

| Applicability | Service | Indicator | Value |
|----------------------|----------------|---|--------------|
| All | Marketplace | Name of the service provider | Fixly |
| All | Marketplace | Date of the publication of the report | 2025-04-16 |
| All | Marketplace | Date of the publication of the latest previous report | n/a |
| All | Marketplace | Starting date of reporting period | 2024-02-17 |
| All | Marketplace | Ending date of reporting period | 2025-02-16 |

| Section | Indicator | Scope | Value |
|---|--|---------------------------|---------|
| Internal complaints mechanism | Number of complaints submitted to the internal-complaints mechanism | Total number | n/a |
| Internal complaints mechanism | Number of complaints submitted to the internal-complaints mechanism | Decisions upheld | n/a |
| Internal complaints mechanism | Number of complaints submitted to the internal-complaints mechanism | Decisions reversed | n/a |
| Internal complaints mechanism | Number of complaints submitted to the internal-complaints mechanism | Median time | n/a |
| Internal complaints mechanism | Number of complaints submitted to the internal-complaints mechanism | Decision omitted | n/a |
| Internal complaints mechanism | Complaint based on procedural grounds | Total number | 0 |
| Internal complaints mechanism | Complaint based on procedural grounds | Decisions upheld | 0 |
| Internal complaints mechanism | Complaint based on procedural grounds | Decisions reversed | 0 |
| Internal complaints mechanism | Complaint based on procedural grounds | Median time | 0 |
| Internal complaints mechanism | Complaint regarding the interpretation of illegality or incompatibility | Total number | n/a |
| Internal complaints mechanism | Complaint regarding the interpretation of illegality or incompatibility | Decisions upheld | n/a |
| Internal complaints mechanism | Complaint regarding the interpretation of illegality or incompatibility | Decisions reversed | n/a |
| Internal complaints mechanism | Complaint regarding the interpretation of illegality or incompatibility | Median time | n/a |
| Internal complaints mechanism | Restriction imposed is claimed to be not diligent, objective, or proportionate | Total number | n/a |
| Internal complaints mechanism | Restriction imposed is claimed to be not diligent, objective, or proportionate | Decisions upheld | 0 |
| Internal complaints mechanism | Restriction imposed is claimed to be not diligent, objective, or proportionate | Decisions reversed | 0 |
| Internal complaints mechanism | Restriction imposed is claimed to be not diligent, objective, or proportionate | Median time | 0 |
| Out-of-court dispute settlement bodies | Number of decisions submitted to out-of-court dispute settlement bodies | Total number | 0 |
| Out-of-court dispute settlement bodies | Number of decisions submitted to out-of-court dispute settlement bodies | Decisions upheld | 0 |
| Out-of-court dispute settlement bodies | Number of decisions submitted to out-of-court dispute settlement bodies | Decisions reversed | 0 |
| Out-of-court dispute settlement bodies | Number of decisions submitted to out-of-court dispute settlement bodies | Median time | 0 |
| Out-of-court dispute settlement bodies | Number of decisions submitted to out-of-court dispute settlement bodies | Decision omitted | 0 |
| Out-of-court dispute settlement bodies | Number of decisions submitted to out-of-court dispute settlement bodies | % of outcomes implemented | 0 |
| Suspensions imposed on repeated offenders | Number of suspensions enacted for the provision of manifestly illegal content | Total number | 23537 |
| Suspensions imposed on repeated offenders | Number of suspensions enacted for the provision of manifestly unfounded notices | Total number | 0 |
| Suspensions imposed on repeated offenders | Number of suspensions enacted for the provision of manifestly unfounded complaints | Total number | 0 |
| Use of automated means for content moderation | Number of items solely processed by automated means | Total number | 20,542 |
| Use of automated means for content moderation | Number of items partly processed by automated means | Total number | 190,630 |
| Use of automated means for content moderation | Number of items not processed by automated means | Total number | 0 |
| Use of automated means for content moderation | Accuracy rate of the items processed solely by automated means | Total number | n/a |
| Use of automated means for content moderation | Accuracy rate of the items processed partly by automated means | Total number | n/a |

| | | | |
|---|--|-------------------------------|---------|
| Use of automated means for content moderation | Error rate of the automated means applied | Total number | n/a |
| Use of automated means for content moderation | Number of items solely processed by automated means | Internal complaints mechanism | n/a |
| Use of automated means for content moderation | Number of items partly processed by automated means | Internal complaints mechanism | n/a |
| Use of automated means for content moderation | Number of items not processed by automated means | Internal complaints mechanism | 17,833 |
| Use of automated means for content moderation | Accuracy rate of the items processed solely by automated means | Internal complaints mechanism | n/a |
| Use of automated means for content moderation | Accuracy rate of the items processed partly by automated means | Internal complaints mechanism | n/a |
| Use of automated means for content moderation | Error rate of the automated means applied | Internal complaints mechanism | n/a |
| Use of automated means for content moderation | Number of items solely processed by automated means | Own-initiative | 20,542 |
| Use of automated means for content moderation | Number of items partly processed by automated means | Own-initiative | 190,630 |
| Use of automated means for content moderation | Number of items not processed by automated means | Own-initiative | 0 |
| Use of automated means for content moderation | Accuracy rate of the items processed solely by automated means | Own-initiative | n/a |
| Use of automated means for content moderation | Accuracy rate of the items processed partly by automated means | Own-initiative | n/a |
| Use of automated means for content moderation | Error rate of the automated means applied | Own-initiative | n/a |
| Use of automated means for content moderation | Number of items solely processed by automated means | NAM Total | n/a |
| Use of automated means for content moderation | Number of items partly processed by automated means | NAM Total | n/a |
| Use of automated means for content moderation | Number of items not processed by automated means | NAM Total | n/a |
| Use of automated means for content moderation | Accuracy rate of the items processed solely by automated means | NAM Total | n/a |
| Use of automated means for content moderation | Accuracy rate of the items processed partly by automated means | NAM Total | n/a |
| Use of automated means for content moderation | Error rate of the automated means applied | NAM Total | 0 |
| Use of automated means for content moderation | Number of items solely processed by automated means | NAM Trusted Flagger | 0 |
| Use of automated means for content moderation | Number of items partly processed by automated means | NAM Trusted Flagger | 0 |
| Use of automated means for content moderation | Number of items not processed by automated means | NAM Trusted Flagger | 0 |
| Use of automated means for content moderation | Accuracy rate of the items processed solely by automated means | NAM Trusted Flagger | n/a |
| Use of automated means for content moderation | Accuracy rate of the items processed partly by automated means | NAM Trusted Flagger | n/a |
| Use of automated means for content moderation | Error rate of the automated means applied | NAM Trusted Flagger | n/a |

| Indicator | Value |
|--|---|
| Summary of the content moderation engaged in at the providers' own initiative | We employ a multi-layered content moderation approach combining automated filtering systems, manual review processes, and user reporting mechanisms. Our T&C clearly indicate what content is not allowed. Violations may lead to content removal, reduced visibility, or even account suspension or termination depending on the severity and frequency of the issue. |
| Meaningful and comprehensible information regarding content moderation engaged in at the providers' own initiative | <p>Keyword filtering: Automated flagging of listings containing specific keywords or patterns for human review</p> <p>Manual review: All moderation decisions are made by human moderators following established policies</p> <p>User reports: Community-assisted moderation where user reports trigger prioritized human review</p> <p>Targeted investigations: Scheduled and ad-hoc human reviews of specific categories or content patterns</p> |
| Qualitative description of the automated means | <p>We use automated systems for content moderation to maintain a safe and trustworthy platform.</p> <p>Flag listings containing specific keywords or patterns for human review</p> <p>Sort and prioritize content for manual review based on risk assessment</p> <p>Help queue management for our human moderation team</p> <p>Identify potential policy violations for human evaluation</p> |
| Qualitative description of indicators of accuracy and possible rate of error of automated means | Our automated systems maintain high accuracy, with continuous monitoring through true/false positive tracking. We improve performance through context-based rules, periodic sampling of unflagged content, and user reports analysis. Human moderators provide essential feedback on filter performance and address nuanced content that automation may misinterpret. We regularly update keyword lists based on identified gaps and emerging trends. This iterative improvement process enhances our ability to flag potentially non-compliant content while ensuring efficient human review allocation. |
| Specification of the precise purposes to apply automated means | <p>Our automatic means serve to:</p> <p>Identify potentially problematic content for human review</p> <p>Assist in prioritizing which content requires immediate attention</p> <p>Complement user reports in identifying policy violations</p> |
| Safeguards applied to the use of automated means | <p>We ensure high confidence in our automated filters through rigorous testing before launch and regular post-launch audits.</p> <ul style="list-style-type: none"> • All moderation decisions require human review • No automated content removal • Regular keyword list updates • Clear user appeal process • Transparent moderation communication |