

1_report_identification

Applicability	Service	Indicator	Value
All		Name of the service provider	GANDI
All		Date of the publication of the report	17/04/2025
All		Date of the publication of the latest previous report	YYYY-MM-DD
All		Starting date of reporting period	17/02/2024
All		Ending date of reporting period	17/02/2025

Category label	Category description	Category of illegal content / incompatible with the terms and conditions
TOTAL	All the entries	TOTAL
Category 1	Animal welfare	STATEMENT CATEGORY ANIMAL WELFARE
Category 1a	Animal harm	KEYWORD ANIMAL HARM
Category 1b	Unlawful sale of animals	STATEMENT CATEGORY
Category 1c	Not captured by any other sub-category	KEYWORD OTHER
Category 2	Consumer information infringements	STATEMENT CATEGORY CONSUMER INFORMATION
Category 2a	Fraudulent advertisement or commercial communication, including by influencers	KEYWORD HIDDEN ADVERTISEMENT
Category 2b	Insufficient information on traders	KEYWORD INSUFFICIENT INFORMATION ON TRADERS
Category 2c	Misleading information about the characteristics of the goods and services	KEYWORD MISLEADING INFO GOODS SERVICES
Category 2d	Misleading information about the consumer's rights	KEYWORD MISLEADING INFO CONSUMER RIGHTS
Category 2e	Non-compliance with pricing regulations	KEYWORD NONCOMPLIANCE PRICING
Category 2f	Not captured by any other sub-category	KEYWORD OTHER
Category 3	Cyber violence	STATEMENT CATEGORY CYBER VIOLENCE
Category 3a	Cyber bullying and intimidation	KEYWORD CYBER BULLYING INTIMIDATION
Category 3b	Cyber harassment	KEYWORD CYBER HARASSMENT
Category 3c	Cyber incitement to hatred or violence	KEYWORD CYBER INCITEMENT
Category 3d	Cyber stalking	KEYWORD CYBER STALKING
Category 3e	Non-consensual (intimate) material sharing, including (image-based) sexual abuse (excluding content depicting minors)	KEYWORD_NON_CONSENSUAL_IMAGE_SHARING
Category 3f	Non-consensual sharing of material containing deepfake or similar technology using a third party's features (excluding content depicting minors)	KEYWORD_NON_CONSENSUAL_MATERIAL_DEEPPAKE
Category 3g	Not captured by any other sub-category	KEYWORD OTHER
Category 4	Cyber violence against women	STATEMENT CATEGORY CYBER VIOLENCE AGAINST WOMEN
Category 4a	Cyber bullying and intimidation against girls	KEYWORD BULLYING AGAINST GIRLS
Category 4b	Cyber harassment against women	KEYWORD CYBER HARASSMENT AGAINST WOMEN
Category 4c	Cyber stalking against women	KEYWORD CYBER STALKING AGAINST WOMEN
Category 4d	Gendered disinformation	KEYWORD FEMALE GENDERED DISINFORMATION
Category 4e	Illegal incitement to violence and hatred against women	KEYWORD INCITEMENT AGAINST WOMEN
Category 4f	Non-consensual (intimate) material sharing against women, including (image-based) sexual abuse against women (excluding content depicting minors)	KEYWORD_NON_CONSENSUAL_IMAGE_SHARING_AGAINST WOMEN
Category 4g	Non-consensual sharing of material containing deepfake or similar technology using a third party's features against women (excluding content depicting minors)	KEYWORD_NON_CONSENSUAL_MATERIAL_DEEPPAKE_AGAINST WOMEN
Category 4h	Not captured by any other sub-category	KEYWORD OTHER
Category 5	Data protection and privacy violations	STATEMENT CATEGORY DATA PROTECTION AND PRIVACY VIOLATIONS
Category 5a	Biometric data breach	KEYWORD BIOMETRIC DATA BREACH
Category 5b	Data falsification	KEYWORD DATA FALSIFICATION
Category 5c	Missing processing ground for data	KEYWORD MISSING PROCESSING GROUND
Category 5d	Right to be forgotten	KEYWORD RIGHT TO BE FORGOTTEN
Category 5e	Not captured by any other sub-category	KEYWORD OTHER
Category 6	Illegal or harmful speech	STATEMENT CATEGORY ILLEGAL OR HARMFUL SPEECH
Category 6a	Defamation	KEYWORD DEFAMATION
Category 6b	Discrimination	KEYWORD DISCRIMINATION
Category 6c	Illegal incitement to violence and hatred based on protected characteristics (hate speech)	KEYWORD HATE_SPEECH
Category 6d	Not captured by any other sub-category	KEYWORD OTHER
Category 7	Intellectual property infringements	STATEMENT CATEGORY INTELLECTUAL PROPERTY INFRINGEMENTS
Category 7a	Copyright infringements	KEYWORD COPYRIGHT INFRINGEMENT
Category 7b	Design infringements	KEYWORD DESIGN INFRINGEMENT
Category 7c	Geographical indications infringements	KEYWORD GEOGRAPHIC INDICATIONS INFRINGEMENT
Category 7d	Patent infringements	KEYWORD PATENT INFRINGEMENT
Category 7e	Trade secret infringements	KEYWORD TRADE SECRET INFRINGEMENT
Category 7f	Trademark infringements	KEYWORD TRADEMARK INFRINGEMENT
Category 7g	Not captured by any other sub-category	KEYWORD OTHER
Category 8	Negative effects on civic discourse or elections	STATEMENT CATEGORY NEGATIVE EFFECTS ON CIVIC DISCOURSE OR ELECTIONS
Category 8a	Disinformation, disinformation, foreign information manipulation and interference	KEYWORD MISINFORMATION DISINFORMATION
Category 8b	Violation of EU law relevant to civic discourse or elections	KEYWORD VIOLATION EU LAW
Category 8c	Violation of national law relevant to civic discourse or elections	KEYWORD VIOLATION NATIONAL LAW
Category 8d	Not captured by any other sub-category	KEYWORD OTHER
Category 9	Protection of minors	STATEMENT CATEGORY PROTECTION OF MINORS
Category 9a	Age-specific restrictions concerning minors	KEYWORD AGE SPECIFIC RESTRICTIONS MINORS
Category 9b	Child sexual abuse material	KEYWORD CHILD SEXUAL ABUSE MATERIAL
Category 9c	Child sexual abuse material containing deepfake or similar technology	KEYWORD CHILD SEXUAL ABUSE MATERIAL DEEPPAKE
Category 9d	Grooming/sexual enticement of minors	KEYWORD GROOMING SEXUAL ENTICEMENT MINORS
Category 9e	Unsafe challenges	KEYWORD UNSAFE CHALLENGES
Category 9f	Not captured by any other sub-category	KEYWORD OTHER
Category 10	Risk for public security	STATEMENT CATEGORY RISK FOR PUBLIC SECURITY
Category 10a	Illegal organizations	KEYWORD ILLEGAL ORGANIZATIONS
Category 10b	Risk for environmental damage	KEYWORD RISK ENVIRONMENTAL DAMAGE
Category 10c	Risk for public health	KEYWORD RISK PUBLIC HEALTH
Category 10d	Terrorist content	KEYWORD TERRORIST CONTENT
Category 10e	Not captured by any other sub-category	KEYWORD OTHER
Category 11	Scams and/or fraud	STATEMENT CATEGORY SCAMS AND FRAUD
Category 11a	Impersonation or account hijacking	KEYWORD IMPERSONATION ACCOUNT HIJACKING
Category 11b	Inauthentic accounts	KEYWORD INAUTHENTIC ACCOUNTS
Category 11c	Inauthentic listings	KEYWORD INAUTHENTIC LISTINGS
Category 11d	Inauthentic user reviews	KEYWORD INAUTHENTIC USER REVIEWS
Category 11e	Phishing	KEYWORD PHISHING
Category 11f	Pyramid schemes	KEYWORD PYRAMID SCHEMES
Category 11g	Not captured by any other sub-category	KEYWORD OTHER
Category 12	Self-harm	STATEMENT CATEGORY SELF HARM
Category 12a	Content promoting eating disorders	KEYWORD CONTENT PROMOTING EATING DISORDERS
Category 12b	Self-mutilation	KEYWORD SELF MUTILATION
Category 12c	Suicide	KEYWORD SUICIDE
Category 12d	Not captured by any other sub-category	KEYWORD OTHER
Category 13	Unsafe, non-compliant or prohibited products	STATEMENT CATEGORY UNSAFE AND PROHIBITED PRODUCTS
Category 13a	Prohibited or restricted products	KEYWORD PROHIBITED PRODUCTS
Category 13b	Unsafe or non-compliant products	KEYWORD UNSAFE PRODUCTS
Category 13c	Not captured by any other sub-category	KEYWORD OTHER
Category 14	Violence	STATEMENT CATEGORY VIOLENCE
Category 14a	Coordinated harm	KEYWORD COORDINATED HARM
Category 14b	General calls or incitement to violence and/or hatred	KEYWORD INCITEMENT VIOLENCE HATRED
Category 14c	Human exploitation	KEYWORD HUMAN EXPLOITATION
Category 14d	Human trafficking	KEYWORD HUMAN TRAFFICKING
Category 14e	Trafficking in women and girls	KEYWORD TRAFFICKING WOMEN GIRLS
Category 14f	Not captured by any other sub-category	KEYWORD OTHER
Category 15	Other violation of provider's terms and conditions	STATEMENT CATEGORY OTHER VIOLATION TC
Category 15a	Adult sexual material	KEYWORD ADULT SEXUAL MATERIAL
Category 15b	Age-specific restrictions	KEYWORD AGE SPECIFIC RESTRICTIONS
Category 15c	Geographical requirements	KEYWORD GEOGRAPHICAL REQUIREMENTS
Category 15d	Goods/services not permitted to be offered on the platform	KEYWORD GOODS SERVICES NOT PERMITTED
Category 15e	Language requirements	KEYWORD LANGUAGE REQUIREMENTS
Category 15f	Nudity	KEYWORD NUDITY
Category 15g	Not captured by any other sub-category	KEYWORD OTHER
Category 16	Type of illegal content not specified by the public authority	STATEMENT CATEGORY NOT SPECIFIED ORDER
Category 17	Type of alleged illegal content not specified by the notifier	STATEMENT CATEGORY NOT SPECIFIED NOTICE

Applicability	Service	Reporting period	Category of illegal content	Description of the sub-category "Other"	Scope	Number of orders to provide information	Median time to give effect to the order to provide information	Contextual information on Number of orders to provide information
All		2024-02-17/2025-02-17	TOTAL		TOTAL	166	7,7	Out of 166 orders only 57 were qualified enough to identify the category of Illegal content at stake
All		2024-02-17/2025-02-17	STATEMENT CATEGORY DATA PROTECTION AND PRIVACY VIOLATIONS		TOTAL	2		
All		2024-02-17/2025-02-17	KEYWORD DATA FALSIFICATION		TOTAL	2		
All		2024-02-17/2025-02-17	STATEMENT CATEGORY ILLEGAL OR HARMFUL SPEECH		TOTAL	1		
All		2024-02-17/2025-02-17	KEYWORD DEFAMATION		TOTAL	1		
All		2024-02-17/2025-02-17	STATEMENT CATEGORY RISK FOR PUBLIC SECURITY		TOTAL	1		
All		2024-02-17/2025-02-17	KEYWORD ILLEGAL ORGANIZATIONS		TOTAL	2		
All		2024-02-17/2025-02-17	STATEMENT CATEGORY SCAMS AND FRAUD		TOTAL	52		
All		2024-02-17/2025-02-17	KEYWORD IMPERSONATION ACCOUNT HIJACKING		TOTAL	3		
All		2024-02-17/2025-02-17	KEYWORD PHISHING		TOTAL	35		
All		2024-02-17/2025-02-17	KEYWORD OTHER	Text to detail the "Other" keyword.	TOTAL	14		
All		2024-02-17/2025-02-17	STATEMENT CATEGORY NOT SPECIFIED ORDER		TOTAL	109		
All		2024-02-17/2025-02-17	KEYWORD DATA FALSIFICATION		AT, [...], SE	2		Out of which 1 FR and 1 GR
All		2024-02-17/2025-02-17	KEYWORD DEFAMATION		AT, [...], SE	1		ES
All		2024-02-17/2025-02-17	KEYWORD ILLEGAL ORGANIZATIONS		AT, [...], SE	2		Out of which 2 PL
All		2024-02-17/2025-02-17	KEYWORD IMPERSONATION_ACCOUNT_HIJACKING		AT, [...], SE	3		Out of which 2 FI, 1 DE
All		2024-02-17/2025-02-17	KEYWORD PHISHING		AT, [...], SE	35		Out of which 1 CH, 1 CZ, 20 DE, 1 ES, 7 FR, 3 PL, 2 SI
All		2024-02-17/2025-02-17	KEYWORD_OTHER	Text to detail the "Other" keyword.	AT, [...], SE	14		Out of which 9 FR, 3PT, 1 ES, 1 DE
All		2024-02-17/2025-02-17	STATEMENT CATEGORY NOT SPECIFIED ORDER		AT, [...], SE	109		Out of which 3 DE, 1DE, 102 FR, 2

Applicability	Service	Reporting period	Category of illegal content	Number of notices received	Median time to take action	Number of actions taken on the basis of the terms and conditions of the service	Contextual information on Number of notices received	Contextual information on Median time to take action	Contextual information on Number of actions taken on the basis of the terms and conditions of the service
Only for providers of hosting services, including online platforms		2024-02-17/2025-02-17	TOTAL	24 691	2,1				
Only for providers of hosting services, including online platforms		2024-02-17/2025-02-17	KEYWORD_MISLEADING_INFO_GOODS_SERVICES	29	9,2	29	This number includes all notifications received for alleged fake shops pertaining to any Gandi services (Domain name registration, Mail services, Hosting services etc.)		Our T&Cs provide with both specific rules and compliance with applicable law
Only for providers of hosting services, including online platforms		2024-02-17/2025-02-17	KEYWORD_MISSING_PROCESSING_GROUND	5	19,2	5			Our T&Cs provide with both specific rules and compliance with applicable law
Only for providers of hosting services, including online platforms		2024-02-17/2025-02-17	KEYWORD_RIGHT_TO_BE_FORGOTTEN	56	17,2	56	This number includes any notification received from a customer to request deletion of any personal data based on article 17 of GDPR pertaining to any Gandi services (Domain name registration, Mail services, Hosting services etc.)		Our T&Cs provide with both specific rules and compliance with applicable law
Only for providers of hosting services, including online platforms		2024-02-17/2025-02-17	KEYWORD_OTHER	3664	6,65	3664	This number includes all notices (automatic and manuals) for unsolicited notification (SPAM) allegedly received and pertaining to any Gandi services (Domain name registration, Mail services, Hosting services etc.)		Our T&Cs provide with both specific rules and compliance with applicable law. This number is not available. Although we processed all the notifications received (3664), manual actions are too diverse to be taken into account and to be monitored.
Only for providers of hosting services, including online platforms		2024-02-17/2025-02-17	KEYWORD_COPYRIGHT_INFRINGEMENT	3124	8,31	3124	This number includes all notices for intellectual property infringement (including cybersquatting and website content infringement allegations) pertaining to any Gandi services (Domain name registration, Mail services, Hosting services etc.)		Our T&Cs provide with both specific rules and compliance with applicable law. This number is not available. Although we processed all the notifications received (3124), manual actions are too diverse to be taken into account and to be monitored.
Only for providers of hosting services, including online platforms		2024-02-17/2025-02-17	KEYWORD_OTHER	26	2,53	26	This includes notices from legitimate official arbitrators having jurisdiction to rule domain name disputes. This only applies to Gandi Domain registration services.	Delay between the reception of the first notification from the arbitrator and Gandi's action to secure the relevant domain name	Our T&Cs provide with both specific rules and compliance with applicable law
Only for providers of hosting services, including online platforms		2024-02-17/2025-02-17	STATEMENT_CATEGORY_PROTECTION_OF_MINORS	42	8,5	42	This number of notifications includes any Gandi services (domain registration, hosting, mailbox services etc.). Our tools doesn't allow us to trigger sub-categories.	Delay due to interaction with public authorities	Our T&Cs provide with both specific rules and compliance with applicable law. Sub category details not available.
Only for providers of hosting services, including online platforms		2024-02-17/2025-02-17	KEYWORD_TERRORIST_CONTENT	1	20,43	1	This number includes all notification of terrorism content	Delay due to internal investigation about the domain name	Our T&Cs provide with both specific rules and compliance with applicable law
Only for providers of hosting services, including online platforms		2024-02-17/2025-02-17	KEYWORD_OTHER	688	7	688	This number includes content notification related to alleged cyberattack from a Domain name or a website hosted by Gandi.		Our T&Cs provide with both specific rules and compliance with applicable law. This number is not available. Although we processed all the notifications received (689), manual actions are too diverse to be taken into account and to be monitored.
Only for providers of hosting services, including online platforms		2024-02-17/2025-02-17	KEYWORD_IMPERSONATION_ACCOUNT_HIJACKING	72	7,01	72	This number includes all notification received regarding a customer account that has been hacked.		Our T&Cs provide with both specific rules and compliance with applicable law
Only for providers of hosting services, including online platforms		2024-02-17/2025-02-17	KEYWORD_PHISHING	16972	5,98	16972	This number includes all notices received by automatic means or not, regarding phishing or scam about Gandi services (Mail, hosting, Domain name)		Our T&Cs provide with both specific rules and compliance with applicable law. This number is not available. Although we processed all the notifications received (16972), manual actions are too diverse to be taken into account and to be monitored.
Only for providers of hosting services, including online platforms		2024-02-17/2025-02-17	KEYWORD_PROHIBITED_PRODUCTS	12	7,43	12	This number includes notification of content related to prohibited drugs		Our T&Cs provide with both specific rules and compliance with applicable law

8_automated_means

Applicability	Service	Reporting period	Section	Indicator	Scope	Value	Contextual Information
All	Email Services	2024-02-17/2025-02-17	Use of automated means for content moderation	Number of measures solely taken by automated means	Total number	Approx 60 000 000	These measures were taken by an external automatic tool detecting SPAM/Phishing/Scam for both Inbound and Outbound emails
All	Email services	2024-02-17/2025-02-17	Use of automated means for content moderation	Number of measures solely taken by automated means	Own-initiative	497	These measures were taken by our internal automatic tool detecting SPAM

11_qualitative

Applicability	Service	Reporting period	Indicator	Value
All		2024-02-17/2025-02-17	Summary of the content moderation engaged in at the providers' own initiative	Appart from email filtering, we are anticipating bad content and we try to prevent the content from arriving onto our services but it is not moderation according to DSA.
All		2024-02-17/2025-02-17	Meaningful and comprehensible information regarding content moderation engaged in at the providers' own initiative	Automated means are related to emails and mostly rely on internal tooools or EU patners recognized in the industry. Other actions are taken or validated by human actions.
All		2024-02-17/2025-02-17	Qualitative description of the automated means	Users are aware and informed about email filtering. Email services would not be usable without email filtering tools.
All		2024-02-17/2025-02-17	Qualitative description of indicators of accuracy and possible rate of error of automated means	If we receive a notification regarding an error about email filtering for a specific user we can excalate it to our partner or we can set internal rules to correct it.
All		2024-02-17/2025-02-17	Specification of the precise purposes to apply automated means	It helps to prevent phishing and other scam or theft of personal data.
All		2024-02-17/2025-02-17	Safeguards applied to the use of automated means	Our tool to filter inbound emails may be deactivated by users. The criteria to improve the accuracy of the filters are updated regularly to include new threats.