



# Digital Services Act Transparency Report

Reporting period: 17 February – 31 December 2024

# 1. Introduction

With more than 5.5 million members in 420 cities around the world, InterNations is the largest global community and a source of information for people who live and work abroad.

InterNations offers global and local networking and socializing, both online and face to face at thousands of events and activities per month. Online services include discussion forums and helpful articles with personal expat experiences, tips, and information about life abroad. To ensure InterNations remains a community of trust, membership is by approval only.

InterNations is committed to offering its members, the public, and regulators transparency. This DSA Transparency Report complies with the obligations outlined in DSA Article 15(1) and Article 24(1). It provides information regarding the following topics:

- Orders Received from EU Member States' Authorities
- Moderation of User-Reported Content
- Content Moderation at InterNations' Own Initiative
- Complaints Received through InterNations' Internal Complaint-Handling Systems
- Content Moderation by Automated Systems
- Out-of-Court Settlement Body Disputes
- Account Suspensions

## 2. Orders Received from EU Member States' Authorities

InterNations provides the information below as required by DSA Article 15(1)(a).

This section reports data on requests from EU Member State government authorities to (1) remove content or (2) provide user account information. InterNations carefully considers any such government requests and works to mitigate any impact they may have on freedom of expression and human rights.

### **Government requests to remove content**

During the reporting period, InterNations did not receive any requests from EU Member State government authorities to remove content. So, there is no median reply time to report.

### **Government requests to provide account information**

During the reporting period, InterNations did not receive any requests from EU Member State government authorities to provide account information. So, there is no median reply time to report.

## 3. Moderation of User-Reported Content

InterNations provides the information below as required by DSA Articles 15(1)(b)-(c).

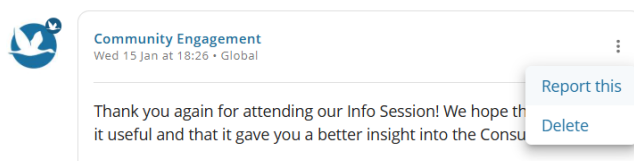
All content on InterNations must comply with InterNations' [Community Guidelines](#), which sets out in detail the content InterNations permits and does not permit on its platform.

Content that is likely to be in violation of InterNations' policies is automatically flagged by InterNations' system or found through manual investigation and sent to the Community Support Team for human review. Additionally, users can report content that they believe violates InterNations' policies or the law through the in-product reporting functionality.

## User reporting flow

To report content, members click the three-dot icon available in-product and follow the prompts. For example, to report a wall comment on InterNations, members use the following process:

1. Select the three-dot icon in the upper-right corner of the post, and select "Report this":



2. Select the reason for your report, for example, "Illegal Content":

A screenshot of a 'Report' form. The title is 'Report'. Below it is the question 'Why would you like to report this? \*'. There are eight radio button options: 'Spam', 'Inappropriate content', 'Unwanted commercial content', 'Sexually explicit content', 'False profile', 'This account may be compromised', 'Illegal Content' (which is selected), and 'Other - please specify:'. Below these options is a text box labeled 'Additional comments: \*' with the placeholder text 'Please provide additional comments'. At the bottom of the form, there is a disclaimer: 'All reports are confidential, and your details will not be shared with the reported member. By submitting this report you permit the Integrity Team to access and review the reported communication. By submitting this form, you confirm that the information you provide is accurate and complete to the best of your knowledge.' At the very bottom are two buttons: 'CANCEL' and 'SEND'.

3. Provide additional information in the comment box and send off the report.

User reports are reviewed and resolved by InterNations' Community Support Team, as described below.

## InterNations' Community Support Team

InterNations' Community Support Team reviews content reported by users and by InterNations' own systems, as well as reporter and author appeals.

Moderation decisions are based on policies and guidance developed by the Community Support Team, which is experienced in content moderation and committed to monitoring and improving decision precision and consistency. Team members are regularly trained on new policies and policy changes and can escalate questions to leads, who may in turn consult with specialists within and outside the company trained in laws of the EU and its Member States.

InterNations' Community Support Team applies the enforcement actions below to reported content.

### **Enforcement actions for content violating community guidelines and T&Cs**

During the reporting period, InterNations applied the following actions to content that (possibly) violated InterNations' policies:

1. **Content removed:** InterNations removed content that violated its policies and guidelines;
2. **Not illegal, no action:** InterNations reviewed the content and found no violations of the law or its policies and guidelines;
3. **Permanent deactivation:** InterNations irrevocably removed the user account that violated its policies and guidelines;
4. **Temporary deactivation:** InterNations issued a warning and temporarily deactivated the user account that violated its policies and guidelines;
5. **Warning:** InterNations issued a warning and removed the content that violated its policies and guidelines;
6. **Other outcome:** The report did not relate to content on the platform, or the reporter was unable to provide a source or copy of the reported content;

### **User reporting metrics**

The table below lists the number of reports InterNations received during the reporting period. The reports are categorized into the most suitable reporting reason by the moderators. For each reporting reason, the table includes the number of reports received and the number of reports where InterNations determined the content violated its policies by enforced action type.

*Table 1 – Reports received during the reporting period, by reporting reason (Content)*

DSA category	Number of reports	Content removed	Not illegal - no action	Permanent deactivation	Temporary deactivation	Warning	Other outcome
Animal welfare: Animal harm	2	1		1			
Animal welfare: Unlawful sale of animals	1		1				
Data protection and privacy violations: Data falsification	4	1			1	1	1
Data protection and privacy violations: Right to be forgotten	2	1				1	
Illegal or harmful speech: Defamation	5		4				1
Illegal or harmful speech: Hate speech	5		2			2	1
Intellectual property infringements: Copyright infringement	2	1					1
Not captured by any high-level category: Other	16	1	8				7
Online bullying/intimidation: Stalking	2	1				1	
Risk for public security: Risk for public health	3	1	1	1			
Scams and/or fraud: Impersonation or account hijacking	1			1			
Scams and/or fraud: Inauthentic accounts	13	2	3	8			
Scams and/or fraud: Phishing	1		1				
Scams and/or fraud: Pyramid schemes	3			3			
Scope of platform service: Goods/services not permitted to be offered on the platform	9	4		3	1	1	
Unsafe and/or illegal products: Regulated goods and services	5	2		3			
Violence: Coordinated harm	1			1			
<b>Sum</b>	<b>75</b>	<b>15</b>	<b>20</b>	<b>21</b>	<b>2</b>	<b>6</b>	<b>11</b>

### Reports resolved by automated means

InterNations does not use automated systems for resolving reported content.

### Median time from report to decision

For the reports in Table 1 above, the median time from report to decision during the reporting period was approximately: 296.5 hours. (The median time from report to decision during the last 3 months was 39 hours.)

### **Reports where action was taken on the basis of the law**

Out of the reports in Table 1 above, action needed to be taken on the basis of the law for 44 reports. InterNations’ policies prohibit a wide range of content that also violate the law. In such cases, InterNations generally relies on its policies as the basis for action.

### **Reports submitted by Trusted flaggers**

During the reporting period, InterNations did not receive any reports from Trusted flaggers.

#### **Notes:**

1. Unless otherwise noted, “content” in this report refers to user-generated content that appears on InterNations — for example, posts, articles, comments, newsletters, profiles, groups, events, and ads.
2. The numbers InterNations provides in this report are based on the data available in InterNations’ systems and the methods used in the ordinary course of business. In some cases, numbers may be impacted by, e.g., the deletion of accounts or content, downtime, or errors in InterNations’ systems that may impact data recording. Certain data may also vary or change over time, e.g. if a user report comes in on the last day of the reporting period but is not resolved by close of the reporting period.

## **4. Content Moderation at InterNations’ Own Initiative**

InterNations provides the information below as required by DSA Article 15(1)(c).

This section looks at content moderation that InterNations conducted at its own initiative (i.e., not based on user reports).

As described above, InterNations uses a combination of automated and human-led detection to flag content for human review. This proactive approach means that in many cases, InterNations removes policy-violating content before users submit a report or even encounter the content.

The table below includes information on the number of pieces of content InterNations took action on during the reporting period absent a user report, organized by policy violation. The table also lists whether that content was detected by InterNations’ automated systems or by manual investigation.

*Table 2 – Content where InterNations permanently deactivated accounts during the reporting period*

Policy violation	Pieces of content where InterNations permanently deactivated accounts	Pieces of content detected by InterNations' automated systems	Pieces of content detected by InterNations' manual investigation
Fake account	19,261	19,108	153
<b>Total</b>	<b>19,261</b>	<b>19,108</b>	<b>153</b>

**Note:**

“Detected by” InterNations’ automated systems or by manual investigation refers to how content was found and not how it was determined to violate InterNations’ policies.

## 5. Complaints Received through InterNations’ Internal Complaint-Handling Systems

InterNations provides the information below as required by DSA Article 15(1)(d).

When InterNations takes enforcement action on reported content, the reporter and author are generally notified of the decision — typically via email — and given an opportunity to appeal. InterNations reviews any submitted appeals and notifies the user of its appeal decision.

The table below lists the number of appeals received during the reporting period and the number of appeals granted (i.e., where InterNations reversed its decision). It includes both appeals from reporters (whose report was rejected) and appeals from authors (whose content was acted on).

The basis for all user appeals is to challenge InterNations’ enforcement decisions described in Section 3 and 4.

*Table 3 – Appeals of the enforcement decisions in Sections 3 and 4*

Policy violation	Total appeals	Total reinstatements
Illegal or harmful speech: Hate speech	1	0
<b>Total</b>	<b>1</b>	<b>0</b>

For requests in Table 3 above, the median time to take effect was: 162 days.

## 6. Content Moderation by Automated Systems

InterNations provides the information below as required by DSA Articles 15(1)(e).

As described above, InterNations uses an automated system to identify policy-violating content. The automated system is based in part on past decisions of human reviewers on whether content violated InterNations’ policies.

InterNations doesn’t calculate an error rate for this system, as it doesn’t make moderation decisions or apply enforcement actions. Whether a piece of content violates InterNations’ policies is determined by InterNations’ human reviewers.

InterNations generally allows authors to appeal a decision if they believe the decision is incorrect.

## 7. Out-of-Court Settlement Body Disputes

InterNations provides the information below as required by DSA Article 24(1)(a).

During the reporting period, there were no disputes submitted to out-of-court dispute settlement bodies.

## 8. Account Suspensions

InterNations provides the information below as required by DSA Article 24(1)(b). This section reports on the number of suspensions in accordance with DSA Article 23.

### **Permanent account suspensions due to repeated content-policy violations**

The number of accounts InterNations permanently suspended during the reporting period due to repeatedly posting policy-violating content, including illegal content, is 21 accounts.

In severe cases, InterNations may permanently suspend an account after a single content policy violation. Such suspensions are included in this number.

Account suspensions for reasons other than repeatedly providing policy-violating content — for example, suspension of fake accounts, account suspension for data scraping or automated activity, and so on — are not included. Similarly, the reported number does not include temporary account suspensions.

### **Suspension of reporting functionality due to repeatedly submitting manifestly unfounded reports**

During the reporting period, InterNations did not suspend the reporting functionality for any accounts.

### **Suspension of appeal functionality due to repeatedly submitting manifestly unfounded appeals**

During the reporting period, InterNations did not suspend the appeal functionality for any accounts.