

## **GUIDELINES FOR THE USE OF INTERMEDIARY SERVICES UNDER THE DIGITAL SERVICES ACT (DSA)**

At redo we strive to create a secure, reliable and trustworthy online environment. To this end, we have prepared the following guidelines based on 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 (hereinafter: **Digital Services Act**), which apply to those of our services that are considered intermediary services under Digital Services Act. These guidelines supplement the contractual terms and conditions of the individual intermediary services.

Specific terms used in these guidelines (such as intermediary service, recipient of the service) have the meaning given to each term in the Digital Services Act.

### **I./1. Illegal content**

The dissemination of any illegal content is prohibited in the context of the use of our intermediary services. Illegal content means any information that, by itself or in connection with an activity, including the sale of products or the provision of services, does not comply with applicable regulations. Examples of such illegal content include, for example:

- hate speech or terrorist content or unlawful discriminatory content,
- sharing photos showing child sexual abuse,
- unlawful sharing of private photographs without consent,
- cyberstalking,
- selling non-compliant or counterfeit products,
- selling products or providing services that violate consumer protection laws,
- unauthorised use of copyrighted material,
- illegal supply of accommodation or illegal sale of live animals.

As a provider of intermediary services, we do not monitor information transmitted or stored through our intermediary services. We also do not actively search for facts or circumstances that indicate illegal activity by the recipient of our services. If we are required to address certain content under the Digital Services Act, we generally use human review.

### **I./2. Point of contact for Member States' authorities, the Commission and the Board**

For the transmission of the orders to act against illegal content, orders to provide information and other direct communication under the Digital Services Act, a single point of contact is available to the Member States' authorities, the Commission and the Board at: [dsa@a1.si](mailto:dsa@a1.si).

The language used to communicate with the point of contact is either Slovenian or English.

### **I./3. Point of contact for recipients of the service**

For direct communication under the Digital Services Act, a single point of contact is available for recipients of the service at: [dsa@a1.si](mailto:dsa@a1.si).

### **I./4. Reporting obligation**

In accordance with Article 15 of the Digital Services Act, we will publish any reports on content moderation on a1.si on an annual basis.

## **II. Final Provisions**

### **II./1. Amendments to the guidelines**

In the event of any changes to these guidelines, we will notify you by posting them on redo.si. Notice of the change will be published before the change takes effect.

### **II./2. The effective date of the guidelines**

These guidelines will enter into force and apply from 17<sup>th</sup> of February 2024.