

Transparency Report

1 January 2025 – 31 December 2025

published pursuant to Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market for Digital Services and amending Directive 2000/31/EC (Digital Services Act) on behalf of the following companies: (i) Shoptet, a.s., ID No. 28935675, with its registered office at Dvořeckého 628/8, Břevnov, 169 00 Prague 6, registered with the Municipal Court in Prague, Section B, File No. 25395, (ii) Shoptet s.r.o., ID No. 53607791, with its registered office at Galvániho 15/B, Bratislava – Ružinov 821 04, Slovak Republic, and (iii) Shoptet Kft., ID No. 01-09-357795, with its registered office at 1027 Budapest, Kacsá utca 15–23, Hungary (hereinafter collectively referred to as “Shoptet”).

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Notices of alleged illegal content

Total number of notices received:	95
Number of notices submitted by trusted flaggers	0
Number of notices processed by using automated means	0
Median time needed for taking the action	25 h

Table 1: Overview of notices concerning alleged illegal content

Commentary:

During the reporting period, Shoptet received a total of 95 notices concerning allegedly illegal content on the Shoptet platform, none of which were submitted by trusted flaggers.

The median time required to take action was 25 hours from the receipt of the notice.

In terms of subject matter, the vast majority of notices concerned alleged infringements of intellectual property rights (92 cases, representing 97% of all notices). Other types of allegedly illegal content represented only a marginal share, namely the sale of illegal or unsafe products (2 cases) and unauthorised distribution (1 case).

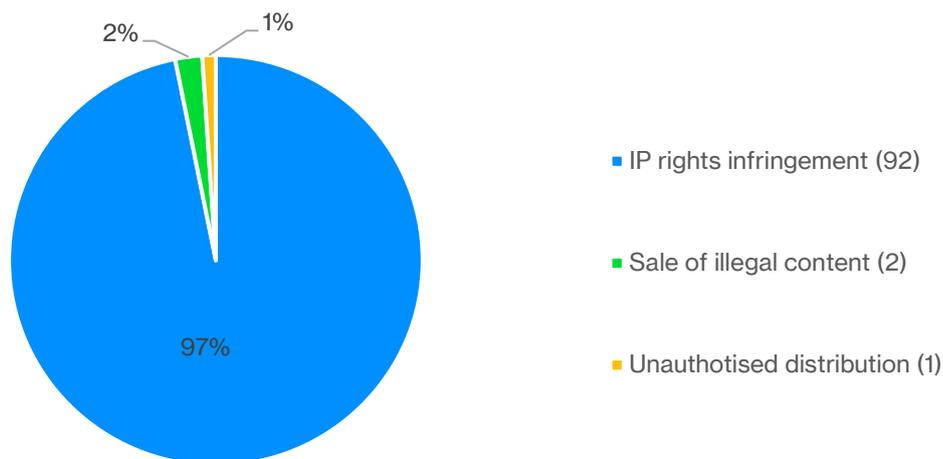


Figure 1: Notices by type of alleged illegal content

During the reporting period, actions taken in response to notices most commonly involved restricting the visibility of the content (70 cases). In a smaller number of

cases, the visibility of the project was restricted (3 cases) or the project was deactivated (1 case). In some cases (17 notices), no action was taken. These typically involved situations where the notifier withdrew the notice or where the matter was resolved individually between the notifier and the person whose content had originally been the subject of the notice. In 5 cases, other remedial measures appropriate to the nature of the reported content were taken, requests for the prompt replacement of content infringing third-party rights with legally compliant content.

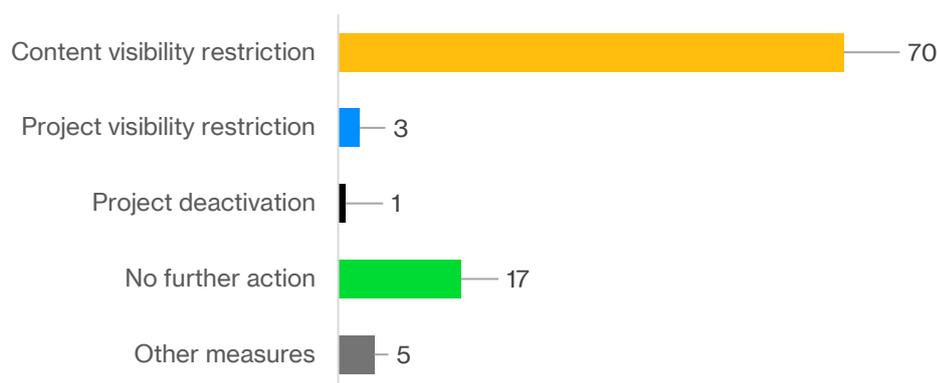


Figure 2: Measures taken in response to notices received

Orders received from Member States' authorities

During the reporting period, a total of 7 orders issued by Member State authorities were recorded, all of which originated from authorities of the Czech Republic.

The average time needed to give effect to the order was 26.2 hours.

In terms of subject matter, the majority of orders concerned content related to fraud (6 cases). In one case, the order concerned the sale of illegal or dangerous goods.

Own-initiative content moderation

In accordance with Article 8 of Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market for Digital Services and amending Directive 2000/31/EC (Digital Services Act), Shoptet does not carry out general or systematic monitoring of content stored by users.

Measures taken to provide training and assistance to persons responsible for content moderation

The processing of notices and the moderation of content involve Shoptet employees across relevant departments, to the extent corresponding to their respective roles. These persons are professionally prepared for the performance of their activities through internal methodological materials and regular training.

Such training primarily includes instruction on legal obligations related to the provision of the service, including obligations arising from the Digital Services Act, as well as systematic training in Shoptet's internal rules and procedures. Employees involved in content moderation also have access to ongoing professional support from Shoptet's internal legal department, particularly when assessing more complex or borderline cases.

The training further includes sessions focused on the development of practical skills, including the ability to identify potentially illegal content and to act in accordance with internal procedures when assessing such content, escalating cases where appropriate, or adopting suitable measures.

Training is provided on an ongoing basis, and its content is regularly updated in light of developments in legislation, changes to internal rules, and practical experience gained through the moderation of content.

Use of automated means for content moderation

All assessment, decision-making and moderation activities are carried out on the basis of human review.

Complaints against Shoptet's decisions

In accordance with its terms and conditions, Shoptet has established an internal complaint-handling system for complaints concerning decisions taken in connection with content moderation. During the reporting period, no complaints were received through this internal system.