this Regulation.</p>	<p>Commission and the Board, the name of their competent authority designated as Digital Services Coordinator and information on how it can be contacted.</p> <p>4. The requirements applicable to Digital Services Coordinators set out in Articles 39, 40 and 41 shall also apply to any other competent authorities that the Member States designate pursuant to paragraph 1.</p>	<p>Commission and the Board, the name of their competent authority designated as Digital Services Coordinator and information on how it can be contacted.</p> <p>4. The provisions applicable to Digital Services Coordinators set out in Articles 39, 44a and 41 shall also apply to any other competent authorities that the Member States designate pursuant to paragraph 1 of this Article.</p>
<p><i>Article 39</i> <i>Requirements for Digital Services Coordinators</i></p>	<p><i>Article 39</i> <i>Requirements for Digital Services Coordinators</i></p>	<p><i>Article 39</i> <i>Requirements for Digital Services Coordinators</i></p>
<p>1. Member States shall ensure that their Digital Services Coordinators perform their tasks under this Regulation in an impartial, transparent and timely manner. [...]</p>	<p>1. Member States shall ensure that their Digital Services Coordinators perform their tasks under this Regulation in an impartial, transparent and timely manner. <u>Member States shall ensure that their Digital Services Coordinators have adequate technical, financial and human resources to carry out their tasks.</u></p>	<p>1. Member States shall ensure that their Digital Services Coordinators perform their tasks under this Regulation in an impartial, transparent and timely manner. Member States shall ensure that their Digital Services Coordinators have all necessary means to carry out their tasks, including sufficient technical, financial and human resources to adequately supervise all providers of intermediary services under their competence. Each Member State shall ensure that its Digital Services Coordinator has sufficient autonomy in managing its budget within the budget's overall limits, in order not to affect the</p>

<p>2. When carrying out their tasks and exercising their powers in accordance with this Regulation, the Digital Services Coordinators shall act with complete independence. They shall remain free from any external influence, whether direct or indirect, and shall neither seek nor take instructions from any other public authority or any private party.</p> <p>3. Paragraph 2 is without prejudice to the tasks of Digital Services Coordinators within the system of supervision and enforcement provided for in this Regulation and the cooperation with other competent authorities in accordance with Article 38(2). Paragraph 2 shall not prevent supervision of the authorities concerned in accordance with national constitutional law.</p>	<p>2. When carrying out their tasks and exercising their powers in accordance with this Regulation, the Digital Services Coordinators shall act with complete independence. They shall remain free from any external influence, whether direct or indirect, and shall neither seek nor take instructions from any other public authority or any private party.</p> <p>3. Paragraph 2 is without prejudice to the tasks of Digital Services Coordinators within the system of supervision and enforcement provided for in this Regulation and the cooperation with other competent authorities in accordance with Article 38(2). Paragraph 2 shall not prevent supervision of the authorities concerned in accordance with national constitutional law.</p>	<p>independence of the Digital Services Coordinator.</p> <p>2. When carrying out their tasks and exercising their powers in accordance with this Regulation, the Digital Services Coordinators shall act with complete independence. They shall remain free from any external influence, whether direct or indirect, and shall neither seek nor take instructions from any other public authority or any private party.</p> <p>3. Paragraph 2 of this Article is without prejudice to the tasks of Digital Services Coordinators within the system of supervision and enforcement provided for in this Regulation and the cooperation with other competent authorities in accordance with Article 38(2). Paragraph 2 of this Article shall not prevent the exercise of judicial review and shall also be without prejudice to proportionate accountability requirements regarding the general activities of the Digital Services Coordinators, such as financial expenditure or reporting to national parliaments. The exercise of the judicial review and proportionate accountability requirements shall not undermine the achievement of the objectives of this Regulation.</p>
<p><i>Article 40 Jurisdiction</i></p>	<p><i>Article 40 Jurisdiction</i></p>	<p>[...] Cf. Art. 44a „<i>Competences</i>“ of the General Approach of the Council</p>
<p>1. The Member State in which the main establishment of the provider of intermediary services is located shall have</p>	<p>1. The Member State in which the main establishment of the provider of intermediary services is located shall have</p>	<p><i>1. The Member State in which the main establishment of the provider of intermediary services is located shall have</i></p>

<p>jurisdiction for the purposes of the supervision and enforcement by the national competent authorities, in accordance with this Chapter, of the obligations imposed on intermediaries under this Regulation.</p>	<p><u>jurisdiction for the purposes of Chapters III and IV of this Regulation.</u></p>	<p><i>exclusive powers for the supervision and enforcement by the Digital Services Coordinators of the obligations laid down by this Regulation applicable on intermediary services, except the supervision and enforcement in cases provided for in paragraphs 1a, 1b and 1c..</i></p> <p><i>1a. The Commission shall have exclusive powers for the supervision and enforcement of the obligations applicable to very large online platforms or very large online search engines, referred to in Section 4 of Chapter III of this Regulation.</i></p> <p><i>1b. The Commission shall have the powers for the supervision and enforcement of the obligations laid down by this Regulation applicable to very large online platforms or very large online search engines, other than those referred to in Section 4 of Chapter III.</i></p> <p><i>1c. To the extent that the Commission has not initiated a proceeding in relation to an alleged infringement of the same obligation, the Member States of establishment where the provider of very large online platform or of very large online search engine is established shall have the powers for the supervision and enforcement of the obligations laid down by this Regulation applicable to very large online platforms or very large online search engines, other than those referred to in Chapter III Section 4.</i></p> <p><i>Member States and the Commission shall</i></p>
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<p>2. A provider of intermediary services which does not have an establishment in the Union but which offers services in the Union shall, for the purposes of this Article, be deemed to be under the jurisdiction of the Member State where its legal representative resides or is established.</p> <p>3. Where a provider of intermediary services fails to appoint a legal representative in accordance with Article 11, all Member States shall have jurisdiction for the purposes of this Article. Where a Member State decides to exercise jurisdiction under this paragraph, it shall inform all other Member States and ensure that the principle of ne bis in idem is respected.</p> <p>4. Paragraphs 1, 2 and 3 are without prejudice to the second subparagraph of Article 50(4) and the second subparagraph</p>	<p>2. A provider of intermediary services which does not have an establishment in the Union but which offers services in the Union shall, for the purposes of Chapters III and IV, be deemed to be under the jurisdiction of the Member State where its legal representative resides or is established.</p> <p>3. Where a provider of intermediary services fails to appoint a legal representative in accordance with Article 11, all Member States shall have jurisdiction for the purposes of Chapters III and IV. Where a Member State decides to exercise jurisdiction under this paragraph, it shall inform all other Member States and ensure that the principle of ne bis in idem is respected.</p> <p>4. Paragraphs 1, 2 and 3 are without prejudice to the second subparagraph of Article 50(4) and the second</p>	<p><i>supervise and enforce the obligations laid down in this Regulation in close cooperation.</i></p> <p>2. A provider of intermediary services which does not have an establishment in the Union but which offers services in the Union shall, <i>in accordance with paragraphs 1, and 1c of this Article</i>, be deemed to be under the <i>competence</i> of the Member State where its legal representative resides or is established.</p> <p>3. Where a provider of intermediary services fails to appoint a legal representative in accordance with Article 11, all Member States <i>and, where applicable, the Commission</i> shall have <i>powers pursuant to this Article</i>. Where a <i>Digital Services Coordinator</i> decides to exercise <i>competence</i> under this paragraph, it shall <i>notify all other Digital Services Coordinators and the Commission</i> and ensure that the <i>applicable safeguards afforded by the Charter are respected, in particular to avoid that the same conduct is sanctioned more than once for the infringement of the obligations laid down in this Regulation</i>. Following the notification pursuant to this paragraph, the competent authorities of other Member States shall not initiate proceedings for the same conduct as that referred to in the notification.</p> <p>[...]</p>
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of Article 51(2) and the tasks and powers of the Commission under Section 3.	subparagraph of Article 51(2) and the tasks and powers of the Commission under Section 3.	
<i>Article 41 Powers of Digital Services Coordinators</i>	<i>Article 41 Powers of Digital Services Coordinators</i>	<i>Article 41 Powers of Digital Services Coordinators</i>
<p>1. Where needed for carrying out their tasks, Digital Services Coordinators shall have at least the following powers of investigation, in respect of conduct by providers of intermediary services under the jurisdiction of their Member State:</p> <p>(a) the power to require those providers, as well as any other persons acting for purposes related to their trade, business, craft or profession that may reasonably be aware of information relating to a suspected infringement of this Regulation, including, organisations performing the audits referred to in Articles 28 and 50(3), to provide such information without undue delay, or at the latest within three months;</p> <p>(b) the power to carry out on-site inspections of any premises that those providers or those persons use for purposes related to their trade, business, craft or profession, or to request other public authorities to do so, in order to examine, seize, take or obtain copies of information relating to a suspected infringement in any form, irrespective of the storage medium;</p>	<p>1. Where needed for carrying out their tasks, Digital Services Coordinators shall have at least the following powers of investigation, in respect of conduct by providers of intermediary services under the jurisdiction of their Member State:</p> <p>(a) the power to require those providers, as well as any other persons acting for purposes related to their trade, business, craft or profession that may reasonably be aware of information relating to a suspected infringement of this Regulation, including, organisations performing the audits referred to in Articles 28 and 50(3), to provide such information within <u>a reasonable time period</u>;</p> <p>(b) the power to carry out on-site inspections of any premises that those providers or those persons use for purposes related to their trade, business, craft or profession, or to request other public authorities to do so, in order to examine, seize, take or obtain copies of information relating to a suspected infringement in any form, irrespective of the storage medium;</p>	<p>1. Where needed for carrying out their tasks under this Regulation, Digital Services Coordinators shall have [...] the following powers of investigation, in respect of conduct by providers of intermediary services under the competence of their Member State:</p> <p>(a) the power to require those providers, as well as any other persons acting for purposes related to their trade, business, craft or profession that may reasonably be aware of information relating to a suspected infringement of this Regulation, including, organisations performing the audits referred to in Articles 28 and 59a(2), to provide such information within a reasonable time period;</p> <p>(b) the power to carry out, or request a judicial authority in their Member State to order, inspections of any premises that those providers or those persons use for purposes related to their trade, business, craft or profession, or to request other public authorities to do so, in order to examine, seize, take or obtain copies of information relating to a suspected infringement in any form, irrespective of the storage medium;</p>

<p>(c) the power to ask any member of staff or representative of those providers or those persons to give explanations in respect of any information relating to a suspected infringement and to record the answers.</p> <p>2. Where needed for carrying out their tasks, Digital Services Coordinators shall have at least the following enforcement powers, in respect of providers of intermediary services under the jurisdiction of their Member State:</p> <p>(a) the power to accept the commitments offered by those providers in relation to their compliance with this Regulation and to make those commitments binding;</p> <p>(b) the power to order the cessation of infringements and, where appropriate, to impose remedies proportionate to the infringement and necessary to bring the infringement effectively to an end;</p> <p>(c) the power to impose fines in accordance with Article 42 for failure to comply with this Regulation, including with any of the orders issued pursuant to paragraph 1;</p> <p>(d) the power to impose a periodic penalty payment in accordance with Article 42</p>	<p>(c) the power to ask any member of staff or representative of those providers or those persons to give explanations in respect of any information relating to a suspected infringement and to record the answers.</p> <p>2. Where needed for carrying out their tasks, Digital Services Coordinators shall have at least the following enforcement powers, in respect of providers of intermediary services under the jurisdiction of their Member State:</p> <p>(a) the power to accept the commitments offered by those providers in relation to their compliance with this Regulation and to make those commitments binding;</p> <p>(b) the power to order the cessation of infringements and, where appropriate, to impose remedies proportionate to the infringement and necessary to bring the infringement effectively to an end;</p> <p>(c) the power to impose fines in accordance with Article 42 for failure to comply with this Regulation, including with any of the orders issued pursuant to paragraph 1;</p> <p>(d) the power to impose a periodic penalty payment in accordance with Article 42</p>	<p>(c) the power to ask any member of staff or representative of those providers or those persons to give explanations in respect of any information relating to a suspected infringement and to record the answers with their consent.</p> <p>2. Where needed for carrying out their tasks under this Regulation, Digital Services Coordinators shall have [...] the following enforcement powers, in respect of providers of intermediary services under the competence of their Member State:</p> <p>(a) die Befugnis, die Verpflichtungszusagen dieser Anbieter in Bezug auf die Einhaltung dieser Verordnung anzunehmen und diese Verpflichtungszusagen für bindend zu erklären;</p> <p>(b) the power to order the cessation of infringements and, where appropriate, to impose remedies proportionate to the infringement and necessary to bring the infringement effectively to an end, or request a judicial authority in their Member State to do so;</p> <p>(c) the power to impose fines, or request a judicial authority in their Member State to do so, in accordance with Article 42 for failure to comply with this Regulation, including with any of the investigative orders issued pursuant to paragraph 1 of this Article;</p> <p>(d) the power to impose a periodic penalty payment, or request a judicial authority</p>
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<p>to ensure that an infringement is terminated in compliance with an order issued pursuant to point (b) of this paragraph or for failure to comply with any of the orders issued pursuant to paragraph 1;</p> <p>(e) the power to adopt proportionate interim measures or to request the relevant judicial authority to do so, to avoid the risk of serious harm.</p> <p>As regards points (c) and (d) of the first subparagraph, Digital Services Coordinators shall also have the enforcement powers set out in those points in respect of the other persons referred to in paragraph 1 for failure to comply with any of the orders issued to them pursuant to that paragraph. They shall only exercise those enforcement powers after having provided those other persons in good time with all relevant information relating to such orders, including the applicable time period, the fines or periodic payments that may be imposed for failure to comply and redress possibilities.</p> <p>3. Where needed for carrying out their tasks, Digital Services Coordinators shall also have, in respect of providers of intermediary services under the jurisdiction of their Member State, where all other powers pursuant to this Article to</p>	<p>to ensure that an infringement is terminated in compliance with an order issued pursuant to point (b) of this paragraph or for failure to comply with any of the orders issued pursuant to paragraph 1;</p> <p>(e) the power to adopt interim measures to avoid the risk of serious harm.</p> <p>As regards points (c) and (d) of the first subparagraph, Digital Services Coordinators shall also have the enforcement powers set out in those points in respect of the other persons referred to in paragraph 1 for failure to comply with any of the orders issued to them pursuant to that paragraph. They shall only exercise those enforcement powers after having provided those others persons in good time with all relevant information relating to such orders, including the applicable time period, the fines or periodic payments that may be imposed for failure to comply and redress possibilities.</p> <p>3. Where needed for carrying out their tasks, Digital Services Coordinators shall also have, in respect of providers of intermediary services under the jurisdiction of their Member State, where all other powers pursuant to this Article to</p>	<p>in their Member State to do so, in accordance with Article 42 to ensure that an infringement is terminated in compliance with an order issued pursuant to point (b) of this subparagraph or for failure to comply with any of the investigative orders issued pursuant to paragraph 1 of this Article;</p> <p>(e) the power to adopt interim measures to avoid the risk of serious harm.</p> <p>As regards points (c) and (d) of the first subparagraph, Digital Services Coordinators shall also have the enforcement powers set out in those points in respect of the other persons referred to in paragraph 1 for failure to comply with any of the orders issued to them pursuant to that paragraph. They shall only exercise those enforcement powers after having provided those others persons in good time with all relevant information relating to such orders, including the applicable time period, the fines or periodic payments that may be imposed for failure to comply and redress possibilities.</p> <p>3. Where needed for carrying out their tasks under this Regulation, Digital Services Coordinators shall also have, in respect of providers of intermediary services under the competence of their Member State, where all other powers pursuant to this</p>
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bring about the cessation of an infringement have been exhausted, the infringement persists **or is continuously repeated** and causes serious harm which cannot be avoided through the exercise of other powers available under Union or national law, the power to take the following measures:

- (a) require the management body of the providers, within a reasonable time period, **which shall in any case not exceed three months**, to examine the situation, adopt and submit an action plan setting out the necessary measures to terminate the infringement, ensure that the provider takes those measures, and report on the measures taken;
- (b) where the Digital Services Coordinator considers that the provider has not [...] complied with the requirements of the first indent, that the infringement persists **or is continuously repeated** and causes serious harm, and that the infringement entails a serious criminal offence involving a threat to the life or safety of persons, request the competent judicial authority of that Member State to order the temporary restriction of access of recipients of the service concerned by the infringement or, only where that is not technically feasible, to the online interface of the provider of intermediary services on which the infringement takes place.

bring about the cessation of an infringement have been exhausted, the infringement persists and causes serious harm which cannot be avoided through the exercise of other powers available under Union or national law, the power to take the following measures:

- (a) require the management body of **the** providers, within a reasonable time period, to examine the situation, adopt and submit an action plan setting out the necessary measures to terminate the infringement, ensure that the provider takes those measures, and report on the measures taken;
- (b) where the Digital Services Coordinator considers that **the** provider has not sufficiently complied with the requirements **of the first indent**, that the infringement persists and causes serious harm, and that the infringement entails a **serious** criminal offence involving a threat to the life or safety of persons, request the competent judicial authority of **that** Member State to order the temporary restriction of access of recipients of the service concerned by the infringement or, only where that is not technically feasible, to the online interface of the provider of intermediary services on which the infringement takes place.

Article to bring about the cessation of an infringement have been exhausted, the infringement persists and causes serious harm which cannot be avoided through the exercise of other powers available under Union or national law, the power to take the following measures:

- (a) require the management body of **those** providers, within a reasonable time period, to examine the situation, adopt and submit an action plan setting out the necessary measures to terminate the infringement, ensure that the provider takes those measures, and report on the measures taken;
- (b) where the Digital Services Coordinator considers that **a** provider of **intermediary services** has not sufficiently complied with the requirements **referred to in point (a)**, that the infringement persists and causes serious harm, and that the infringement entails a [...] criminal offence involving a threat to the life or safety of persons, request the competent judicial authority of **its** Member State to order the temporary restriction of access of recipients of the service concerned by the infringement or, only where that is not technically feasible, to the online interface of the

The Digital Services Coordinator shall, except where it acts upon the Commission's request referred to in Article 65, prior to submitting the request referred to in point (b) of the first subparagraph, invite interested parties to submit written observations within a time period that shall not be less than two weeks, describing the measures that it intends to request and identifying the intended addressee or addressees thereof. The provider, the intended addressee or addressees and any other third party demonstrating a legitimate interest shall be entitled to participate in the proceedings before the competent judicial authority. Any measure ordered shall be proportionate to the nature, gravity, recurrence and duration of the infringement, without unduly restricting access to lawful information by recipients of the service concerned.

The restriction shall be for a period of four weeks, subject to the possibility for the competent judicial authority, in its order, to allow the Digital Services Coordinator to extend that period for further periods of the same lengths, subject to a maximum number of extensions set by that judicial authority. The Digital Services Coordinator shall only extend the period where it considers, having regard to the rights and interests of all parties affected by the

The Digital Services Coordinator shall, except where it acts upon the Commission's request referred to in Article 65, prior to submitting the request referred to in point (b) of the first subparagraph, invite interested parties to submit written observations within a time period that shall not be less than two weeks, describing the measures that it intends to request and identifying the intended addressee or addressees thereof. The provider, the intended addressee or addressees and any other third party demonstrating a legitimate interest shall be entitled to participate in the proceedings before the competent judicial authority. Any measure ordered shall be proportionate to the nature, gravity, recurrence and duration of the infringement, without unduly restricting access to lawful information by recipients of the service concerned.

The restriction shall be for a period of four weeks, subject to the possibility for the competent judicial authority, in its order, to allow the Digital Services Coordinator to extend that period for further periods of the same lengths, subject to a maximum number of extensions set by that judicial authority. The Digital Services Coordinator shall only extend the period where it considers, having regard to the rights and interests of all parties affected by **the**

provider of intermediary services on which the infringement takes place.

The Digital Services Coordinator shall, except where it acts upon the Commission's request referred to in Article 65, prior to submitting the request referred to in point (b) of the first subparagraph, invite interested parties to submit written observations within a time period that shall not be less than two weeks, describing the measures that it intends to request and identifying the intended addressee or addressees thereof. The provider **of intermediary services**, the intended addressee or addressees and any other third party demonstrating a legitimate interest shall be entitled to participate in the proceedings before the competent judicial authority. Any measure ordered shall be proportionate to the nature, gravity, recurrence and duration of the infringement, without unduly restricting access to lawful information by recipients of the service concerned.

The restriction **of access** shall be for a period of four weeks, subject to the possibility for the competent judicial authority, in its order, to allow the Digital Services Coordinator to extend that period for further periods of the same lengths, subject to a maximum number of extensions set by that judicial authority. The Digital Services Coordinator shall only extend the period where it considers, having regard to the rights and interests of

<p>restriction and all relevant circumstances, including any information that the provider, the addressee or addressees and any other third party that demonstrated a legitimate interest may provide to it, that both of the following conditions have been met:</p> <p>(a) the provider has failed to take the necessary measures to terminate the infringement;</p> <p>(b) the temporary restriction does not unduly restrict access to lawful information by recipients of the service, having regard to the number of recipients affected and whether any adequate and readily accessible alternatives exist.</p> <p>Where the Digital Services Coordinator considers that those two conditions have been met but it cannot further extend the period pursuant to the third subparagraph, it shall submit a new request to the competent judicial authority, as referred to in point (b) of the first subparagraph.</p>	<p>restriction and all relevant circumstances, including any information that the provider, the addressee or addressees and any other third party that demonstrated a legitimate interest may provide to it, that both of the following conditions have been met:</p> <p>(a) the provider has failed to take the necessary measures to terminate the infringement;</p> <p>(b) the temporary restriction does not unduly restrict access to lawful information by recipients of the service, having regard to the number of recipients affected and whether any adequate and readily accessible alternatives exist.</p> <p>Where the Digital Services Coordinator considers that those two conditions have been met but it cannot further extend the period pursuant to the third subparagraph, it shall submit a new request to the competent judicial authority, as referred to in point (b) of the first subparagraph.</p>	<p>all parties affected by that restriction and all relevant circumstances, including any information that the provider of intermediary services, the addressee or addressees and any other third party that demonstrated a legitimate interest may provide to it, that both of the following conditions have been met:</p> <p>(a) the provider of intermediary services has failed to take the necessary measures to terminate the infringement;</p> <p>(b) the temporary restriction does not unduly restrict access to lawful information by recipients of the service, having regard to the number of recipients affected and whether any adequate and readily accessible alternatives exist.</p> <p>Where the Digital Services Coordinator considers that the conditions set out in points (a) and (b) of the third subparagraph have been met but it cannot further extend the period pursuant to the third subparagraph, it shall submit a new request to the competent judicial authority, as referred to in point (b) of the first subparagraph.</p>
<p>4. The powers listed in paragraphs 1, 2 and 3 are without prejudice to Section 3.</p> <p>5. The measures taken by the Digital Services Coordinators in the exercise of their powers listed in paragraphs 1, 2 and 3 shall be effective, dissuasive and</p>	<p>4. The powers listed in paragraphs 1, 2 and 3 are without prejudice to Section 3.</p> <p>5. The measures taken by the Digital Services Coordinators in the exercise of their powers listed in paragraphs 1, 2 and 3 shall be effective, dissuasive and</p>	<p>4. The powers listed in paragraphs 1, 2 and 3 are without prejudice to Section 3.</p> <p>5. The measures taken by the Digital Services Coordinators in the exercise of their powers listed in paragraphs 1, 2 and 3 shall be effective, dissuasive and</p>

<p>proportionate, having regard, in particular, to the nature, gravity, recurrence and duration of the infringement or suspected infringement to which those measures relate, as well as the economic, technical and operational capacity of the provider of the intermediary services concerned where relevant.</p> <p>6. Member States shall ensure that any exercise of the powers pursuant to paragraphs 1, 2 and 3 is subject to adequate safeguards laid down in the applicable national law in conformity with the Charter and with the general principles of Union law. In particular, those measures shall only be taken in accordance with the right to respect for private life and the rights of defence, including the rights to be heard and of access to the file, and subject to the right to an effective judicial remedy of all affected parties.</p> <p>6a. The Commission shall publish guidelines by [six months after the entry into force of this Regulation] on the powers of and procedures applicable to the Digital Services Coordinators.</p>	<p>proportionate, having regard, in particular, to the nature, gravity, recurrence and duration of the infringement or suspected infringement to which those measures relate, as well as the economic, technical and operational capacity of the provider of the intermediary services concerned where relevant.</p> <p>6. Member States shall ensure that any exercise of the powers pursuant to paragraphs 1, 2 and 3 is subject to adequate safeguards laid down in the applicable national law in conformity with the Charter and with the general principles of Union law. In particular, those measures shall only be taken in accordance with the right to respect for private life and the rights of defence, including the rights to be heard and of access to the file, and subject to the right to an effective judicial remedy of all affected parties.</p>	<p>proportionate, having regard, in particular, to the nature, gravity, recurrence and duration of the infringement or suspected infringement to which those measures relate, as well as the economic, technical and operational capacity of the provider of the intermediary services concerned where relevant.</p> <p>6. Member States shall lay down specific conditions and procedures for the exercise of the powers pursuant to paragraphs 1, 2 and 3 and shall ensure that any exercise of those powers is subject to adequate safeguards laid down in the applicable national law in compliance with the Charter and with the general principles of Union law. In particular, those measures shall only be taken in accordance with the right to respect for private life and the rights of defence, including the rights to be heard and of access to the file, and subject to the right to an effective judicial remedy of all affected parties.</p>
<p>Article 42 Penalties</p>	<p>Article 42 Penalties</p>	<p>Article 42 Penalties</p>
<p>1. Member States shall lay down the rules on penalties applicable to infringements of this Regulation by providers of intermediary services under their</p>	<p>1. Member States shall lay down the rules on penalties applicable to infringements of this Regulation by providers of intermediary services under their</p>	<p>1. Member States shall lay down the rules on penalties applicable to infringements of this Regulation by providers of intermediary services under their</p>

<p>jurisdiction and shall take all the necessary measures to ensure that they are implemented in accordance with Article 41.</p> <p>2. Penalties shall be effective, proportionate and dissuasive. Member States shall notify the Commission and the Board of those rules and of those measures and shall notify it, without delay, of any subsequent amendments affecting them.</p> <p>3. Member States shall ensure that the maximum amount of penalties imposed for a failure to comply with the obligations laid down in this Regulation shall not exceed 6 % of the annual [...] worldwide turnover of the provider of intermediary services concerned. Penalties for the supply of incorrect, incomplete or misleading information, failure to reply or rectify incorrect, incomplete or misleading information and to submit to an on-site inspection shall not exceed 1% of the annual [...] worldwide turnover of the provider concerned.</p> <p>4. Member States shall ensure that the maximum amount of a periodic penalty payment shall not exceed 5 % of the average daily worldwide turnover of the provider of intermediary services concerned in the preceding financial year per day, calculated from the date specified in the decision concerned.</p>	<p>jurisdiction and shall take all the necessary measures to ensure that they are implemented in accordance with Article 41.</p> <p>2. Penalties shall be effective, proportionate and dissuasive. Member States shall notify the Commission of those rules and of those measures and shall notify it, without delay, of any subsequent amendments affecting them.</p> <p>3. Member States shall ensure that the maximum amount of penalties imposed for a failure to comply with the obligations laid down in this Regulation shall not exceed 6 % of the annual income or turnover of the provider of intermediary services concerned. Penalties for the supply of incorrect, incomplete or misleading information, failure to reply or rectify incorrect, incomplete or misleading information and to submit to an on-site inspection shall not exceed 1% of the annual income or turnover of the provider concerned.</p> <p>4. Member States shall ensure that the maximum amount of a periodic penalty payment shall not exceed 5 % of the average daily turnover of the provider of intermediary services concerned in the preceding financial year per day, calculated from the date specified in the decision concerned.</p>	<p>competence and shall take all the necessary measures to ensure that they are implemented in accordance with Article 41.</p> <p>2. Penalties shall be effective, proportionate and dissuasive. Member States shall notify the Commission of those rules and of those measures and shall notify it, without delay, of any subsequent amendments affecting them.</p> <p>3. Member States shall ensure that the maximum amount of fines that may be imposed for a failure to comply with an obligations laid down in this Regulation shall be 6 % of the annual [...] turnover of the provider of intermediary services concerned in the preceding financial year. Member States shall ensure that the maximum amount of fines that may be imposed for the supply of incorrect, incomplete or misleading information, failure to reply or rectify incorrect, incomplete or misleading information and failure to submit to an [...] inspection shall be 1 % of the annual income or turnover of the provider or person concerned in the preceding financial year.</p> <p>4. Member States shall ensure that the maximum amount of a periodic penalty payment shall be 5 % of the average daily turnover or income of the provider of intermediary services concerned in the preceding financial year per day, calculated from the date specified in the decision concerned.</p>
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<p>4a. Member States shall ensure that administrative or judicial authorities issuing orders pursuant to Article 8 and 9 shall only issue penalties or fines in line with this Article.</p>		
<p><i>Article 43</i> <i>Right to lodge a complaint</i></p>	<p><i>Article 43</i> <i>Right to lodge a complaint</i></p>	<p><i>Article 43</i> <i>Right to lodge a complaint</i></p>
<p>1. Recipients of the service shall have the right to lodge a complaint against providers of intermediary services alleging an infringement of this Regulation with the Digital Services Coordinator of the Member State where the recipient resides or is established. During these proceedings, both parties shall have the right to be heard and receive appropriate information about the status of the proceedings. The Digital Services Coordinator shall assess the complaint and, where appropriate, transmit it to the Digital Services Coordinator of establishment without undue delay. Where the complaint falls under the responsibility of another competent authority in its Member State, the Digital Service Coordinator receiving the complaint shall transmit it to that authority, without undue delay.</p> <p>1a. Upon receipt of the complaint, transmitted pursuant to paragraph 1, the Digital Services Coordinator of establishment shall assess the matter in a timely manner and shall inform within six months the Digital Services Coordinator of the Member State where the recipient resides or is established if it intends to proceed with an</p>	<p>Recipients of the service shall have the right to lodge a complaint against providers of intermediary services alleging an infringement of this Regulation with the Digital Services Coordinator of the Member State where the recipient resides or is established. The Digital Services Coordinator shall assess the complaint and, where appropriate, transmit it to the Digital Services Coordinator of establishment. Where the complaint falls under the responsibility of another competent authority in its Member State, the Digital Service Coordinator receiving the complaint shall transmit it to that authority.</p>	<p>Both recipients of the service and their representative organisations as referred to in Article 68 shall have the right to lodge a complaint against providers of intermediary services alleging an infringement of this Regulation with the Digital Services Coordinator of the Member State where the recipient is located or established. The Digital Services Coordinator shall assess the complaint and, where appropriate, transmit it to the Digital Services Coordinator of establishment, accompanied, where considered appropriate, by an opinion. Where the complaint falls under the responsibility of another competent authority in its Member State, the Digital Service Coordinator receiving the complaint shall transmit it to that authority.</p>

investigation. If it opens an investigation, it shall provide an update at least every three months. The Digital Services Coordinator of the Member State where the recipient resides or is established shall consequently inform the recipient.		
<i>Article 43a</i> <i>Compensation</i>		
Without prejudice to Article 5, recipients of the service shall have the right to seek, in accordance with relevant Union and national law compensation from providers of intermediary services, against any direct damage or loss suffered due to an infringement by providers of intermediary services of obligations established under this Regulation.		
<i>Article 44</i> <i>Activity reports</i>	<i>Article 44</i> <i>Activity reports</i>	<i>Article 44</i> <i>Activity reports</i>
1. Digital Services Coordinators shall draw up an annual report on their activities under this Regulation. They shall make the annual reports in a standardised and machine-readable format available to the public, and shall communicate them to the Commission and to the Board.	1. Digital Services Coordinators shall draw up an annual report on their activities under this Regulation. They shall make the annual reports available to the public, and shall communicate them to the Commission and to the Board.	1. Digital Services Coordinators shall draw up an annual report on their activities under this Regulation, including the number of complaints received pursuant to Article 43 and an overview of their follow-up. Those reports shall include information provided by national competent authorities, where applicable. The Digital Services Coordinators shall make the annual reports available to the public, without prejudice to the applicable rules on the confidentiality of information, and shall communicate them to the Commission and to the Board.

<p>2. The annual report shall include at least the following information:</p> <p>(a) the number and subject matter of orders to act against illegal content and orders to provide information issued in accordance with Articles 8 and 9 by any national judicial or administrative authority of the Member State of the Digital Services Coordinator concerned, including information on the name of the issuing authority, the name of the provider and the type of action specified in the order, as well as a justification that the order complies with Article 3 of Directive 2000/31/EC;</p> <p>(b) the effects given to those orders, as communicated to the Digital Services Coordinator pursuant to Articles 8 and 9, the number of appeals made against those orders, as well as the outcome of the appeals.</p> <p>2a. The Commission shall make publicly available a biennial report analysing the annual reports, communicated pursuant to paragraph 1 and shall submit it to the European Parliament and to the Council.</p> <p>3. Where a Member State has designated several competent authorities pursuant to Article 38, it shall ensure that the Digital Services Coordinator draws up a single report covering the activities of all competent authorities and that the Digital Services Coordinator receives all relevant information and support needed to that</p>	<p>2. The annual report shall include at least the following information:</p> <p>(a) the number and subject matter of orders to act against illegal content and orders to provide information issued in accordance with Articles 8 and 9 by any national judicial or administrative authority of the Member State of the Digital Services Coordinator concerned;</p> <p>(b) the effects given to those orders, as communicated to the Digital Services Coordinator pursuant to Articles 8 and 9.</p> <p>3. Where a Member State has designated several competent authorities pursuant to Article 38, it shall ensure that the Digital Services Coordinator draws up a single report covering the activities of all competent authorities and that the Digital Services Coordinator receives all relevant information and support needed to that</p>	<p>2. The annual report shall also include the following information:</p> <p>(a) the number and subject matter of orders to act against illegal content and orders to provide information issued in accordance with Articles 8 and 9 by any national judicial or administrative authority of the Member State of the Digital Services Coordinator concerned;</p> <p>(b) the effects given to those orders, as communicated to the Digital Services Coordinator pursuant to Articles 8 and 9.</p> <p>3. Where a Member State has designated several competent authorities pursuant to Article 38, it shall ensure that the Digital Services Coordinator draws up a single report covering the activities of all competent authorities and that the Digital Services Coordinator receives all relevant information and support needed to that</p>
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effect from the other competent authorities concerned.	effect from the other competent authorities concerned.	effect from the other competent authorities concerned.
		Section 1a Competences, coordinated investigation and consistency mechanisms
	<i>Cf. Art. 40 of the Commission's Proposal</i>	<i>Article 44a Competences</i>
		<p>1. The Member State in which the main establishment of the provider of intermediary services is located shall have exclusive powers for the supervision and enforcement by the Digital Services Coordinators of the obligations laid down by this Regulation applicable on intermediary services, except the supervision and enforcement in cases provided for in paragraphs 1a, 1b and 1c.</p> <p>1a. The Commission shall have exclusive powers for the supervision and enforcement of the obligations applicable to very large online platforms or very large online search engines, referred to in Section 4 of Chapter III of this Regulation.</p> <p>1b. The Commission shall have the powers for the supervision and enforcement of the obligations laid down by this Regulation applicable to very large online platforms or very large online search engines, other than those referred to in Section 4 of Chapter III.</p> <p>1c. To the extent that the Commission has not initiated a proceeding in relation to an alleged infringement of the same</p>

		<p>obligation, the Member States of establishment where the provider of very large online platform or of very large online search engine is established shall have the powers for the supervision and enforcement of the obligations laid down by this Regulation applicable to very large online platforms or very large online search engines, other than those referred to in Chapter III Section 4.</p> <p>Member States and the Commission shall supervise and enforce the obligations laid down in this Regulation in close cooperation.</p> <p>2. A provider of intermediary services which does not have an establishment in the Union but which offers services in the Union shall, <i>in accordance with paragraphs 1, and 1c of this Article</i>, be deemed to be under the <i>competence</i> of the Member State where its legal representative resides or is established.</p> <p>3. Where a provider of intermediary services fails to appoint a legal representative in accordance with Article 11, all Member States <i>and, where applicable, the Commission</i> shall have <i>powers pursuant to this Article</i>. Where a <i>Digital Services Coordinator</i> decides to exercise <i>competence</i> under this paragraph, it shall <i>notify all other Digital Services Coordinators and the Commission</i> and ensure that the <i>applicable safeguards afforded by the Charter</i> are respected, in</p>
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		<p>particular to avoid that the same conduct is sanctioned more than once for the infringement of the obligations laid down in this Regulation. Following the notification pursuant to this paragraph, the competent authorities of other Member States shall not initiate proceedings for the same conduct as that referred to in the notification.</p>
		<p><i>Article 44b</i> <i>Mutual assistance</i></p>
		<ol style="list-style-type: none"> 1. Digital Services Coordinators and the Commission shall cooperate closely and provide each other mutual assistance in order to apply this Regulation in a consistent and efficient manner. Mutual assistance shall include, in particular, exchange of information in accordance with this Article and the duty of the Digital Services Coordinator of establishment to inform all Digital Services Coordinators of destination, the Board and the Commission about the opening of an investigation and the intention to take a final decision, including its assessment, in respect of a specific provider of intermediary services. 2. For the purpose of an investigation, the Digital Services Coordinator of establishment may request other Digital Services Coordinators to provide specific information in their possession as regards a specific provider of intermediary services or to exercise their investigative powers referred to in Article 41(1) with regards to

		<p>specific information located in their Member State. Where appropriate, the Digital Services Coordinator receiving the request may involve other competent national authorities. The Digital Services Coordinator receiving such request shall reply without undue delay and no later than two months after receiving the request.</p> <p>4. The Digital Services Coordinator receiving the request pursuant to paragraph 2 shall comply with such request unless:</p> <ul style="list-style-type: none"> (a) the scope of the subject matter of the request is not sufficiently specified, justified or proportionate in view of the investigative purposes; or (b) neither the requested Digital Service Coordinator nor other national competent authority in that Member State is in possession of the requested information nor has the competence to request it; or (c) compliance with the request would infringe Union or national law to which the competent authority receiving the request is subject to. <p>In cases of refusal, the Digital Services Coordinator receiving the request shall provide a reasoned justification to the requesting Digital Services Coordinator.</p>
Article 45 Cross-border cooperation among Digital Services Coordinators	Article 45 Cross-border cooperation among Digital Services Coordinators	Article 45 Cross-border cooperation among Digital Services Coordinators

<p>1. Where a Digital Services Coordinator has reasons to suspect that a provider of an intermediary service, not under the jurisdiction of the Member State concerned, infringed this Regulation, it shall request the Digital Services Coordinator of establishment to assess the matter and take the necessary investigatory and enforcement measures to ensure compliance with this Regulation.</p> <p>Where the Board has reasons to suspect that a provider of intermediary services infringed this Regulation in a manner involving at least three Member States, it may <u>request</u> the Digital Services Coordinator of establishment to assess the matter and take the necessary investigatory and enforcement measures to ensure compliance with this Regulation.</p> <p>2. A request [...] pursuant to paragraph 1 shall at least indicate:</p> <p>(a) the point of contact of the provider of the intermediary services concerned as provided for in Article 10;</p>	<p>1. Where a Digital Services Coordinator has reasons to suspect that a provider of an intermediary service, not under the jurisdiction of the Member State concerned, infringed this Regulation, it shall request the Digital Services Coordinator of establishment to assess the matter and take the necessary investigatory and enforcement measures to ensure compliance with this Regulation.</p> <p>Where the Board has reasons to suspect that a provider of intermediary services infringed this Regulation in a manner involving at least three Member States, it may <u>recommend</u> the Digital Services Coordinator of establishment to assess the matter and take the necessary investigatory and enforcement measures to ensure compliance with this Regulation.</p> <p>2. A request <u>or recommendation</u> pursuant to paragraph 1 shall at least indicate:</p> <p>(a) the point of contact of the provider of the intermediary services concerned as provided for in Article 10;</p>	<p>1. Unless the Commission has initiated an investigation for the same alleged infringement, where a Digital Services Coordinator of destination has reasons to suspect that a provider of an intermediary service infringed this Regulation negatively affecting the collective interests of the recipients of the service or having a negative societal impact in its Member State, it may request to the Digital Services Coordinator of establishment to assess the matter and to take the necessary investigatory and enforcement measures to ensure compliance with this Regulation.</p> <p>1a. Unless the Commission has initiated an investigation for the same alleged infringement, the Board, upon a request of at least three Digital Services Coordinators of destination pursuant to Article 48(3) alleging a reasonable suspicion of an infringement by a specific provider of intermediary services affecting recipients of the service in their Member States, may recommend the Digital Services Coordinator of establishment to assess the matter and take the necessary investigatory and enforcement measures to ensure compliance with this Regulation.</p> <p>2. A request or recommendation pursuant to paragraphs 1 or 1a shall be duly reasoned and at least indicate:</p> <p>(a) the electronic point of contact of the provider of the intermediary services concerned as provided for in Article 10;</p>
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<p>(b) a description of the relevant facts, the provisions of this Regulation concerned and the reasons why the Digital Services Coordinator that sent the request, or the Board, suspects that the provider infringed this Regulation;</p> <p>(c) any other information that the Digital Services Coordinator that sent the request, or the Board, considers relevant, including, where appropriate, information gathered on its own initiative or suggestions for specific investigatory or enforcement measures to be taken, including interim measures.</p> <p>2a. A request pursuant to paragraph 1 shall be at the same time communicated to the Commission. Where the Commission believes that the request is not justified or where the Commission is currently taking action on the same matter, the Commission can ask for the request to be withdrawn.</p> <p>3. The Digital Services Coordinator of establishment shall take into utmost account the request [...] pursuant to paragraph 1. Where it considers that it has insufficient information to act upon the request [...] and has reasons to consider that the Digital Services Coordinator that sent the request, or the Board, could provide additional information, it may</p>	<p>(b) a description of the relevant facts, the provisions of this Regulation concerned and the reasons why the Digital Services Coordinator that sent the request, or the Board, suspects that the provider infringed this Regulation;</p> <p>(c) any other information that the Digital Services Coordinator that sent the request, or the Board, considers relevant, including, where appropriate, information gathered on its own initiative or suggestions for specific investigatory or enforcement measures to be taken, including interim measures.</p> <p>3. The Digital Services Coordinator of establishment shall take into utmost account the request <u>or recommendation</u> pursuant to paragraph 1. Where it considers that it has insufficient information to act upon the request <u>or recommendation</u> and has reasons to consider that the Digital Services Coordinator that sent the request, or the</p>	<p>(b) a description of the relevant facts, the provisions of this Regulation concerned and the reasons why the Digital Services Coordinator that sent the request, or the Board, suspects that the provider infringed this Regulation, including the description of the negative effects of the alleged infringement in accordance with paragraph 1;</p> <p>(c) any other information that the Digital Services Coordinator that sent the request, or the Board, considers relevant, including, where appropriate, information gathered on its own initiative or suggestions for specific investigatory or enforcement measures to be taken, including interim measures.</p> <p>3. The Digital Services Coordinator of establishment shall take into utmost account the request or recommendation pursuant to paragraph 1 of this Article. Where it considers that it has insufficient information to act upon the request or recommendation and has reasons to consider that the Digital Services Coordinator that sent the request, or the</p>
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<p>request such information. The time period laid down in paragraph 4 shall be suspended until that additional information is provided.</p>	<p>Board, could provide additional information, it may request such information. The time period laid down in paragraph 4 shall be suspended until that additional information is provided.</p>	<p>Board, could provide additional information, it may either request such information in accordance with Article 44b or, alternatively, may launch a joint investigation pursuant to Article 46(1) involving at least the requesting Digital Services Coordinator. The time period laid down in paragraph 4 of this Article shall be suspended until that additional information is provided or the invitation to participate in the joint investigation is refused.</p>
<p>4. The Digital Services Coordinator of establishment shall, without undue delay and in any event not later than two months following receipt of the request [...], communicate to the Digital Services Coordinator that sent the request, or the Board, its assessment of the suspected infringement, or that of any other competent authority pursuant to national law where relevant, and an explanation of any investigatory or enforcement measures taken or envisaged in relation thereto to ensure compliance with this Regulation.</p>	<p>4. The Digital Services Coordinator of establishment shall, without undue delay and in any event not later than two months following receipt of the request <u>or recommendation</u>, communicate to the Digital Services Coordinator that sent the request, or the Board, its assessment of the suspected infringement, or that of any other competent authority pursuant to national law where relevant, and an explanation of any investigatory or enforcement measures taken or envisaged in relation thereto to ensure compliance with this Regulation.</p>	<p>4. The Digital Services Coordinator of establishment shall, without undue delay and in any event not later than two months following receipt of the request or recommendation pursuant to paragraphs 1 and 1a, communicate to the Digital Services Coordinator that sent the request, and the Board, the assessment of the suspected infringement and an explanation of any investigatory or enforcement measures taken or envisaged in relation thereto to ensure compliance with this Regulation.</p>
<p>5. Where the Digital Services Coordinator that sent the request, or, where appropriate, the Board, did not receive a reply within the time period laid down in paragraph 4 or where it does not agree with the assessment of the Digital Services Coordinator of establishment, it may refer the matter to the Commission, providing</p>	<p>5. Where the Digital Services Coordinator that sent the request, or, where appropriate, the Board, did not receive a reply within the time period laid down in paragraph 4 or where it does not agree with the assessment of the Digital Services Coordinator of establishment, it may refer the matter to</p>	<p>Article 45a Referral to the Commission</p> <p>1. Failing a response in the time period laid down in Article 45(4), or in case of disagreement with the assessment or the measures taken or envisaged in relation thereto, or in cases referred to in Article 46(3), the Board may refer the matter to the Commission, providing all relevant information. That information shall include</p>

<p>all relevant information. That information shall include at least the request [...] sent to the Digital Services Coordinator of establishment, any additional information provided pursuant to paragraph 3 and the communication referred to in paragraph 4.</p> <p>6. The Commission shall assess the matter within three months following the referral of the matter pursuant to paragraph 5, after having consulted the Digital Services Coordinator of establishment and, unless it referred the matter itself, the Board.</p> <p>7. Where, pursuant to paragraph 6, the Commission concludes that the assessment or the investigatory or enforcement measures taken or envisaged pursuant to paragraph 4 are incompatible with this Regulation, it shall request the Digital Service Coordinator of establishment to further assess the matter and take the necessary investigatory or enforcement measures to ensure compliance with this Regulation, and to inform it about those measures taken within two months from that request. This information shall be also transmitted to the Digital Services Coordinator or the Board that initiated the proceedings pursuant to paragraph 1.</p>	<p>the Commission, providing all relevant information. That information shall include at least the request <u>or recommendation</u> sent to the Digital Services Coordinator of establishment, any additional information provided pursuant to paragraph 3 and the communication referred to in paragraph 4.</p> <p>6. The Commission shall assess the matter within three months following the referral of the matter pursuant to paragraph 5, after having consulted the Digital Services Coordinator of establishment and, unless it referred the matter itself, the Board.</p> <p>7. Where, pursuant to paragraph 6, the Commission concludes that the assessment or the investigatory or enforcement measures taken or envisaged pursuant to paragraph 4 are incompatible with this Regulation, it shall request the Digital Service Coordinator of establishment to further assess the matter and take the necessary investigatory or enforcement measures to ensure compliance with this Regulation, and to inform it about those measures taken within two months from that request.</p>	<p>at least the request or recommendation sent to the Digital Services Coordinator of establishment, the assessment by that Digital Services Coordinator, the reasons supporting the disagreement and any additional information supporting the referral.</p> <p>2. The Commission shall assess the matter within two months following the referral of the matter pursuant to paragraph 1, after having consulted the Digital Services Coordinator of establishment [...].</p> <p>3. Where, pursuant to paragraph 2, the Commission considers that the assessment or the investigatory or enforcement measures taken or envisaged pursuant to Article 45(4) are incompatible with this Regulation or insufficient to ensure its effective enforcement, it shall communicate its serious doubts to the Digital Services Coordinator of establishment and the Board and request the Digital Service Coordinator of establishment to review the matter.</p> <p>The Digital Services Coordinator of establishment shall take the necessary investigatory or enforcement measures to ensure compliance with this Regulation, taking into utmost account the serious doubts and request for review of the Commission, and inform it about those</p>
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		measures taken within two months from that request.
<p><i>Article 46</i> <i>Joint investigations and requests for Commission intervention</i></p>	<p><i>Article 46</i> <i>Joint investigations and requests for Commission intervention</i></p>	<p><i>Article 46</i> <i>Joint investigations [...] </i></p>
<p>1. Digital Services Coordinators may participate in joint investigations, which may be coordinated with the support of the Board, with regard to matters covered by this Regulation, concerning providers of intermediary services operating in several Member States.</p> <p>[...]</p> <p>1a. Where a Digital Services Coordinator of establishment has reasons to suspect that a provider of intermediary services has infringed this Regulation in a manner involving at least one other Member State, it may propose to the</p>	<p>1. Digital Services Coordinators may participate in joint investigations, which may be coordinated with the support of the Board, with regard to matters covered by this Regulation, concerning providers of intermediary services operating in several Member States.</p> <p><u>Such joint investigations are without prejudice to the tasks and powers of the participating Digital Coordinators and the requirements applicable to the performance of those tasks and exercise of those powers provided in this Regulation. The participating Digital Services Coordinators shall make the results of the joint investigations available to other Digital Services Coordinators, the Commission and the Board through the system provided for in Article 67 for the fulfilment of their respective tasks under this Regulation.</u></p>	<p>1. The Digital Services Coordinator of establishment may launch and lead joint investigations:</p> <p>(a) at its own initiative, to investigate an alleged infringement of this Regulation by a given provider of intermediary services in several Member States, with the participation of the concerned Digital Services Coordinators; or</p> <p>(b) upon recommendation of the Board, acting on the request of at least three Digital Services Coordinators pursuant to Article 48(3), alleging a reasonable suspicion of an infringement by a given provider of intermediary services affecting recipients of the service in their Member States, with the participation of the concerned Digital Services Coordinators.</p>

Digital Services Coordinator of destination concerned to launch a joint investigation. The joint investigation shall be based on an agreement between the Member States concerned.

- 2a. Upon request of the Digital Services Coordinator of destination who has reasons to suspect that a provider of intermediary services has infringed this Regulation in its Member State, the Board may recommend to the Digital Services Coordinator of establishment to launch a joint investigation with the Digital Services Coordinator of destination concerned. The joint investigation shall be based on an agreement between the Member States concerned.

Where there is no agreement within one month, the joint investigation shall be under the supervision of the Digital Services Coordinator of establishment.

Such joint investigations are without prejudice to the tasks and powers of the participating Digital Services Coordinators and the requirements applicable to the performance of those tasks and exercise of those powers provided in this Regulation. The participating Digital Services Coordinators shall make the results of the joint investigations available to other Digital Services Coordinators, the Commission and the Board through the

system provided for in Article 67 for the fulfilment of their respective tasks under this Regulation.

2. Where a Digital Services Coordinator of establishment has reasons to suspect that a very large online platform infringed this Regulation, it may request the Commission to take the necessary investigatory and enforcement measures to ensure compliance with this Regulation in accordance with Section 3. Such a request shall contain all information listed in Article 45(2) and set out the reasons for requesting the Commission to intervene.

2. Where a Digital Services Coordinator of establishment has reasons to suspect that a very large online platform infringed this Regulation, it may request the Commission to take the necessary investigatory and enforcement measures to ensure compliance with this Regulation in accordance with Section 3. Such a request shall contain all information listed in Article 45(2) and set out the

2. Any Digital Service Coordinator proving a legitimate interest in participating in a joint investigation pursuant to paragraph 1 may request to do so. The deadline for concluding the joint investigation shall not exceed three months, unless otherwise agreed amongst the participants.

The Digital Services Coordinator of establishment shall communicate its preliminary position no later than 1 month after the agreed deadline to all Digital Services Coordinators, the Commission and the Board. The preliminary position shall take into account the views of all other Digital Services Coordinators participating in the joint investigation. Where applicable, this preliminary position shall also set out the enforcement measures to be adopted.

3. The matter may be referred to the Commission pursuant to Article 45a by the Board, where:

- a) no preliminary position is adopted within the deadline set out in paragraph 2;
- b) a substantial disagreement with the preliminary position of the Digital Services Coordinator of establishment exists; or
- c) the Digital Services Coordinator of establishment does not launch the joint

	<p>reasons for requesting the Commission to intervene.</p>	<p>investigation following the recommendation by the Board pursuant to point b of paragraph 1.</p> <p>4. In carrying out the joint investigation, the participants shall cooperate closely and in good faith with each other, taking into account the indications of the Digital Services Coordinator of establishment and the Board's recommendation, where applicable. Without prejudice to the powers of the Digital Services Coordinator of establishment and after consulting with it, the Digital Services Coordinators of destination participating in the joint investigation shall be entitled to exercise their investigative powers referred to in Article 41(1) in respect of the providers of intermediary services concerned by the alleged infringement, with regard to information and premises located within their territory.</p>
Section 2 European Board for Digital Services	Section 2 European Board for Digital Services	Section 2 European Board for Digital Services
<i>Article 47 European Board for Digital Services</i>	<i>Article 47 European Board for Digital Services</i>	<i>Article 47 European Board for Digital Services</i>
<p>1. An independent advisory group of Digital Services Coordinators on the supervision of providers of intermediary services named 'European Board for Digital Services' (the 'Board') is established.</p> <p>2. The Board shall advise the Digital Services Coordinators and the Commission in accordance with this Regulation to achieve the following objectives:</p>	<p>1. An independent advisory group of Digital Services Coordinators on the supervision of providers of intermediary services named 'European Board for Digital Services' (the 'Board') is established.</p> <p>2. The Board shall advise the Digital Services Coordinators and the Commission in accordance with this Regulation to achieve the following objectives:</p>	<p>1. An independent advisory group of Digital Services Coordinators on the supervision of providers of intermediary services named 'European Board for Digital Services' (the 'Board') is established.</p> <p>2. The Board shall advise the Digital Services Coordinators and the Commission in accordance with this Regulation to achieve the following objectives:</p>

<p>(a) Contributing to the consistent application of this Regulation and effective cooperation of the Digital Services Coordinators and the Commission with regard to matters covered by this Regulation;</p> <p>(b) coordinating and providing guidance and analysis to the Commission and Digital Services Coordinators and other competent authorities on emerging issues across the internal market with regard to matters covered by this Regulation;</p> <p>(ba) contributing to the effective application of Article 3 of Directive 2000/31/EC to prevent fragmentation of the digital single market;</p> <p>(c) assisting the Digital Services Coordinators and the Commission in the supervision of very large online platforms.</p> <p>(ca) contribute to the effective cooperation with the competent authorities of third countries and with international organisations.</p>	<p>(a) Contributing to the consistent application of this Regulation and effective cooperation of the Digital Services Coordinators and the Commission with regard to matters covered by this Regulation;</p> <p>(b) coordinating and <u>contributing to</u> guidance and analysis <u>of</u> the Commission and Digital Services Coordinators and other competent authorities on emerging issues across the internal market with regard to matters covered by this Regulation;</p> <p>(c) assisting the Digital Services Coordinators and the Commission in the supervision of very large online platforms.</p>	<p>(a) Contributing to the consistent application of this Regulation and effective cooperation of the Digital Services Coordinators and the Commission with regard to matters covered by this Regulation;</p> <p>(b) coordinating and contributing to guidance and analysis of the Commission and Digital Services Coordinators and other competent authorities on emerging issues across the internal market with regard to matters covered by this Regulation;</p> <p>(c) assisting the Digital Services Coordinators and the Commission in the supervision of very large online platforms.</p>
<p><i>Article 48</i> <i>Structure of the Board</i></p>	<p><i>Article 48</i> <i>Structure of the Board</i></p>	<p><i>Article 48</i> <i>Structure of the Board</i></p>
<p>1. The Board shall be composed of the Digital Services Coordinators, who shall be represented by high-level officials. Where provided for by national law, other competent authorities entrusted with specific operational responsibilities for the</p>	<p>1. The Board shall be composed of the Digital Services Coordinators, who shall be represented by high-level officials. Where provided for by national law, other competent authorities entrusted with specific operational responsibilities for the</p>	<p>1. The Board shall be composed of the Digital Services Coordinators, who shall be represented by high-level officials. Where provided for by national law, other competent authorities entrusted with specific operational responsibilities for the</p>

<p>application and enforcement of this Regulation alongside the Digital Services Coordinator, may participate in the Board. Other national authorities may be invited to the meetings, where the issues discussed are of relevance for them. The meeting shall be deemed valid where at least two thirds of its members are present.</p> <p>2. Each Member State shall have one vote, to be cast by the Digital Services Coordinator. The Commission shall not have voting rights.</p> <p>1a. The Board shall be chaired by the Commission. The Commission shall convene the meetings and prepare the agenda in accordance with the tasks of the Board pursuant to this Regulation and with its rules of procedure.</p> <p>4. The Commission shall provide administrative and analytical support for the activities of the Board pursuant to this Regulation.</p> <p>5. The Board may invite experts and observers to attend its meetings, and shall</p>	<p>application and enforcement of this Regulation alongside the Digital Services Coordinator <u>shall</u> participate in the Board. Other national authorities may be invited to the meetings, where the issues discussed are of relevance for them.</p> <p>2. Each Member State shall have one vote. The Commission shall not have voting rights.</p> <p>The Board shall adopt its acts by simple majority.</p> <p>3. The Board shall be chaired by the Commission. The Commission shall convene the meetings and prepare the agenda in accordance the tasks of the Board pursuant to this Regulation and with its rules of procedure.</p> <p>4. The Commission shall provide administrative and analytical support for the activities of the Board pursuant to this Regulation.</p> <p>5. The Board may invite experts and observers to attend its meetings, and <u>may</u></p>	<p>application and enforcement of this Regulation alongside the Digital Services Coordinator shall participate in the Board. Other national authorities may be invited to the meetings, where the issues discussed are of relevance for them.</p> <p>2. Each Member State shall have one vote. The Commission shall not have voting rights.</p> <p>The Board shall adopt its acts by simple majority.</p> <p>3. The Board shall be chaired by the Commission. The Commission shall convene the meetings and prepare the agenda in accordance with the tasks of the Board pursuant to this Regulation and in line with its rules of procedure. When the Board is requested to adopt a recommendation pursuant to this Regulation, this information shall be immediately made available to other Digital Services Coordinators through the information sharing system set out in Article 67.</p> <p>4. The Commission shall provide administrative and analytical support for the activities of the Board pursuant to this Regulation.</p> <p>5. The Board may invite experts and observers to attend its meetings, and may</p>
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<p>cooperate with other Union bodies, offices, agencies and advisory groups, as well as external experts as appropriate. The Board shall make the results of this cooperation publicly available.</p> <p>5a. The Board shall, where appropriate, consult interested parties and shall make the results of that consultation publicly available.</p> <p>6. The Board shall adopt its rules of procedure by a two-thirds majority of its members, following the consent of the Commission.</p>	<p>cooperate with other Union bodies, offices, agencies and advisory groups, as well as external experts as appropriate. The Board shall make the results of this cooperation publicly available.</p> <p>6. The Board shall adopt its rules of procedure, following the consent of the Commission.</p>	<p>cooperate with other Union bodies, offices, agencies and advisory groups, as well as external experts as appropriate. The Board shall make the results of this cooperation publicly available</p> <p>6. The Board shall adopt its rules of procedure, following the consent of the Commission.</p>
<p><i>Article 49</i> <i>Tasks of the Board</i></p>	<p><i>Article 49</i> <i>Tasks of the Board</i></p>	<p><i>Article 49</i> <i>Tasks of the Board</i></p>
<p>1. Where necessary to meet the objectives set out in Article 47(2), the Board shall in particular:</p> <ul style="list-style-type: none"> (a) support the coordination of joint investigations; (b) support the competent authorities in the analysis of reports and results of audits of very large online platforms to be transmitted pursuant to this Regulation; (c) issue opinions, recommendations or advice to Digital Services Coordinators in accordance with this Regulation; (ca) issue specific recommendations for the implementation of Article 13a; 	<p>1. Where necessary to meet the objectives set out in Article 47(2), the Board shall in particular:</p> <ul style="list-style-type: none"> (a) support the coordination of joint investigations; (b) support the competent authorities in the analysis of reports and results of audits of very large online platforms to be transmitted pursuant to this Regulation; (c) issue opinions, recommendations or advice to Digital Services Coordinators in accordance with this Regulation; 	<p>1. Where necessary to meet the objectives set out in Article 47(2), the Board shall in particular:</p> <ul style="list-style-type: none"> (a) support the coordination of joint investigations; (b) support the competent authorities in the analysis of reports and results of audits of very large online platforms or of very large online search engines to be transmitted pursuant to this Regulation; (c) issue opinions, recommendations or advice to Digital Services Coordinators in accordance with this Regulation;

<p>(d) advise the Commission to take the measures referred to in Article 51 [...] and adopt opinions on draft Commission measures concerning very large online platforms in accordance with this Regulation;</p> <p>(da) monitor the compliance with Article 3 of Directive 2000/31/EC of measures taken by a Member State restricting the freedom to provide services of intermediary service providers from another Member State and ensure that those measures are strictly necessary and do not restrict the application of this Regulation;</p> <p>(e) support and promote the development and implementation of European standards, guidelines, reports, templates and code of conducts in close collaboration with relevant stakeholders as provided for in this Regulation, including by issuing opinions, recommendations or advice on matters related to Article 34, as well as the identification of emerging issues, with regard to matters covered by this Regulation.</p> <p>2. Digital Services Coordinators and other national competent authorities that do not follow the opinions, requests or recommendations addressed to them adopted by the Board shall provide the reasons for this choice and an explanation on the investigations, actions and the</p>	<p>(d) advise the Commission to take the measures referred to in Article 51 and, where requested by the Commission, adopt opinions on draft Commission measures concerning very large online platforms in accordance with this Regulation;</p> <p>(e) support and promote the development and implementation of European standards, guidelines, reports, templates and code of conducts as provided for in this Regulation, as well as the identification of emerging issues, with regard to matters covered by this Regulation.</p> <p>2. Digital Services Coordinators and other national competent authorities that do not follow the opinions, requests or recommendations addressed to them adopted by the Board shall provide the reasons for this choice when reporting pursuant to this Regulation or when</p>	<p>(d) advise the Commission to take the measures referred to in Article 51 and, [...] adopt opinions [...] concerning very large online platforms or very large online search engines in accordance with this Regulation;</p> <p>(e) support and promote the development and implementation of European standards, guidelines, reports, templates and code of conducts as provided for in this Regulation, as well as the identification of emerging issues, with regard to matters covered by this Regulation.</p> <p>2. Digital Services Coordinators and, where applicable, other [...] competent authorities that do not follow the opinions, requests or recommendations addressed to them adopted by the Board shall provide the reasons for this choice when reporting pursuant to this Regulation or</p>
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measures that they have implemented when reporting pursuant to this Regulation or when adopting their relevant decisions, as appropriate.	adopting their relevant decisions, as appropriate.	when adopting their relevant decisions, as appropriate.
<i>Article 49a Reports</i>		
<p>1. The Board shall draw up an annual report regarding its activities. The report shall be made public and be transmitted to the European Parliament, to the Council and to the Commission in all official languages of the Union.</p> <p>2. The annual report shall include, among other information, a review of the practical application of the opinions, guidelines, recommendations advice and any other measures taken under Article 49(1).</p>		
Section 3 Supervision, investigation, enforcement and monitoring in respect of very large online platforms	Section 3 Supervision, investigation, enforcement and monitoring in respect of very large online platforms	Section 3 Supervision, investigation, enforcement and monitoring in respect of very large online platforms or very large online platforms
		<i>Article 49a Development of expertise and capabilities</i>
		The Commission, in cooperation with the Digital Services Coordinators and the Board, shall develop Union expertise and capabilities and coordinate the assessment of systemic and emerging issues across the Union in relation to very large online platforms or very large online search engines with regard to matters covered by this Regulation. The Commission may ask the Digital Services

		Coordinators to support their assessment of systemic and emerging issues across the Union under this Regulation. Member States shall facilitate cooperation with the Commission through their respective Digital Services Coordinators and other competent authorities where applicable, including by making available their expertise and capabilities.
<i>Article 50</i> <i>Enhanced supervision for very large online platforms</i>	<i>Article 50</i> <i>Enhanced supervision for very large online platforms</i>	<i>Article 50</i> <i>Enforcement of obligations of very large online platforms and very large online search engines</i>
<p>1. Where the Digital Services Coordinator of establishment adopts a decision finding that a very large online platform has infringed any of the provisions of Section 4 of Chapter III, it shall make use of the enhanced supervision system laid down in this Article. It shall take utmost account of any opinion and recommendation of the Commission and the Board pursuant to this Article.</p> <p>The Commission acting on its own initiative, or the Board acting on its own initiative or upon request of at least three Digital Services Coordinators of destination, may, where it has reasons to suspect that a very large online platform infringed any of the provisions of Section 4 of Chapter III, recommend the Digital Services Coordinator of establishment to investigate the suspected infringement with a view to that Digital Services</p>	<p>1. Where the Digital Services Coordinator of establishment adopts a decision finding that a very large online platform has infringed any of the provisions of Section 4 of Chapter III, it shall make use of the enhanced supervision system laid down in this Article. It shall take utmost account of any opinion and recommendation of the Commission and the Board pursuant to this Article.</p> <p>The Commission acting on its own initiative, or the Board acting on its own initiative or upon request of at least three Digital Services Coordinators of destination, may, where it has reasons to suspect that a very large online platform infringed any of those provisions, recommend the Digital Services Coordinator of establishment to investigate the suspected infringement with a view to</p>	<p>1. For the purposes of investigation of compliance of the providers of very large online platforms and of very large online search engines with the obligations laid down in this Regulation, the Commission may exercise the investigatory powers laid down in this Section even before initiating proceedings pursuant to Article 51(2). It may exercise these powers on its own initiative or following a request pursuant to paragraph 23 of this Article.</p> <p>2. Where a Digital Services Coordinator has reasons to suspect that a provider of very large online platform or of very large online search engine infringed the provisions of Chapter III Section 4 or systemically any of the provisions of this Regulation seriously affecting recipients in its territory Member State, it may file, through the information sharing system referred to in Article 67, a duly reasoned request to the Commission to assess the matter.</p>

<p>Coordinator adopting such a decision within a reasonable time period and no later than three months.</p> <p>2. When communicating the decision referred to in the first subparagraph of paragraph 1 to the very large online platform concerned, the Digital Services Coordinator of establishment shall request it to draw up and communicate to the Digital Services Coordinator of establishment, the Commission and the Board, within one month from that decision, an action plan, specifying how that platform intends to terminate or remedy the infringement. The measures set out in the action plan may recommend, where appropriate, participation in a code of conduct as provided for in Article 35.</p> <p>3. Within one month following receipt of the action plan, the Board shall communicate its opinion on the action plan to the Digital Services Coordinator of establishment. Within one month following receipt of that opinion, that Digital Services Coordinator shall decide whether the action plan is appropriate to terminate or remedy the infringement.</p> <p>Where the Digital Services Coordinator of establishment has concerns on the ability of the measures to terminate or remedy</p>	<p>that Digital Services Coordinator adopting such a decision within a reasonable time period.</p> <p>2. When communicating the decision referred to in the first subparagraph of paragraph 1 to the very large online platform concerned, the Digital Services Coordinator of establishment shall request it to draw up and communicate to the Digital Services Coordinator of establishment, the Commission and the Board, within one month from that decision, an action plan, specifying how that platform intends to terminate or remedy the infringement. The measures set out in the action plan may <u>include</u>, where appropriate, participation in a code of conduct as provided for in Article 35.</p> <p>3. Within one month following receipt of the action plan, the Board shall communicate its opinion on the action plan to the Digital Services Coordinator of establishment. Within one month following receipt of that opinion, that Digital Services Coordinator shall decide whether the action plan is appropriate to terminate or remedy the infringement.</p> <p>Where the Digital Services Coordinator of establishment has</p>	<p>3. A request pursuant to paragraph 2 shall be duly reasoned and at least indicate:</p> <p>(a) the electronic point of contact of the provider of the intermediary services concerned as provided for in Article 10;</p> <p>(b) a description of the relevant facts, the provisions of this Regulation concerned and the reasons why the Digital Services Coordinator that sent the request suspects that the provider infringed this Regulation, including the a description of the facts that 49a show the systemic nature of the infringement;</p> <p>(c) any other information that the Digital Services Coordinator that sent the request considers relevant, including, where appropriate, information gathered on its own initiative.</p> <p>[...]</p>
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the infringement, it may request the very large online platform concerned to subject itself to an additional, independent audit to assess the effectiveness of those measures in terminating or remedying the infringement. In that case, that platform shall send the audit report to that Digital Services Coordinator, the Commission and the Board within four months from the decision referred to in the first subparagraph. When requesting such an additional audit, the Digital Services Coordinator may specify a particular audit organisation that is to carry out the audit, at the expense of the platform concerned, selected on the basis of criteria set out in Article 28(2).

4. The Digital Services Coordinator of establishment shall communicate to the Commission, the Board and the very large online platform concerned its views as to whether the very large online platform has terminated or remedied the infringement and the reasons thereof. It shall do so within the following time periods, as applicable:

- (a) within one month from the receipt of the audit report referred to in the second subparagraph of paragraph 3, where such an audit was performed;

concerns on the ability of the measures to terminate or remedy the infringement, it may request the very large online platform concerned to subject itself to an additional, independent audit to assess the effectiveness of those measures in terminating or remedying the infringement. In that case, that platform shall send the audit report to that Digital Services Coordinator, the Commission and the Board within four months from the decision referred to in the first subparagraph. When requesting such an additional audit, the Digital Services Coordinator may specify a particular audit organisation that is to carry out the audit, at the expense of the platform concerned, selected on the basis of criteria set out in Article 28(2).

- 4. The Digital Services Coordinator of establishment shall communicate to the Commission, the Board and the very large online platform concerned its views as to whether the very large online platform has terminated or remedied the infringement and the reasons thereof. It shall do so within the following time periods, as applicable:**

- (a) within one month from the receipt of the audit report referred to in the second subparagraph of paragraph**

[...]

<p>(b) within three months from the decision on the action plan referred to in the first subparagraph of paragraph 3, where no such audit was performed;</p> <p>(c) immediately upon the expiry of the time period set out in paragraph 2, where that platform failed to communicate the action plan within that time period.</p> <p>Pursuant to that communication, the Digital Services Coordinator of establishment shall no longer be entitled to take any investigatory or enforcement measures in respect of the relevant conduct by the very large online platform concerned, without prejudice to Article 66 or any other measures that it may take at the request of the Commission.</p>	<p>3, where such an audit was performed;</p> <p>(b) within three months from the decision on the action plan referred to in the first subparagraph of paragraph 3, where no such audit was performed;</p> <p>(c) immediately upon the expiry of the time period set out in paragraph 2, where that platform failed to communicate the action plan within that time period.</p> <p>Pursuant to that communication, the Digital Services Coordinator of establishment shall no longer be entitled to take any investigatory or enforcement measures in respect of the relevant conduct by the very large online platform concerned, without prejudice to Article 66 or any other measures that it may take at the request of the Commission.</p>	
<p>Article 51 Opening of proceedings <i>by the Commission</i></p>	<p>Article 51 <u>Intervention</u> by the Commission and opening of proceedings</p>	<p>Article 51 <i>Initiation</i> of proceedings by the Commission and <i>cooperation in investigation</i></p>
<p>1. The Commission, acting either upon the Board's recommendation or on its own initiative after consulting the Board, <i>shall</i> initiate proceedings in view of the possible adoption of decisions pursuant to Articles 58 and 59 in respect of the relevant conduct by the very large online platform that:</p>	<p>1. The Commission, acting either upon the Board's recommendation or on its own initiative after consulting the Board, <i>may</i> initiate proceedings in view of the possible adoption of decisions pursuant to Articles 58 and 59 in respect of the relevant conduct by the very large online platform that:</p>	<p>1. The Commission [...] may initiate proceedings in view of the possible adoption of decisions pursuant to Articles 58 and 59 in respect of the relevant conduct by <i>the provider of the very large online search engine</i> that is suspected <i>by the Commission</i> of having infringed any of the</p>

<p>(a) is suspected of having infringed any of the provisions of this Regulation and the Digital Services Coordinator of establishment did not take any investigatory or enforcement measures, pursuant to the request of the Commission referred to in Article 45(7), upon the expiry of the time period set in that request;</p> <p>(b) is suspected of having infringed any of the provisions of this Regulation and the Digital Services Coordinator of establishment requested the Commission to intervene in accordance with Article 46(2), upon the reception of that request;</p> <p>(c) has been found to have infringed any of the provisions of Section 4 of Chapter III, upon the expiry of the relevant time period for the communication referred to in Article 50(4).</p> <p>2. Where the Commission initiates proceedings pursuant to paragraph 1, it shall notify all Digital Services Coordinators, the Board and the very large online platform concerned.</p> <p>As regards points (a) and (b) of paragraph 1, pursuant to that notification, the Digital Services Coordinator of establishment concerned shall no longer be entitled to take any investigatory or enforcement measures in respect of the relevant conduct by the very large online platform</p>	<p>(a) is suspected of having infringed any of the provisions of this Regulation and the Digital Services Coordinator of establishment did not take any investigatory or enforcement measures, pursuant to the request of the Commission referred to in Article 45(7), upon the expiry of the time period set in that request;</p> <p>(b) is suspected of having infringed any of the provisions of this Regulation and the Digital Services Coordinator of establishment requested the Commission to intervene in accordance with Article 46(2), upon the reception of that request;</p> <p>(c) has been found to have infringed any of the provisions of Section 4 of Chapter III, upon the expiry of the relevant time period for the communication referred to in Article 50(4).</p> <p>2. Where the Commission <u>decides to initiate</u> proceedings pursuant to paragraph 1, it shall notify all Digital Services Coordinators, the Board and the very large online platform concerned.</p> <p>As regards points (a) and (b) of paragraph 1, pursuant to that notification, the Digital Services Coordinator of establishment concerned shall no longer be entitled to take any investigatory or enforcement measures in respect of</p>	<p>provisions laid down in this Regulation [...].</p> <p>[...]</p> <p>[...]</p> <p>2. Where the Commission decides to initiate proceedings pursuant to paragraph 1, it shall notify all Digital Services Coordinators and the Board through the information sharing system, as well as the provider of the very large online platform or of a very large online search engine concerned. The Digital Services Coordinators shall, without undue delay upon being informed of initiation of the proceedings, transmit to the Commission any information they hold about the infringement at stake.</p>
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<p>concerned, without prejudice to Article 66 or any other measures that it may take at the request of the Commission.</p> <p>3. The Digital Services Coordinator referred to in Articles 45(7), 46(2) and 50(1), as applicable, shall, without undue delay upon being informed, transmit to the Commission:</p> <p>(a) any information that that Digital Services Coordinator exchanged relating to the infringement or the suspected infringement, as applicable, with the Board and with the very large online platform concerned;</p> <p>(b) the case file of that Digital Services Coordinator relating to the infringement or the suspected infringement, as applicable;</p> <p>(c) any other information in the possession of that Digital Services Coordinator that may be relevant to the proceedings initiated by the Commission.</p> <p>4. The Board, and the Digital Services Coordinators making the request referred to in Article 45(1), shall, without undue delay upon being informed, transmit to the Commission any information in their</p>	<p>the relevant conduct by the very large online platform concerned, without prejudice to Article 66 or any other measures that it may take at the request of the Commission.</p> <p>3. The Digital Services Coordinator referred to in Articles 45(7), 46(2) and 50(1), as applicable, shall, without undue delay upon being informed, transmit to the Commission:</p> <p>(a) any information that that Digital Services Coordinator exchanged relating to the infringement or the suspected infringement, as applicable, with the Board and with the very large online platform concerned;</p> <p>(b) the case file of that Digital Services Coordinator relating to the infringement or the suspected infringement, as applicable;</p> <p>(c) any other information in the possession of that Digital Services Coordinator that may be relevant to the proceedings initiated by the Commission.</p> <p>4. The Board, and the Digital Services Coordinators making the request referred to in Article 45(1), shall, without undue delay upon being informed, transmit to the Commission any information in their possession</p>	<p>The initiation of proceedings pursuant to paragraph 1 by the Commission shall relieve the Digital Services Coordinator, or any competent authority where applicable, of its competence to supervise and enforce the obligations laid down in this Regulation pursuant to Article 44a(1c).</p> <p>3. In the exercise of its powers of investigation the Commission may request the individual or joint support of the Digital Services Coordinators concerned by the alleged infringement, including the Digital Services Coordinator of establishment, which shall cooperate timely and sincerely with the Commission and accordingly be entitled to exercise their investigative powers referred to in Article 41(1) in respect of the very large online platform or very large online search engine at stake, with regard to information and premises located within their Member State and in accordance with the request of the Commission.</p> <p>4. The Commission shall provide the Digital Services Coordinator of establishment and the Board all relevant information about the exercise of the powers referred to in Articles 52 to 57 and communicate its preliminary findings pursuant to Article</p>
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possession that may be relevant to the proceedings initiated by the Commission.	that may be relevant to the proceedings initiated by the Commission.	63(1). The Board shall provide its views on the preliminary findings of the Commission within a reasonable time period set pursuant to Article 63(2). The Commission shall take utmost account of the views of the Board in its final decision.
<i>Article 52 Requests for information</i>	<i>Article 52 Requests for information</i>	<i>Article 52 Requests for information</i>
<p>1. In order to carry out the tasks assigned to it under this Section, the Commission may by reasoned request or by decision require the very large online platforms concerned, their legal representatives as well as any other persons acting for purposes related to their trade, business, craft or profession that may be reasonably be aware of information relating to the suspected infringement or the infringement, as applicable, including organisations performing the audits referred to in Articles 28 and 50(3), to provide such information within a reasonable time period</p> <p>2. When sending a simple request for information to the very large online platform concerned or other person referred to in Article 52(1), the Commission shall state the legal basis and the purpose of the request, specify what information is required and set the time period within which the information is to be provided, and the penalties provided for in Article 59 for supplying incorrect or misleading information.</p>	<p>1. In order to carry out the tasks assigned to it under this Section, the Commission may by simple request or by decision require the very large online platforms concerned, as well as any other persons acting for purposes related to their trade, business, craft or profession that may be reasonably be aware of information relating to the suspected infringement or the infringement, as applicable, including organisations performing the audits referred to in Articles 28 and 50(3), to provide such information within a reasonable time period.</p> <p>2. When sending a simple request for information to the very large online platform concerned or other person referred to in Article 52(1), the Commission shall state the legal basis and the purpose of the request, specify what information is required and set the time period within which the information is to be provided, and the penalties provided for in Article 59 for supplying incorrect or misleading information.</p>	<p>1. In order to carry out the tasks assigned to it under this Section, the Commission may, by simple request or by decision, require the provider of the very large online platforms or of very large online search engine concerned, as well as any other natural or legal persons acting for purposes related to their trade, business, craft or profession that may be reasonably be aware of information relating to the suspected infringement or the infringement, as applicable, including organisations performing the audits referred to in Articles 28 and 50(2), to provide such information within a reasonable time period.</p> <p>2. When sending a simple request for information to the provider of the very large online platform or of very large online search engine concerned or other person referred to in paragraph 1 of this Article, the Commission shall state the legal basis and the purpose of the request, specify what information is required and set the time period within which the information is to be provided, and the fines provided for in Article 59 for</p>

<p>3. Where the Commission requires the very large online platform concerned or other person referred to in Article 52(1) to supply information by decision, it shall state the legal basis and the purpose of the request, specify what information is required and set the time period within which it is to be provided. It shall also indicate the penalties provided for in Article 59 and indicate or impose the periodic penalty payments provided for in Article 60. It shall further indicate the right to have the decision reviewed by the Court of Justice of the European Union.</p> <p>3a. The purpose of the request shall include reasoning on why and how the information is necessary and proportionate to the objective pursued and why it cannot be received by other means.</p> <p>4. The owners of the very large online platform concerned or other person referred to in Article 52(1) or their representatives and, in the case of legal persons, companies or firms, or where they have no legal personality, the persons authorised to represent them by law or by their constitution shall supply the information requested on behalf of the very large online platform concerned or other person referred to in Article 52(1). [...]</p>	<p>3. Where the Commission requires the very large online platform concerned or other person referred to in Article 52(1) to supply information by decision, it shall state the legal basis and the purpose of the request, specify what information is required and set the time period within which it is to be provided. It shall also indicate the penalties provided for in Article 59 and indicate or impose the periodic penalty payments provided for in Article 60. It shall further indicate the right to have the decision reviewed by the Court of Justice of the European Union.</p> <p>4. The owners of the very large online platform concerned or other person referred to in Article 52(1) or their representatives and, in the case of legal persons, companies or firms, or where they have no legal personality, the persons authorised to represent them by law or by their constitution shall supply the information requested on behalf of the very large online platform concerned or other person referred to in Article 52(1). <u>Lawyers duly authorised to act may supply</u></p>	<p>supplying incorrect or misleading information.</p> <p>3. Where the Commission requires the provider of the very large online platform or of very large online search engine concerned or other person referred to in paragraph 1 of this Article to supply information by decision, it shall state the legal basis and the purpose of the request, specify what information is required and set the time period within which it is to be provided. It shall also indicate the fines provided for in Article 59 and indicate or impose the periodic penalty payments provided for in Article 60. It shall further indicate the right to have the decision reviewed by the Court of Justice of the European Union.</p> <p>4. The owners of the very large online platform or of the very large online search engine concerned or other person referred to in paragraph 1 or their representatives and, in the case of legal persons, companies or firms, or where they have no legal personality, the persons authorised to represent them by law or by their constitution shall supply the information requested on behalf of the provider of the very large online platform or of the very large online search engine concerned or</p>
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<p>5. At the request of the Commission, the Digital Services Coordinators and other competent authorities shall provide the Commission with all necessary information to carry out the tasks assigned to it under this Section.</p>	<p><u>the information on behalf of their clients. The latter shall remain fully responsible if the information supplied is incomplete, incorrect or misleading.</u></p> <p>5. At the request of the Commission, the Digital Services Coordinators and other competent authorities shall provide the Commission with all necessary information to carry out the tasks assigned to it under this Section.</p>	<p>other person referred to in paragraph 1. Lawyers duly authorised to act may supply the information on behalf of their clients. The latter shall remain fully responsible if the information supplied is incomplete, incorrect or misleading.</p> <p>5. At the request of the Commission, the Digital Services Coordinators and other competent authorities shall provide the Commission with all necessary information to carry out the tasks assigned to it under this Section.</p> <p>5a. The Commission shall without delay forward a copy of the simple request for information or a copy of the decision requesting information to the Digital Services Coordinators.</p>
<p><i>Article 53</i> <i>Power to take interviews and statements</i></p>	<p><i>Article 53</i> <i>Power to take interviews and statements</i></p>	<p><i>Article 53</i> <i>Power to take interviews and statements</i></p>
<p>In order to carry out the tasks assigned to it under this Section, the Commission may interview any natural or legal person which consents to being interviewed for the purpose of collecting information, relating to the subject-matter of an investigation, in relation to the suspected infringement or infringement, as applicable.</p>	<p>In order to carry out the tasks assigned to it under this Section, the Commission may interview any natural or legal person which consents to being interviewed for the purpose of collecting information, relating to the subject-matter of an investigation, in relation to the suspected infringement or infringement, as applicable.</p>	<p>1. In order to carry out the tasks assigned to it under this Section, the Commission may interview any natural or legal person which consents to being interviewed for the purpose of collecting information, relating to the subject-matter of an investigation, in relation to the suspected infringement or infringement, as applicable. The Commission shall be entitled to record such interview by appropriate technical means.</p> <p>2. Where an interview pursuant to paragraph 1 is conducted on the premises of an undertaking, the Commission shall inform the Digital Services Coordinator in the</p>

		Member State of which the interview takes place. If so requested by that Digital Services Coordinator, its officials may assist the officials and other accompanying persons authorised by the Commission to conduct the interview.
<i>Article 54</i> <i>Power to conduct on-site inspections</i>	<i>Article 54</i> <i>Power to conduct on-site inspections</i>	<i>Article 54</i> <i>Power to conduct [...] inspections</i>
1. In order to carry out the tasks assigned to it under this Section, the Commission may conduct on-site inspections at the premises of the very large online platform concerned or other person referred to in Article 52(1).	1. In order to carry out the tasks assigned to it under this Section, the Commission may conduct on-site inspections at the premises of the very large online platform concerned or other person referred to in Article 52(1).	1. In order to carry out the tasks assigned to it under this Section, the Commission may conduct all necessary [...] inspections at the premises of the provider of the very large online platform or of the very large online search engine concerned or other person referred to in Article 52(1). 1a. The officials and other accompanying persons authorised by the Commission to conduct an inspection are empowered to: (a) enter any premises, land and means of transport of undertakings and associations of undertakings; (b) examine the books and other records related to the business, irrespective of the medium on which they are stored; (c) take or obtain in any form copies of or extracts from such books or records; (d) require the undertaking or association of undertakings to provide access to and explanations on its organisation, functioning, IT system, algorithms, data-handling and business practices and to record or document the explanations given;

2. **On-site inspections may also be carried out with the assistance of auditors or experts appointed by the Commission pursuant to Article 57(2).**

2. **On-site** inspections may also be carried out with the assistance of auditors or experts appointed by the Commission pursuant to Article 57(2).

- (e) seal any business premises and books or records for the period and to the extent necessary for the inspection;
- (f) ask any representative or member of staff of the undertaking or association of undertakings for explanations on facts or documents relating to the subject-matter and purpose of the inspection and to record the answers;
- (g) address questions to any representative or member of staff relating to the subjectmatter and purpose of the inspection and to record the answers.

2. [...] Inspections may also be carried out with the assistance of auditors or experts appointed by the Commission pursuant to Article 57(2), as well as with the Digital Services Coordinator or the competent national authorities of the Member State in the territory of which the inspection is to be conducted.
- 2a. The officials and other accompanying persons authorised by the Commission to conduct an inspection shall exercise their powers upon production of a written authorisation specifying the subject matter and purpose of the inspection and the penalties provided for in Articles 59 and 60 in case the production of required books or other records related to the business is incomplete or where the answers to questions asked under paragraph 2 of this Article are incorrect or misleading. In good

<p>3. During on-site inspections the Commission and auditors or experts appointed by it may require the very large online platform concerned or other person referred to in Article 52(1) to provide explanations on its organisation, functioning, IT system, algorithms, data-handling and business conducts. The Commission and auditors or experts appointed by it may address questions to key personnel of the very large online platform concerned or other person referred to in Article 52(1).</p> <p>4. The very large online platform concerned or other person referred to in Article 52(1) is required to submit to an on-site inspection ordered by decision of the Commission. The decision shall specify the subject matter and purpose of the visit, set the date on which it is to begin and indicate the penalties provided for in Articles 59 and 60 and the right to have</p>	<p>3. During on-site inspections the Commission and auditors or experts appointed by it may require the very large online platform concerned or other person referred to in Article 52(1) to provide explanations on its organisation, functioning, IT system, algorithms, data-handling and business conducts. The Commission and auditors or experts appointed by it may address questions to key personnel of the very large online platform concerned or other person referred to in Article 52(1).</p> <p>4. The very large online platform concerned or other person referred to in Article 52(1) is required to submit to an on-site inspection ordered by decision of the Commission. The decision shall specify the subject matter and purpose of the visit, set the date on which it is to begin and indicate the penalties provided for in Articles 59 and 60 and the right to have</p>	<p>time before the inspection, the Commission shall inform about the planned inspection the Digital Service Coordinator of the Member State in the territory of which the inspection is to be conducted.</p> <p>3. During [...] inspections the Commission, auditors and experts appointed by the Commission, as well as the competent national authorities of the Member State in whose the territory of which the inspection is to be conducted may require the provider of the very large online platform or of the very large online search engine concerned or other person referred to in Article 52(1) to provide explanations on its organisation, functioning, IT system, algorithms, data-handling and business conducts. The Commission and auditors or experts appointed by it may address questions to key personnel of the provider of the very large online platform or of the very large online search engine concerned or other person referred to in Article 52(1).</p> <p>4. The provider of the very large online platform or of the very large online search engine concerned or other natural or legal person referred to in Article 52(1) is required to submit to an [...] inspection ordered by decision of the Commission. The decision shall specify the subject matter and purpose of the visit, set the date on which it is to begin and indicate the penalties provided for in Articles 59</p>
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the decision reviewed by the Court of Justice of the European Union.

the decision reviewed by the Court of Justice of the European Union.

and 60 and the right to have the decision reviewed by the Court of Justice of the European Union. The Commission shall take such decisions after consulting the Digital Services Coordinator of establishment in the Member State of which the inspection is to be conducted.

5. Officials of as well as persons authorised or appointed by the Digital Services Coordinator in the Member State of which the inspection is to be conducted shall, at the request of that authority or of the Commission, actively assist the officials and other accompanying persons authorised by the Commission. To this end, they shall have the powers listed in paragraph 1a.
6. Where the officials and other accompanying persons authorised by the Commission find that an undertaking opposes an inspection ordered pursuant to this Article, the Member State concerned shall, on request by the officials or other accompanying persons and in accordance with national law, afford them the necessary assistance, upon their request of, where appropriate, the assistance of an enforcement authority, so as to enable them to conduct their inspection.
7. If the assistance provided for in paragraph 6 requires authorisation from a judicial authority according to national rules, such authorisation shall be applied for by the Digital Services Coordinator of the Member State on the territory of which the

		<p>inspection is to be carried out upon the request of the Commission. Such authorisation may also be applied for as a precautionary measure.</p> <p>8. Where authorisation as referred to in paragraph 7 is applied for, the national judicial authority shall verify that the Commission decision is authentic and that the coercive measures envisaged are neither arbitrary nor excessive having regard to the subject matter of the inspection. Within such verification, the national judicial authority may ask the Commission, directly or through the Digital Services Coordinators, for detailed explanations in particular on the grounds the Commission has for suspecting an infringement of this Regulation, as well as on the seriousness of the suspected infringement and on the nature of the involvement of the undertaking concerned. However, the national judicial authority may not call into question the necessity for the inspection nor demand information from the case file of the Commission. The lawfulness of the Commission decision shall be subject to review only by the Court of Justice of the European Union.</p>
<i>Article 55</i> <i>Interim measures</i>	<i>Article 55</i> <i>Interim measures</i>	<i>Article 55</i> <i>Interim measures</i>
1. In the context of proceedings which may lead to the adoption of a decision of non-compliance pursuant to Article 58(1), where there is an urgency due to the risk of serious damage for the recipients of the	1. In the context of proceedings which may lead to the adoption of a decision of non-compliance pursuant to Article 58(1), where there is an urgency due to the risk of serious damage for the recipients of the	1. In the context of proceedings which may lead to the adoption of a decision of non-compliance pursuant to Article 58(1), where there is an urgency due to the risk of serious damage for the recipients of the

<p>service the Commission may, by decision, order proportionate interim measures in compliance with fundamental rights against the very large online platform concerned on the basis of a prima facie finding of an infringement.</p> <p>2. A decision under paragraph 1 shall apply for a specified period of time and may be renewed in so far this is necessary and appropriate.</p>	<p>service, the Commission may, by decision, order interim measures against the very large online platform concerned on the basis of a prima facie finding of an infringement.</p> <p>2. A decision under paragraph 1 shall apply for a specified period of time and may be renewed in so far this is necessary and appropriate.</p>	<p>service, the Commission may, by decision, order interim measures against the provider of the very large online platform or of the very large online search engine concerned on the basis of a prima facie finding of an infringement.</p> <p>2. A decision under paragraph 1 shall apply for a specified period of time and may be renewed in so far this is necessary and appropriate.</p>
<p><i>Article 56</i> <i>Commitments</i></p>	<p><i>Article 56</i> <i>Commitments</i></p>	<p><i>Article 56</i> <i>Commitments</i></p>
<p>1. If, during proceedings under this Section, the very large online platform concerned offers commitments to ensure compliance with the relevant provisions of this Regulation, the Commission may by decision make those commitments binding on the very large online platform concerned and declare that there are no further grounds for action.</p> <p>2. The Commission shall reopen the proceedings:</p> <p>(a) where there has been a material change in any of the facts on which the decision was based;</p> <p>(b) where the very large online platform concerned acts contrary to its commitments; or</p>	<p>1. If, during proceedings under this Section, the very large online platform concerned offers commitments to ensure compliance with the relevant provisions of this Regulation, the Commission may by decision make those commitments binding on the very large online platform concerned and declare that there are no further grounds for action.</p> <p>2. The Commission <u>may, upon request or on its own initiative,</u> reopen the proceedings:</p> <p>(a) where there has been a material change in any of the facts on which the decision was based;</p> <p>(b) where the very large online platform concerned acts contrary to its commitments; or</p>	<p>1. If, during proceedings under this Section, the provider of the very large online platform or of the very large online search engine concerned offers commitments to ensure compliance with the relevant provisions of this Regulation, the Commission may by decision make those commitments binding on the provider of the very large online platform or of the very large online search engine concerned and declare that there are no further grounds for action.</p> <p>2. The Commission may, upon request or on its own initiative, reinitiate the proceedings:</p> <p>(a) where there has been a material change in any of the facts on which the decision was based;</p> <p>(b) where the provider of the very large online platform or of the very large</p>

<p>(c) where the decision was based on incomplete, incorrect or misleading information provided by the very large online platform concerned or other person referred to in Article 52(1).</p> <p>3. Where the Commission considers that the commitments offered by the very large online platform concerned are unable to ensure effective compliance with the relevant provisions of this Regulation, it shall reject those commitments in a reasoned decision when concluding the proceedings.</p>	<p>(c) where the decision was based on incomplete, incorrect or misleading information provided by the very large online platform concerned or other person referred to in Article 52(1).</p> <p>3. Where the Commission considers that the commitments offered by the very large online platform concerned are unable to ensure effective compliance with the relevant provisions of this Regulation, it shall reject those commitments in a reasoned decision when concluding the proceedings.</p>	<p>online search engine concerned acts contrary to its commitments; or</p> <p>(c) where the decision was based on incomplete, incorrect or misleading information provided by the provider of the very large online platform or of the very large online search engine concerned or other person referred to in Article 52(1).</p> <p>3. Where the Commission considers that the commitments offered by the provider of the very large online platform or of the very large online search engine concerned are unable to ensure effective compliance with the relevant provisions of this Regulation, it shall reject those commitments in a reasoned decision when concluding the proceedings.</p>
<p><i>Article 57</i> <i>Monitoring actions</i></p>	<p><i>Article 57</i> <i>Monitoring actions</i></p>	<p><i>Article 57</i> <i>Monitoring actions</i></p>
<p>1. For the purposes of carrying out the tasks assigned to it under this Section, the Commission may take the necessary actions to monitor the effective implementation and compliance with this Regulation by the very large online platform concerned. The Commission may also order that platform to provide access to, and explanations relating to, its databases and algorithms.</p>	<p>1. For the purposes of carrying out the tasks assigned to it under this Section, the Commission may take the necessary actions to monitor the effective implementation and compliance with this Regulation by the very large online platform concerned. The Commission may also order that platform to provide access to, and explanations relating to, its databases and algorithms.</p>	<p>1. For the purposes of carrying out the tasks assigned to it under this Section, the Commission may take the necessary actions to monitor the effective implementation and compliance with this Regulation by the provider of the very large online platform or of the very large online search engine concerned. The Commission may also order that provider to provide access to, and explanations relating to, its databases and algorithms. Such actions may include in particular the imposition of an obligation on the provider of the very large online platform or of the</p>

<p>2. The actions pursuant to paragraph 1 may include the appointment of independent external experts and auditors to assist the Commission in monitoring compliance with the relevant provisions of this Regulation and to provide specific expertise or knowledge to the Commission.</p>	<p>2. The actions pursuant to paragraph 1 may include the appointment of independent external experts and auditors to assist the Commission in monitoring compliance with the relevant provisions of this Regulation and to provide specific expertise or knowledge to the Commission.</p>	<p>very large online search engine to retain all documents deemed to be necessary to assess the provider's implementation of and compliance with these obligations and decisions.</p> <p>2. The actions pursuant to paragraph 1 may include the appointment of independent external experts and auditors, <i>as well as from competent national authorities</i>, to assist the Commission in monitoring compliance with the relevant provisions of this Regulation and to provide specific expertise or knowledge to the Commission.</p>
<p><i>Article 58</i> <i>Non-compliance</i></p>	<p><i>Article 58</i> <i>Non-compliance</i></p>	<p><i>Article 58</i> <i>Non-compliance</i></p>
<p>1. The Commission shall adopt a non-compliance decision where it finds that the very large online platform concerned does not comply with one or more of the following:</p> <ul style="list-style-type: none"> (a) the relevant provisions of this Regulation; (b) interim measures ordered pursuant to Article 55; <i>or</i> (c) commitments made binding pursuant to Article 56, <p>2. Before adopting the decision pursuant to paragraph 1, the Commission shall communicate its preliminary findings to the very large online platform concerned. In the preliminary findings, the</p>	<p>1. The Commission shall adopt a non-compliance decision where it finds that the very large online platform concerned does not comply with one or more of the following:</p> <ul style="list-style-type: none"> (a) the relevant provisions of this Regulation; (b) interim measures ordered pursuant to Article 55; (c) commitments made binding pursuant to Article 56, <p>2. Before adopting the decision pursuant to paragraph 1, the Commission shall communicate its preliminary findings to the very large online platform concerned. In the preliminary findings, the</p>	<p>1. The Commission shall adopt a non-compliance decision where it finds that <i>the provider of the very large online platform or of the very large online search engine</i> concerned does not comply with one or more of the following:</p> <ul style="list-style-type: none"> (a) the relevant provisions of this Regulation; (b) interim measures ordered pursuant to Article 55; (c) commitments made binding pursuant to Article 56. <p>2. Before adopting the decision pursuant to paragraph 1, the Commission shall communicate its preliminary findings to <i>the provider of the very large online platform or of the very large online search</i></p>

<p>Commission shall explain the measures that it considers taking, or that it considers that the very large online platform concerned should take, in order to effectively address the preliminary findings.</p>	<p>Commission shall explain the measures that it considers taking, or that it considers that the very large online platform concerned should take, in order to effectively address the preliminary findings.</p>	<p>engine concerned. In the preliminary findings, the Commission shall explain the measures that it considers taking, or that it considers that the provider of the very large online platform or of the very large online search engine concerned should take, in order to effectively address the preliminary findings.</p>
<p>3. In the decision adopted pursuant to paragraph 1 the Commission shall order the very large online platform concerned to take the necessary measures to ensure compliance with the decision pursuant to paragraph 1 within one month and to provide information on the measures that that platform intends to take to comply with the decision.</p>	<p>3. In the decision adopted pursuant to paragraph 1 the Commission shall order the very large online platform concerned to take the necessary measures to ensure compliance with the decision pursuant to paragraph 1 within <u>a reasonable time period</u> and to provide information on the measures that that platform intends to take to comply with the decision.</p>	<p>3. In the decision adopted pursuant to paragraph 1 the Commission shall order the provider of the very large online platform or of the very large online search engine concerned to take the necessary measures to ensure compliance with the decision pursuant to paragraph 1 within a reasonable time period and to provide information on the measures that that provider intends to take to comply with the decision.</p>
<p>4. The very large online platform concerned shall provide the Commission with a description of the measures it has taken to ensure compliance with the decision pursuant to paragraph 1 upon their implementation.</p>	<p>4. The very large online platform concerned shall provide the Commission with a description of the measures it has taken to ensure compliance with the decision pursuant to paragraph 1 upon their implementation.</p>	<p>4. The provider of the very large online platform or of the very large online search engine concerned shall provide the Commission with a description of the measures it has taken to ensure compliance with the decision pursuant to paragraph 1 upon their implementation</p>
<p>5. Where the Commission finds that the conditions of paragraph 1 are not met, it shall close the investigation by a decision. The decision shall apply with immediate effect.</p>	<p>5. Where the Commission finds that the conditions of paragraph 1 are not met, it shall close the investigation by a decision.</p>	<p>5. Where the Commission finds that the conditions of paragraph 1 are not met, it shall close the investigation by a decision.</p>
<p><i>Article 59 Fines</i></p>	<p><i>Article 59 Fines</i></p>	<p><i>Article 59 Fines</i></p>

<p>1. In the decision pursuant to Article 58, the Commission may impose on the very large online platform concerned fines not exceeding 6% of its total worldwide turnover in the preceding financial year where it finds that the platform, intentionally or negligently:</p> <p>(a) infringes the relevant provisions of this Regulation;</p> <p>(b) fails to comply with a decision ordering interim measures under Article 55; or</p> <p>(c) fails to comply with a voluntary measure made binding by a decision pursuant to Articles 56.</p> <p>2. The Commission may by decision and in compliance with the proportionality principle impose on the very large online platform concerned or other person referred to in Article 52(1) fines not exceeding 1% of the total worldwide turnover in the preceding financial year, where they intentionally or negligently:</p> <p>(a) supply incorrect, incomplete or misleading information in response to a request pursuant to Article 52 or, when the information is requested by decision, fail to reply to the request within the set time period;</p> <p>(b) fail to rectify within the time period set by the Commission, incorrect,</p>	<p>1. In the decision pursuant to Article 58, the Commission may impose on the very large online platform concerned fines not exceeding 6% of its total turnover in the preceding financial year where it finds that that platform, intentionally or negligently:</p> <p>(a) infringes the relevant provisions of this Regulation;</p> <p>(b) fails to comply with a decision ordering interim measures under Article 55; or</p> <p>(c) fails to comply with a voluntary measure made binding by a decision pursuant to Articles 56.</p> <p>2. The Commission may by decision impose on the very large online platform concerned or other person referred to in Article 52(1) fines not exceeding 1% of the total turnover in the preceding financial year, where they intentionally or negligently:</p> <p>(a) supply incorrect, incomplete or misleading information in response to a request pursuant to Article 52 or, when the information is requested by decision, fail to reply to the request within the set time period;</p> <p>(b) fail to rectify within the time period set by the Commission, incorrect,</p>	<p>1. In the decision pursuant to Article 58, the Commission may impose on the provider of the very large online platform or of the very large online search engine concerned fines not exceeding 6 % of its total worldwide turnover in the preceding financial year where it finds that that provider, intentionally or negligently:</p> <p>(a) infringes the relevant provisions of this Regulation;</p> <p>(b) fails to comply with a decision ordering interim measures under Article 55; [...]</p> <p>(c) fails to comply with a commitment made binding by a decision pursuant to Articles 56;</p> <p>2. The Commission may by decision impose on the provider of the very large online platform or of the very large online search engine concerned or other natural or legal person referred to in Article 52(1) fines not exceeding 1 % of the total annual income or turnover in the preceding financial year, where they intentionally or negligently:</p> <p>(a) supply incorrect, incomplete or misleading information in response to a simple request or request by a decision pursuant to Article 52;</p> <p>(aa) fail to reply to the request for information by decision within the set time period;</p> <p>(b) fail to rectify within the time period set by the Commission, incorrect,</p>
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<p>incomplete or misleading information given by a member of staff, or fail or refuse to provide complete information;</p> <p>(c) refuse to submit to an on-site inspection pursuant to Article 54.</p>	<p>incomplete or misleading information given by a member of staff, or fail or refuse to provide complete information;</p> <p>(c) refuse to submit to an on-site inspection pursuant to Article 54.</p>	<p>incomplete or misleading information given by a member of staff, or fail or refuse to provide complete information;</p> <p>(c) refuse to submit to an [...] inspection pursuant to Article 54;</p> <p>(d) fails to comply with the measures adopted by the Commission pursuant to Article 57; or</p> <p>(e) fails to comply with the conditions for access to the Commission's file pursuant to Article 63(4).</p>
<p>3. Before adopting the decision pursuant to paragraph 2, the Commission shall communicate its preliminary findings to the very large online platform concerned or other person referred to in Article 52(1).</p> <p>4. In fixing the amount of the fine, the Commission shall have regard to the nature, gravity, duration and recurrence of the infringement any fines issued under Article 42 for the same infringement and, for fines imposed pursuant to paragraph 2, the delay caused to the proceedings.</p>	<p>3. Before adopting the decision pursuant to paragraph 2, the Commission shall communicate its preliminary findings to the very large online platform concerned or other person referred to in Article 52(1).</p> <p>4. In fixing the amount of the fine, the Commission shall have regard to the nature, gravity, duration and recurrence of the infringement and, for fines imposed pursuant to paragraph 2, the delay caused to the proceedings.</p>	<p>3. Before adopting the decision pursuant to paragraph 2 of this Article, the Commission shall communicate its preliminary findings to the provider of the very large online platform or of the very large online search engine concerned or other person referred to in Article 52(1).</p> <p>4. In fixing the amount of the fine, the Commission shall have regard to the nature, gravity, duration and recurrence of the infringement and, for fines imposed pursuant to paragraph 2, the delay caused to the proceedings.</p>
		<p><i>Article 59a</i> <i>Enhanced supervision of remedies to address infringements of obligations laid down in Section 4 of Chapter III</i></p>
		<p>1. Where the Commission has adopted a decision pursuant to Article 58 and 59 in relation to an infringement by a provider of very large online platform or of a very</p>

		<p>large online search engine of any of the provisions of Section 4 of Chapter III, it shall make use of the enhanced supervision system laid down in this Article. It shall take utmost account of any opinion of the Board pursuant to this Article.</p> <p>2. When communicating the decision referred to in paragraph 1 of this Article to the provider of a very large online platform or of a very large online search engine concerned, the Commission shall also require the provider to draw up and communicate, within a timeline set by the Commission, to the Digital Services Coordinators, the Commission and the Board an action plan to terminate or remedy the infringement. The measures set out in the action plan shall include a commitment to complete an independent audit in accordance with Article 28(2) and (3) on the implementation of the proposed measures, with the identity of the proposed auditors and the methodology, timing and follow-up of the audit set out in the action plan. The measures may also include, where appropriate, a commitment to participate in a relevant code of conduct as provided for in Article 35.</p> <p>3. Within one month following receipt of the action plan, the Board shall communicate its opinion on the action plan to the Commission. Within one month following receipt of that opinion, the Commission shall decide whether the action plan is</p>
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		<p>appropriate to terminate or remedy the infringement and set a time limit for its implementation. The possible commitment to adhere to relevant codes of conduct shall be taken into account in this decision.</p> <p>4. The Commission may take necessary measures in accordance with this Regulation, in particular Articles 60(1)(e) and 65(1), where:</p> <p>(a) the provider of very large online platform or of very large online search engine has not provided any action plan; or</p> <p>(b) the Commission rejects the proposed action plan or</p> <p>(c) the Commission considers that the provider has not remedied the infringement following the implementation of the action plan.</p>
<p><i>Article 60</i> <i>Periodic penalty payments</i></p>	<p><i>Article 60</i> <i>Periodic penalty payments</i></p>	<p><i>Article 60</i> <i>Periodic penalty payments</i></p>
<p>1. The Commission may, by decision, impose on the very large online platform concerned or other person referred to in Article 52(1), as applicable, periodic penalty payments not exceeding 5 % of the average daily worldwide turnover in the preceding financial year per day, calculated from the date appointed by the decision, in order to compel them to:</p>	<p>1. The Commission may, by decision, impose on the very large online platform concerned or other person referred to in Article 52(1), as applicable, periodic penalty payments not exceeding 5 % of the average daily turnover in the preceding financial year per day, calculated from the date appointed by the decision, in order to compel them to:</p>	<p>1. The Commission may, by decision, impose on the provider of the very large online platform or of the very large online search engine concerned or other person referred to in Article 52(1), as applicable, periodic penalty payments not exceeding 5 % of the average daily income or worldwide turnover in the preceding financial year per day, calculated from the date appointed by the decision, in order to compel them to:</p>

<p>(a) supply correct and complete information in response to a decision requiring information pursuant to Article 52;</p> <p>(b) submit to an on-site inspection which it has ordered by decision pursuant to Article 54;</p> <p>(c) comply with a decision ordering interim measures pursuant to Article 55(1);</p> <p>(d) comply with commitments made legally binding by a decision pursuant to Article 56(1);</p> <p>(e) comply with a decision pursuant to Article 58(1).</p> <p>2. Where the very large online platform concerned or other person referred to in Article 52(1) has satisfied the obligation which the periodic penalty payment was intended to enforce, the Commission may fix the definitive amount of the periodic penalty payment at a figure lower than that which would arise under the original decision.</p>	<p>(a) supply correct and complete information in response to a decision requiring information pursuant to Article 52;</p> <p>(b) submit to an on-site inspection which it has ordered by decision pursuant to Article 54;</p> <p>(c) comply with a decision ordering interim measures pursuant to Article 55(1);</p> <p>(d) comply with commitments made legally binding by a decision pursuant to Article 56(1);</p> <p>(e) comply with a decision pursuant to Article 58(1).</p> <p>2. Where the very large online platform concerned or other person referred to in Article 52(1) has satisfied the obligation which the periodic penalty payment was intended to enforce, the Commission may fix the definitive amount of the periodic penalty payment at a figure lower than that which would arise under the original decision.</p>	<p>(a) supply correct and complete information in response to a decision requiring information pursuant to Article 52;</p> <p>(b) submit to an [...] inspection which it has ordered by decision pursuant to Article 54;</p> <p>(c) comply with a decision ordering interim measures pursuant to Article 55(1);</p> <p>(d) comply with commitments made legally binding by a decision pursuant to Article 56(1);</p> <p>(e) comply with a decision pursuant to Article 58(1).</p> <p>2. Where the provider of the very large online platform or of the very large online search engine concerned or other person referred to in Article 52(1) has satisfied the obligation which the periodic penalty payment was intended to enforce, the Commission may fix the definitive amount of the periodic penalty payment at a figure lower than that which would arise under the original decision.</p>
<p><i>Article 61</i> <i>Limitation period for the imposition of penalties</i></p>	<p><i>Article 61</i> <i>Limitation period for the imposition of penalties</i></p>	<p><i>Article 61</i> <i>Limitation period for the imposition of penalties</i></p>
<p>1. The powers conferred on the Commission by Articles 59 and 60 shall be subject to a limitation period of five years.</p>	<p>1. The powers conferred on the Commission by Articles 59 and 60 shall be subject to a limitation period of five years.</p>	<p>1. The powers conferred on the Commission by Articles 59 and 60 shall be subject to a limitation period of:</p> <p>(a) three years in the case of infringements of provisions concerning requests for information pursuant to Article 52,</p>

<p>2. Time shall begin to run on the day on which the infringement is committed. However, in the case of continuing or repeated infringements, time shall begin to run on the day on which the infringement ceases.</p> <p>3. Any action taken by the Commission or by the Digital Services Coordinator for the purpose of the investigation or proceedings in respect of an infringement shall interrupt the limitation period for the imposition of fines or periodic penalty payments. Actions which interrupt the limitation period shall include, in particular, the following:</p> <p>(a) requests for information by the Commission or by a Digital Services Coordinator;</p> <p>(b) on-site inspection;</p> <p>(c) the opening of a proceeding by the Commission pursuant to Article 51(2).</p> <p>4. Each interruption shall start time running afresh. However, the limitation period for the imposition of fines or periodic penalty payments shall expire at the latest on the day on which a period equal to twice the</p>	<p>2. Time shall begin to run on the day on which the infringement is committed. However, in the case of continuing or repeated infringements, time shall begin to run on the day on which the infringement ceases.</p> <p>3. Any action taken by the Commission or by the Digital Services Coordinator for the purpose of the investigation or proceedings in respect of an infringement shall interrupt the limitation period for the imposition of fines or periodic penalty payments. Actions which interrupt the limitation period shall include, in particular, the following:</p> <p>(a) requests for information by the Commission or by a Digital Services Coordinator;</p> <p>(b) on-site inspection;</p> <p>(c) the opening of a proceeding by the Commission pursuant to Article 51(2).</p> <p>4. Each interruption shall start time running afresh. However, the limitation period for the imposition of fines or periodic penalty payments shall expire at the latest on the day on which a period equal to twice the</p>	<p>powers to conduct interviews and take statements pursuant to Article 53, or to conduct inspections pursuant to Article 54;</p> <p>(b) five years in the case of all other infringements referred to in Articles 59 and 60.</p> <p>2. Time shall begin to run on the day on which the infringement is committed. However, in the case of continuing or repeated infringements, time shall begin to run on the day on which the infringement ceases.</p> <p>3. Any action taken by the Commission or by the Digital Services Coordinator for the purpose of the investigation or proceedings in respect of an infringement shall interrupt the limitation period for the imposition of fines or periodic penalty payments. Actions which interrupt the limitation period shall include, in particular, the following:</p> <p>(a) requests for information by the Commission or by a Digital Services Coordinator;</p> <p>(b) [...] inspections;</p> <p>(c) initiation of a proceeding by the Commission pursuant to Article 51(1).</p> <p>4. Each interruption shall start time running afresh. However, the limitation period for the imposition of fines or periodic penalty payments shall expire at the latest on the day on which a period equal to twice the</p>
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<p>limitation period has elapsed without the Commission having imposed a fine or a periodic penalty payment. That period shall be extended by the time during which the limitation period is suspended pursuant to paragraph 5.</p> <p>5. The limitation period for the imposition of fines or periodic penalty payments shall be suspended for as long as the decision of the Commission is the subject of proceedings pending before the Court of Justice of the European Union.</p>	<p>limitation period has elapsed without the Commission having imposed a fine or a periodic penalty payment. That period shall be extended by the time during which the limitation period is suspended pursuant to paragraph 5.</p> <p>5. The limitation period for the imposition of fines or periodic penalty payments shall be suspended for as long as the decision of the Commission is the subject of proceedings pending before the Court of Justice of the European Union.</p>	<p>limitation period has elapsed without the Commission having imposed a fine or a periodic penalty payment. That period shall be extended by the time during which the limitation period is suspended pursuant to paragraph 5.</p> <p>5. The limitation period for the imposition of fines or periodic penalty payments shall be suspended for as long as the decision of the Commission is the subject of proceedings pending before the Court of Justice of the European Union.</p>
<p><i>Article 62</i> <i>Limitation period for the enforcement of penalties</i></p>	<p><i>Article 62</i> <i>Limitation period for the enforcement of penalties</i></p>	<p><i>Article 62</i> <i>Limitation period for the enforcement of penalties</i></p>
<p>1. The power of the Commission to enforce decisions taken pursuant to Articles 59 and 60 shall be subject to a limitation period of five years.</p> <p>2. Time shall begin to run on the day on which the decision becomes final.</p> <p>3. The limitation period for the enforcement of penalties shall be interrupted:</p> <p>(a) by notification of a decision varying the original amount of the fine or periodic penalty payment or refusing an application for variation;</p> <p>(b) by any action of the Commission, or of a Member State acting at the request of the Commission, designed to enforce payment of the fine or periodic penalty payment.</p>	<p>1. The power of the Commission to enforce decisions taken pursuant to Articles 59 and 60 shall be subject to a limitation period of five years.</p> <p>2. Time shall begin to run on the day on which the decision becomes final.</p> <p>3. The limitation period for the enforcement of penalties shall be interrupted:</p> <p>(a) by notification of a decision varying the original amount of the fine or periodic penalty payment or refusing an application for variation;</p> <p>(b) by any action of the Commission, or of a Member State acting at the request of the Commission, designed to enforce payment of the fine or periodic penalty payment.</p>	<p>1. The power of the Commission to enforce decisions taken pursuant to Articles 59 and 60 shall be subject to a limitation period of five years.</p> <p>2. Time shall begin to run on the day on which the decision becomes final.</p> <p>3. The limitation period for the enforcement of penalties shall be interrupted:</p> <p>(a) by notification of a decision varying the original amount of the fine or periodic penalty payment or refusing an application for variation;</p> <p>(b) by any action of the Commission, or of a Member State acting at the request of the Commission, designed to enforce payment of the fine or periodic penalty payment.</p>

<p>4. Each interruption shall start time running afresh.</p> <p>5. The limitation period for the enforcement of penalties shall be suspended for so long as:</p> <p>(a) time to pay is allowed;</p> <p>(b) enforcement of payment is suspended pursuant to a decision of the Court of Justice of the European Union.</p>	<p>4. Each interruption shall start time running afresh.</p> <p>5. The limitation period for the enforcement of penalties shall be suspended for so long as:</p> <p>(a) time to pay is allowed;</p> <p>(b) enforcement of payment is suspended pursuant to a decision of the Court of Justice of the European Union.</p>	<p>4. Each interruption shall start time running afresh.</p> <p>5. The limitation period for the enforcement of penalties shall be suspended for so long as:</p> <p>(a) time to pay is allowed;</p> <p>(b) enforcement of payment is suspended pursuant to a decision of the Court of Justice of the European Union or to a decision of a national court.</p>
<p><i>Article 63</i> <i>Right to be heard and access to the file</i></p>	<p><i>Article 63</i> <i>Right to be heard and access to the file</i></p>	<p><i>Article 63</i> <i>Right to be heard and access to the file</i></p>
<p>1. Before adopting a decision pursuant to Articles 58(1), 59 or 60, the Commission shall give the very large online platform concerned or other person referred to in Article 52(1) the opportunity of being heard on:</p> <p>(a) preliminary findings of the Commission, including any matter to which the Commission has taken objections; and</p> <p>(b) measures that the Commission may intend to take in view of the preliminary findings referred to point (a).</p> <p>2. The very large online platform concerned or other person referred to in Article 52(1) may submit their observations on the Commission's preliminary findings within a reasonable time period set by the Commission in its preliminary findings, which may not be less than 14 days.</p>	<p>1. Before adopting a decision pursuant to Articles 58(1), 59 or 60, the Commission shall give the very large online platform concerned or other person referred to in Article 52(1) the opportunity of being heard on:</p> <p>(a) preliminary findings of the Commission, including any matter to which the Commission has taken objections; and</p> <p>(b) measures that the Commission may intend to take in view of the preliminary findings referred to point (a).</p> <p>2. The very large online platform concerned or other person referred to in Article 52(1) may submit their observations on the Commission's preliminary findings within a reasonable time period set by the Commission in its preliminary findings, which may not be less than 14 days.</p>	<p>1. Before adopting a decision pursuant to Articles 58(1), 59 or 60, the Commission shall give the provider of the very large online platform or of the very large online search engine concerned or other person referred to in Article 52(1) the opportunity of being heard on:</p> <p>(a) preliminary findings of the Commission, including any matter to which the Commission has taken objections; and</p> <p>(b) measures that the Commission may intend to take in view of the preliminary findings referred to point (a).</p> <p>2. The provider of the very large online platform or of the very large online search engine concerned or other person referred to in Article 52(1) and any natural or legal person who applies to be heard and shows a legitimate interest may submit their observations on the Commission's preliminary findings within a reasonable</p>

<p>3. The Commission shall base its decisions only on objections on which the parties concerned have been able to comment.</p> <p>4. The rights of defence of the parties concerned shall be fully respected in the proceedings. They shall be entitled to have access to the Commission's file under the terms of a negotiated disclosure, subject to the legitimate interest of the very large online platform concerned or other person referred to in Article 52(1) in the protection of their business secrets. The right of access to the file shall not extend to confidential information and internal documents of the Commission or Member States' authorities. In particular, the right of access shall not extend to correspondence between the Commission and those authorities. Nothing in this paragraph shall prevent the Commission from disclosing and using information necessary to prove an infringement.</p> <p>5. The information collected pursuant to Articles 52, 53 and 54 shall be used only for the purpose of this Regulation.</p>	<p>3. The Commission shall base its decisions only on objections on which the parties concerned have been able to comment.</p> <p>4. The rights of defence of the parties concerned shall be fully respected in the proceedings. They shall be entitled to have access to the Commission's file under the terms of a negotiated disclosure, subject to the legitimate interest of the very large online platform concerned or other person referred to in Article 52(1) in the protection of their business secrets. The right of access to the file shall not extend to confidential information and internal documents of the Commission or Member States' authorities. In particular, the right of access shall not extend to correspondence between the Commission and those authorities. Nothing in this paragraph shall prevent the Commission from disclosing and using information necessary to prove an infringement.</p> <p>5. The information collected pursuant to Articles 52, 53 and 54 shall be used only for the purpose of this Regulation.</p>	<p>time period set by the Commission in its preliminary findings, which may not be less than 14 days.</p> <p>3. The Commission shall base its decisions only on objections on which the parties concerned have been able to comment.</p> <p>4. The rights of defence of the parties concerned shall be fully respected in the proceedings. They shall be entitled to have access to the Commission's file under the terms of a negotiated disclosure, subject to the legitimate interest of the provider of the very large online platform or of the very large online search engine concerned or other person referred to in Article 52(1) in the protection of their business secrets. The Commission shall have the power to issue decisions setting out such terms of disclosure in case of disagreement between the parties. The right of access to the file of the Commission shall not extend to confidential information and internal documents of the Commission or Member States' authorities. In particular, the right of access shall not extend to correspondence between the Commission and those authorities. Nothing in this paragraph shall prevent the Commission from disclosing and using information necessary to prove an infringement.</p> <p>5. The information collected pursuant to Articles 52, 53 and 54 shall be used only for the purpose of this Regulation.</p>
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<p>6. Without prejudice to the exchange and to the use of information referred to in Articles 51(3) and 52(5), the Commission, the Board, Member States' authorities and their respective officials, servants and other persons working under their supervision,; and any other natural or legal person involved, including auditors and experts appointed pursuant to Article 57(2) shall not disclose information acquired or exchanged by them pursuant to this Section and of the kind covered by the obligation of professional secrecy.</p>	<p>6. Without prejudice to the exchange and to the use of information referred to in Articles 51(3) and 52(5), the Commission, the Board, Member States' authorities and their respective officials, servants and other persons working under their supervision,; and any other natural or legal person involved, including auditors and experts appointed pursuant to Article 57(2) shall not disclose information acquired or exchanged by them pursuant to this Section and of the kind covered by the obligation of professional secrecy.</p>	<p>[...] Cf. Art. 66a „<i>Professional secrecy</i>“ of the General Approach of the Council: Without prejudice to the exchange and to the use of information referred to in <i>this Chapter</i>, the Commission, the Board, Member States' <i>competent</i> authorities and their respective officials, servants and other persons working under their supervision, and any other natural or legal person involved, including auditors and experts appointed pursuant to Article 57(2), shall not disclose information acquired or exchanged by them pursuant to this <i>Regulation</i> and of the kind covered by the obligation of professional secrecy.</p>
<p><i>Article 64</i> <i>Publication of decisions</i></p>	<p><i>Article 64</i> <i>Publication of decisions</i></p>	<p><i>Article 64</i> <i>Publication of decisions</i></p>
<p>1. The Commission shall publish the decisions it adopts pursuant to Articles 55(1), 56(1), 58, 59 and 60. Such publication shall state the names of the parties and the main content of the decision, including any penalties imposed, <i>along with, where possible and justified, non-confidential documents or other forms of information on which the decision is based</i>.</p> <p>2. The publication shall have regard to the rights and legitimate interests of the very large online platform concerned, any other person referred to in Article 52(1) and any third parties in the protection of their confidential information.</p>	<p>1. The Commission shall publish the decisions it adopts pursuant to Articles 55(1), 56(1), 58, 59 and 60. Such publication shall state the names of the parties and the main content of the decision, including any penalties imposed.</p> <p>2. The publication shall have regard to the rights and legitimate interests of the very large online platform concerned, any other person referred to in Article 52(1) and any third parties in the protection of their confidential information.</p>	<p>1. The Commission shall publish the decisions it adopts pursuant to Articles 55(1), 56(1), 58, 59 and 60. Such publication shall state the names of the parties and the main content of the decision, including any penalties imposed.</p> <p>2. The publication shall have regard to the rights and legitimate interests of <i>the provider of the very large online platform or of the very large online search engine</i> concerned, any other person referred to in Article 52(1) and any third parties in the protection of their confidential information.</p>
		<p><i>Article 64a</i></p>

		<i>Review by the Court of Justice of the European Union</i>
		In accordance with Article 261 of the Treaty on the Functioning of the European Union, the Court of Justice of the European Union has unlimited jurisdiction to review decisions by which the Commission has imposed fines or periodic penalty payments. It may cancel, reduce or increase the fine or periodic penalty payment imposed.
<i>Article 65</i> <i>Requests for access restrictions and cooperation with national courts</i>	<i>Article 65</i> <i>Requests for access restrictions and cooperation with national courts</i>	<i>Article 65</i> <i>Requests for access restrictions and cooperation with national courts</i>
<p>1. Where all powers pursuant to this Article to bring about the cessation of an infringement of this Regulation have been exhausted, the infringement persists and causes serious harm which cannot be avoided through the exercise of other powers available under Union or national law, the Commission may request the Digital Services Coordinator of establishment of the very large online platform concerned to act pursuant to Article 41(3).</p> <p>Prior to making such request to the Digital Services Coordinator, the Commission shall invite interested parties to submit written observations within a time period that shall not be less than 14 working days describing the measures it intends to request and identifying the intended addressee or addressees thereof.</p>	<p>1. Where all powers pursuant to this Article to bring about the cessation of an infringement of this Regulation have been exhausted, the infringement persists and causes serious harm which cannot be avoided through the exercise of other powers available under Union or national law, the Commission may request the Digital Services Coordinator of establishment of the very large online platform concerned to act pursuant to Article 41(3).</p> <p>Prior to making such request to the Digital Services Coordinator, the Commission shall invite interested parties to submit written observations within a time period that shall not be less than <u>two weeks</u>, describing the measures it intends to request and identifying the intended addressee or addressees thereof.</p>	<p>1. Where all powers pursuant to this Section to bring about the cessation of an infringement of this Regulation have been exhausted, the infringement persists and causes serious harm which cannot be avoided through the exercise of other powers available under Union or national law, the Commission may request the Digital Services Coordinator of establishment of the provider of the very large online platform or of the very large online search engine concerned to act pursuant to Article 41(3).</p> <p>Prior to making such request to the Digital Services Coordinator, the Commission shall invite interested parties to submit written observations within a time period that shall not be less than two weeks, describing the measures it intends to request and identifying the intended addressee or addressees thereof.</p>

<p>2. Where the coherent application of this Regulation so requires, the Commission, acting on its own initiative, may submit written observations to the competent judicial authority referred to Article 41(3). With the permission of the judicial authority in question, it may also make oral observations.</p> <p>For the purpose of the preparation of its observations only, the Commission may request that judicial authority to transmit or ensure the transmission to it of any documents necessary for the assessment of the case.</p>	<p>2. Where the coherent application of this Regulation so requires, the Commission, acting on its own initiative, may submit written observations to the competent judicial authority referred to Article 41(3). With the permission of the judicial authority in question, it may also make oral observations.</p> <p>For the purpose of the preparation of its observations only, the Commission may request that judicial authority to transmit or ensure the transmission to it of any documents necessary for the assessment of the case.</p>	<p>2. Where the coherent application of this Regulation so requires, the Commission, acting on its own initiative, may submit written observations to the competent judicial authority referred to Article 41(3). With the permission of the judicial authority in question, it may also make oral observations.</p> <p>For the purpose of the preparation of its observations only, the Commission may request that judicial authority to transmit or ensure the transmission to it of any documents necessary for the assessment of the case.</p> <p>3. When national courts rule on a matter which is already a subject of a Commission decision, they shall not take decisions running counter to a decision adopted by the Commission under this Regulation. They shall also avoid giving decisions which would conflict with a decision contemplated by the Commission in proceedings it has initiated under this Regulation. To that effect, the national court may assess whether it is necessary to stay its proceedings. This is without prejudice to Article 267 of the Treaty.</p>
<p><i>Article 66</i> <i>Implementing acts relating to Commission intervention</i></p>	<p><i>Article 66</i> <i>Implementing acts relating to Commission intervention</i></p>	<p><i>Article 66</i> <i>Implementing acts relating to Commission intervention</i></p>
<p>1. In relation to the Commission intervention covered by this Section, the Commission may adopt implementing acts concerning the practical arrangements for:</p>	<p>1. In relation to the Commission intervention covered by this Section, the Commission may adopt implementing acts concerning the practical arrangements for:</p>	<p>1. In relation to the Commission intervention covered by this Section, the Commission may adopt implementing acts concerning the practical arrangements for:</p>

<p>(c) the proceedings pursuant to Articles 54 and 57;</p> <p>(d) the hearings provided for in Article 63;</p> <p>(e) the negotiated disclosure of information provided for in Article 63.</p> <p>(ca) the development and implementation of standards provided for in Article 34.</p> <p>2. Those implementing acts shall be adopted in accordance with the advisory procedure referred to in Article 70. Before the adoption of any measures pursuant to paragraph 1, the Commission shall publish a draft thereof and invite all interested parties to submit their comments within the time period set out therein, which shall not be less than one month.</p>	<p>(c) the proceedings pursuant to Articles 54 and 57;</p> <p>(a) the hearings provided for in Article 63;</p> <p>(b) the negotiated disclosure of information provided for in Article 63.</p> <p>2. Those implementing acts shall be adopted in accordance with the advisory procedure referred to in Article 70. Before the adoption of any measures pursuant to paragraph 1, the Commission shall publish a draft thereof and invite all interested parties to submit their comments within the time period set out therein, which shall not be less than one month.</p>	<p>(a) the proceedings pursuant to Articles 54 and 57;</p> <p>(b) the hearings provided for in Article 63;</p> <p>(c) the negotiated disclosure of information provided for in Article 63.</p> <p>2. Those implementing acts shall be adopted in accordance with the advisory procedure referred to in Article 70. Before the adoption of any measures pursuant to paragraph 1, the Commission shall publish a draft thereof and invite all interested parties to submit their comments within the time period set out therein, which shall not be less than one month.</p>
Section 4 Common provisions on enforcement	Section 4 Common provisions on enforcement	Section 4 Common provisions on enforcement
	<i>Cf. Art. 63 para. 6 of the Commission's Proposal</i>	<i>Artikel 66a</i> <i>Professional secrecy</i>
		Without prejudice to the exchange and to the use of information referred to in <i>this Chapter</i> , the Commission, the Board, Member States' <i>competent</i> authorities and their respective officials, servants and other persons working under their supervision, and any other natural or legal person involved, including auditors and experts appointed pursuant to Article 57(2), shall not disclose information acquired or exchanged by them pursuant to this <i>Regulation</i> and of the kind covered by the obligation of professional secrecy.

Article 67 Information sharing system	Article 67 Information sharing system	Article 67 Information sharing system
<p>1. The Commission shall establish and maintain a reliable and secure information sharing system supporting communications between Digital Services Coordinators, the Commission and the Board.</p> <p>2. The Digital Services Coordinators, the Commission and the Board shall use the information sharing system for all communications pursuant to this Regulation.</p> <p>3. The Commission shall adopt implementing acts laying down the practical and operational arrangements for the functioning of the information sharing system and its interoperability with other relevant systems. Those implementing acts shall be adopted in accordance with the advisory procedure referred to in Article 70.</p>	<p>1. The Commission shall establish and maintain a reliable and secure information sharing system supporting communications between Digital Services Coordinators, the Commission and the Board.</p> <p>2. The Digital Services Coordinators, the Commission and the Board shall use the information sharing system for all communications pursuant to this Regulation.</p> <p>3. The Commission shall adopt implementing acts laying down the practical and operational arrangements for the functioning of the information sharing system and its interoperability with other relevant systems. Those implementing acts shall be adopted in accordance with the advisory procedure referred to in Article 70.</p>	<p>1. The Commission shall establish and maintain a reliable and secure information sharing system supporting communications between Digital Services Coordinators, the Commission and the Board. Other competent authorities may be granted access to this system, where appropriate for carrying out the tasks conferred to them in accordance with this Regulation.</p> <p>2. The Digital Services Coordinators, the Commission and the Board shall use the information sharing system for all communications pursuant to this Regulation.</p> <p>3. The Commission shall adopt implementing acts laying down the practical and operational arrangements for the functioning of the information sharing system and its interoperability with other relevant systems. Those implementing acts shall be adopted in accordance with the advisory procedure referred to in Article 70.</p>
Article 68 Representation	Article 68 Representation	Article 68 Representation
<p>Without prejudice to Directive (EU) 2020/1818 of the European Parliament and of the Council, recipients of intermediary services shall have the right to mandate a a, or a body, organisation or association to exercise the rights referred to in Articles 8, 12, 13, 14, 15,</p>	<p>Without prejudice to Directive 2020/XX/EU of the European Parliament and of the Council^{xli}, recipients of intermediary services shall have the right to mandate a body, organisation or association to exercise the rights referred to in Articles 17, 18 and 19</p>	<p>Without prejudice to Directive 2020/1828/EU or to any other type of representation under national law, recipients of intermediary services shall at least have the right to mandate a body, organisation or association to exercise the rights conferred by this</p>

<p>17, 18, 19, 43 and 43a on their behalf, provided the body, organisation or association meets all of the following conditions:</p> <ul style="list-style-type: none"> (a) Sie verfolgt keine Gewinnerzielungsabsicht; (b) sie wurde nach dem Recht eines Mitgliedstaats ordnungsgemäß gegründet; (c) aus ihren satzungsmäßigen Zielen ergibt sich ein berechtigtes Interesse daran, die Einhaltung dieser Verordnung sicherzustellen. 	<p>on their behalf, provided the body, organisation or association meets all of the following conditions:</p> <ul style="list-style-type: none"> (a) it operates on a not-for-profit basis; (b) it has been properly constituted in accordance with the law of a Member State; (c) its statutory objectives include a legitimate interest in ensuring that this Regulation is complied with. 	<p>Regulation on their behalf, provided the body, organisation or association meets all of the following conditions:</p> <ul style="list-style-type: none"> (a) it operates on a not-for-profit basis; (b) it has been properly constituted in accordance with the law of a Member State; (c) its statutory objectives include a legitimate interest in ensuring that this Regulation is complied with.
Section 5 Delegated acts	Section 5 Delegated acts	Section 5 Delegated acts
<i>Article 69 Exercise of the delegation</i>	<i>Article 69 Exercise of the delegation</i>	<i>Article 69 Exercise of the delegation</i>
<ol style="list-style-type: none"> 1. The power to adopt delegated acts is conferred on the Commission subject to the conditions laid down in this Article. 2. The delegation of power referred to in Articles 13a, 16, 23, 25, and 31 shall be conferred on the Commission for five years starting from [date of expected adoption of the Regulation]. The Commission shall draw up a report in respect of the delegation of power not later than nine months before the end of the five-year period. The delegation of power shall be tacitly extended for periods of an identical duration, unless the European Parliament or the Council opposes such extension not later than three months before the end of each period. 	<ol style="list-style-type: none"> 1. The power to adopt delegated acts is conferred on the Commission subject to the conditions laid down in this Article. 2. The delegation of power referred to in Articles 23, 25, and 31 shall be conferred on the Commission for <u>an indeterminate period of time</u> from [date of expected adoption of the Regulation]. 	<ol style="list-style-type: none"> 1. The power to adopt delegated acts is conferred on the Commission subject to the conditions laid down in this Article. 2. The delegation of power referred to in Articles 23, 25, and 31 shall be conferred on the Commission for an indeterminate period of time from [date of expected adoption of the Regulation].

<p>3. The delegation of power referred to in Articles 13a, 16, 23, 25, 31 may be revoked at any time by the European Parliament or by the Council. A decision of revocation shall put an end to the delegation of power specified in that decision. It shall take effect the day following that of its publication in the Official Journal of the European Union or at a later date specified therein. It shall not affect the validity of any delegated acts already in force.</p> <p>4. As soon as it adopts a delegated act, the Commission shall notify it simultaneously to the European Parliament and to the Council.</p> <p>5. A delegated act adopted pursuant to Articles 13a, 16, 23, 25, 31 shall enter into force only if no objection has been expressed by either the European Parliament or the Council within a period of four months of notification of that act to the European Parliament and the Council or if, before the expiry of that period, the European Parliament and the Council have both informed the Commission that they will not object. That period shall be extended by three months at the initiative of the European Parliament or of the Council.</p>	<p>3. The delegation of power referred to in Articles 23, 25 <u>and</u> 31 may be revoked at any time by the European Parliament or by the Council. A decision of revocation shall put an end to the delegation of power specified in that decision. It shall take effect the day following that of its publication in the Official Journal of the European Union or at a later date specified therein. It shall not affect the validity of any delegated acts already in force.</p> <p>4. As soon as it adopts a delegated act, the Commission shall notify it simultaneously to the European Parliament and to the Council.</p> <p>5. A delegated act adopted pursuant to Articles 23, 25 <u>and</u> 31 shall enter into force only if no objection has been expressed by either the European Parliament or the Council within a period of <u>three</u> months of notification of that act to the European Parliament and the Council or if, before the expiry of that period, the European Parliament and the Council have both informed the Commission that they will not object. That period shall be extended by three months at the initiative of the European Parliament or of the Council.</p>	<p>3. The delegation of power referred to in Articles 23, 25 and 31 may be revoked at any time by the European Parliament or by the Council. A decision of revocation shall put an end to the delegation of power specified in that decision. It shall take effect the day following that of its publication in the Official Journal of the European Union or at a later date specified therein. It shall not affect the validity of any delegated acts already in force.</p> <p>4. As soon as it adopts a delegated act, the Commission shall notify it simultaneously to the European Parliament and to the Council.</p> <p>5. A delegated act adopted pursuant to Articles 23, 25 and 31 shall enter into force only if no objection has been expressed by either the European Parliament or the Council within a period of three months of notification of that act to the European Parliament and the Council or if, before the expiry of that period, the European Parliament and the Council have both informed the Commission that they will not object. That period shall be extended by three months at the initiative of the European Parliament or of the Council.</p>
Article 70 Committee	Article 70 Committee	Article 70 Committee
<p>1. The Commission shall be assisted by a Digital Services Committee. That</p>	<p>1. The Commission shall be assisted by <u>the</u> Digital Services Committee. That</p>	<p>1. The Commission shall be assisted by the Digital Services Committee. That</p>

Committee shall be a Committee within the meaning of Regulation (EU) No 182/2011.	Committee shall be a Committee within the meaning of Regulation (EU) No 182/2011.	Committee shall be a Committee within the meaning of Regulation (EU) No 182/2011.
2. Where reference is made to this Article, Article 4 of Regulation (EU) No 182/2011 shall apply.	2. Where reference is made to this Article, Article 4 of Regulation (EU) No 182/2011 shall apply.	2. Where reference is made to this Article, Article 4 of Regulation (EU) No 182/2011 shall apply.
Chapter V Final provisions	Chapter V Final provisions	Chapter V Final provisions
<i>Article 71</i> <i>Deletion of certain provisions of Directive 2000/31/EC</i>	<i>Article 71</i> <i>Deletion of certain provisions of Directive 2000/31/EC</i>	<i>Article 71</i> <i>Amendment to Directive 2000/31/EC</i>
1. Articles 12 to 15 of Directive 2000/31/EC shall be deleted.	1. Articles 12 to 15 of Directive 2000/31/EC shall be deleted.	1. Articles 12 to 15 of Directive 2000/31/EC are deleted.
2. References to Articles 12 to 15 of Directive 2000/31/EC shall be construed as references to Articles 3, 4, 5 and 7 of this Regulation, respectively.	2. References to Articles 12 to 15 of Directive 2000/31/EC shall be construed as references to Articles 3, 4, 5 and 7 of this Regulation, respectively.	2. References to Articles 12 to 15 of Directive 2000/31/EC shall be construed as references to Articles 3, 4, 5 and 7 of this Regulation, respectively.
<i>Article 72</i> <i>Amendments to Directive 2020/XX/EC on Representative Actions for the Protection of the Collective Interests of Consumers</i>	<i>Article 72</i> <i>Amendments to Directive 2020/XX/EC on Representative Actions for the Protection of the Collective Interests of Consumers</i>	<i>Article 72</i> <i>Amendments to Directive (EU) 2020/1828 [...]</i>
1. The following is added to Annex I: “(X) Regulation of the European Parliament and of the Council on a Single Market for Digital Services (Digital Services Act) and amending Directive 2000/31/EC”	1. The following is added to Annex I: “(X) Regulation of the European Parliament and of the Council on a Single Market for Digital Services (Digital Services Act) and amending Directive 2000/31/EC”	In Annex I to Directive (EU) 2020/1828, the following point is added: “(67) Regulation (EU) ... /... of the European Parliament and of the Council of ... on a Single Market for Digital Services (Digital Services Act) and amending Directive 2000/31/EC (OJ L ..., ...)”.
<i>Article 73</i> <i>Evaluation</i>	<i>Article 73</i> <i>Evaluation</i>	<i>Article 73</i> <i>Evaluation</i>
1. By three years after the entry into force of this Regulation at the latest, and every	1. By five years after the entry into force of this Regulation at the latest , and every	1. By ... [five years after the date of entry into force of this Regulation], and every

<p>three years thereafter, the Commission shall evaluate this Regulation and report to the European Parliament, the Council and the European Economic and Social Committee. This report shall address in particular:</p> <ul style="list-style-type: none"> (a) the application of Article 25, including with respect to the number of average monthly active recipients of the service; (b) the application of Article 11; (c) the application of Article 14, (d) the application of Articles 35 and 36. <p>1a. Where appropriate, the report referred to in paragraph 1 shall be accompanied by a proposal for amendment of this Regulation.</p> <p>2. For the purpose of paragraph 1, Member States and the Board shall send information on the request of the Commission.</p> <p>3. In carrying out the evaluations referred to in paragraph 1, the Commission shall take into account the positions and findings of the European Parliament, the Council, and other relevant bodies or sources, and pay specific attention to small and medium-sized enterprises and the position of new competitors.</p> <p>4. By three years from the date of application of this Regulation at the latest, the Commission, after consulting the Board, shall carry out an assessment of the</p>	<p>five years thereafter, the Commission shall evaluate this Regulation and report to the European Parliament, the Council and the European Economic and Social Committee.</p> <p>2. For the purpose of paragraph 1, Member States and the Board shall send information on the request of the Commission.</p> <p>3. In carrying out the evaluations referred to in paragraph 1, the Commission shall take into account the positions and findings of the European Parliament, the Council, and other relevant bodies or sources.</p> <p>4. By three years from the date of application of this Regulation at the latest, the Commission, after consulting the Board, shall carry out an assessment of the</p>	<p>five years thereafter, the Commission shall evaluate this Regulation, and in particular the scope of the obligations on small and micro enterprises, the effectiveness of the supervision and enforcement mechanisms, the impact on respect for the right to freedom of expression and information, and report to the European Parliament, the Council and the European Economic and Social Committee. On the basis of the findings, that report shall, where appropriate, be accompanied by a proposal for amendment of this Regulation.</p> <p>2. For the purpose of paragraph 1, Member States and the Board shall send information on the request of the Commission.</p> <p>3. In carrying out the evaluations referred to in paragraph 1, the Commission shall take into account the positions and findings of the European Parliament, the Council, and other relevant bodies or sources.</p> <p>4. By three years from the date of application of this Regulation at the latest, the Commission, after consulting the Board, shall carry out an assessment of the</p>
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functioning of the Board and shall report it to the European Parliament, the Council and the European Economic and Social Committee, taking into account the first years of application of the Regulation. On the basis of the findings and taking into utmost account the opinion of the Board, that report shall, where appropriate, be accompanied by a proposal for amendment of this Regulation with regard to the structure of the Board.	functioning of the Board and shall report it to the European Parliament, the Council and the European Economic and Social Committee, taking into account the first years of application of the Regulation. On the basis of the findings and taking into utmost account the opinion of the Board, that report shall, where appropriate, be accompanied by a proposal for amendment of this Regulation with regard to the structure of the Board.	functioning of the Board and shall report it to the European Parliament, the Council and the European Economic and Social Committee, taking into account the first years of application of the Regulation. On the basis of the findings and taking into utmost account the opinion of the Board, that report shall, where appropriate, be accompanied by a proposal for amendment of this Regulation with regard to the structure of the Board.
<i>Article 74</i> <i>Entry into force and application</i>	<i>Article 74</i> <i>Entry into force and application</i>	<i>Article 74</i> <i>Entry into force and application</i>
<ol style="list-style-type: none"> 1. Diese Verordnung tritt am zwanzigsten Tag nach ihrer Veröffentlichung im Amtsblatt der Europäischen Union in Kraft. 2. It shall apply from [date – six months after its entry into force]. This Regulation shall be binding in its entirety and directly applicable in all Member States. 	<ol style="list-style-type: none"> 1. This Regulation shall enter into force on the twentieth day following that of its publication in the Official Journal of the European Union. 2. It shall apply from [date - three months after its entry into force]. This Regulation shall be binding in its entirety and directly applicable in all Member States. 	<ol style="list-style-type: none"> 1. This Regulation shall enter into force on the twentieth day following that of its publication in the Official Journal of the European Union. 2. It shall apply from ... [eighteen months after the date of into force of this Regulation]. 3. Article 23(2) shall apply from ... [twelve months after the date of entry into force of this Regulation].

ⁱ Directive 2000/31/EC of the European Parliament and of the Council of 8 June 2000 on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market ('Directive on electronic commerce', OJ L 178, 17.7.2000, p. 1.

ⁱⁱ Directive (EU) 2015/1535 of the European Parliament and of the Council of 9 September 2015 laying down a procedure for the provision of information in the field of technical regulations and of rules on Information Society services, OJ L 241, 17.9.2015, p. 1.

ⁱⁱⁱ Directive (EU) 2015/1535 of the European Parliament and of the Council of 9 September 2015 laying down a procedure for the provision of information in the field of technical regulations and of rules on Information Society services, OJ L 241, 17.9.2015, p. 1.

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- iv Regulation (EU) No 1215/2012 of the European Parliament and of the Council of 12 December 2012 on jurisdiction and the recognition and enforcement of judgments in civil and commercial matters, OJ L351, 20.12.2012, p.1.
 - v Regulation (EU) 2021/784 of the European Parliament and of the Council of 29 April 2021 on addressing the dissemination of terrorist content online (OJ L 172, 17.5.2021, p. 79).
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