

EN

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Answer given by Executive Vice-President Virkkunen
on behalf of the European Commission
(27.11.2025)

Under the voluntary Code of conduct on countering illegal hate speech online (“the Code of conduct”),¹ signatory providers of platforms commit to review the majority (at least 50%) of notices received from ‘Monitoring Reporters’ within 24 hours. The review of notices does not imply the removal of content. The providers of platforms commit to remove or to disable access to the reported content only if it is considered to be in violation of their policies, and/or on the basis of the applicable law in accordance with the relevant jurisdiction.²

This system of Monitoring Reporters under the Code of conduct complements, in a voluntary setting, the Digital Services Act’s (the DSA) obligations on priority treatment of notices by Trusted Flaggers.³ Users are offered redress through the robust internal complaint handling systems required by the DSA, as well as out-of-court dispute settlement bodies of which several have now been certified.

The European Media Freedom Act⁴ (the EMFA) establishes a set of safeguards in relation to content moderation decisions by Very Large Online Platforms (VLOPs). These safeguards apply specifically to media service providers meeting certain conditions that they need to declare and are aimed at preventing content which is in line with relevant professional and editorial standards from being unwarrantedly removed by VLOPs. The framework established by the EMFA is designed to enhance the protection of media’s editorial integrity in the online environment and is fully complementary with the DSA’s framework and the specific responsibilities for VLOPs related to systemic risks foreseen therein.

¹ <https://digital-strategy.ec.europa.eu/en/library/code-conduct-countering-illegal-hate-speech-online>.

² The previous 7 Monitoring Exercises showed no sign of over-removals, https://commission.europa.eu/strategy-and-policy/policies/justice-and-fundamental-rights/combating-discrimination/racism-and-xenophobia/eu-code-conduct-countering-illegal-hate-speech-online_en.

³ Trusted Flaggers must meet the criteria set out in Article 22(2) DSA, such as expertise, competence, independence from online platforms, diligence, accuracy and objectivity in submitting notices.

⁴ Regulation (EU) 2024/108, <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32024R1083>.