



nebenan.de

DSA TRANSPARENCY REPORT 2024



Introduction

Who we are

nebenan.de is Germany's largest neighbourhood social network, designed to strengthen local communities by empowering neighbours to connect, share, and support one another. As of January 2025, over 3 million people connect with each other in their neighbourhoods on nebenan.de. On average, 1,200,000 users engage with the platform each month.

Our commitment to transparency under the DSA

Trust and safety are at the core of nebenan.de. We believe that strong communities are built on trust, and that's why we set clear guidelines to ensure respectful and constructive exchange. With diversity and cooperation at the heart of what we do, we are committed to ensuring that our platform remains a secure and welcoming space for neighbours to engage. Part of this commitment is our alignment with the Digital Services Act (DSA). As an Online Platform designated by the European Commission, we publish this transparency report to comply with DSA Articles 15(1) and 24(1)(2). It provides an overview of how we handle content, manage reports, and ensure compliance with the DSA. For the reporting period of 1 January - 31 December 2024, this report covers:

- Our reporting mechanisms and moderation processes
- Stats on user reports and appeals
- A summary of government requests and legal matters

1. Reporting processes and content moderation at nebenan.de

nebenan.de enables the power of local. In fostering cooperation and celebrating diversity, online as well as offline, content shared on nebenan.de should always



aim to centre the neighbourhood, promoting mutual aid, shared activities, recommendations, and local updates.

Rooted in these values, we take pride in our community-driven approach to content moderation. Unlike on proactively moderated forums, our moderators only get involved when content is reported by users themselves. Additionally, we do not rely on automated means of content moderation – every reported piece of content is personally reviewed by a member of staff, assessing each situation individually and only stepping in as a last resort. Through this practice, we ensure that communication on nebenan.de remains respectful and productive, fostering a safe environment for open and honest interactions.

Our community guidelines

In accordance with our [Community Guidelines](#) certain topics and behaviours will not be tolerated under any circumstances, including hate speech, extremist content, violence, and privacy violations. In addition, discussions unrelated to the local community, especially those related to national or global politics or commercial advertising, are also restricted.

Finally, our **3 Golden Rules** set out the guiding principles for communication on nebenan.de:

- Be kind
- Be honest
- Be helpful

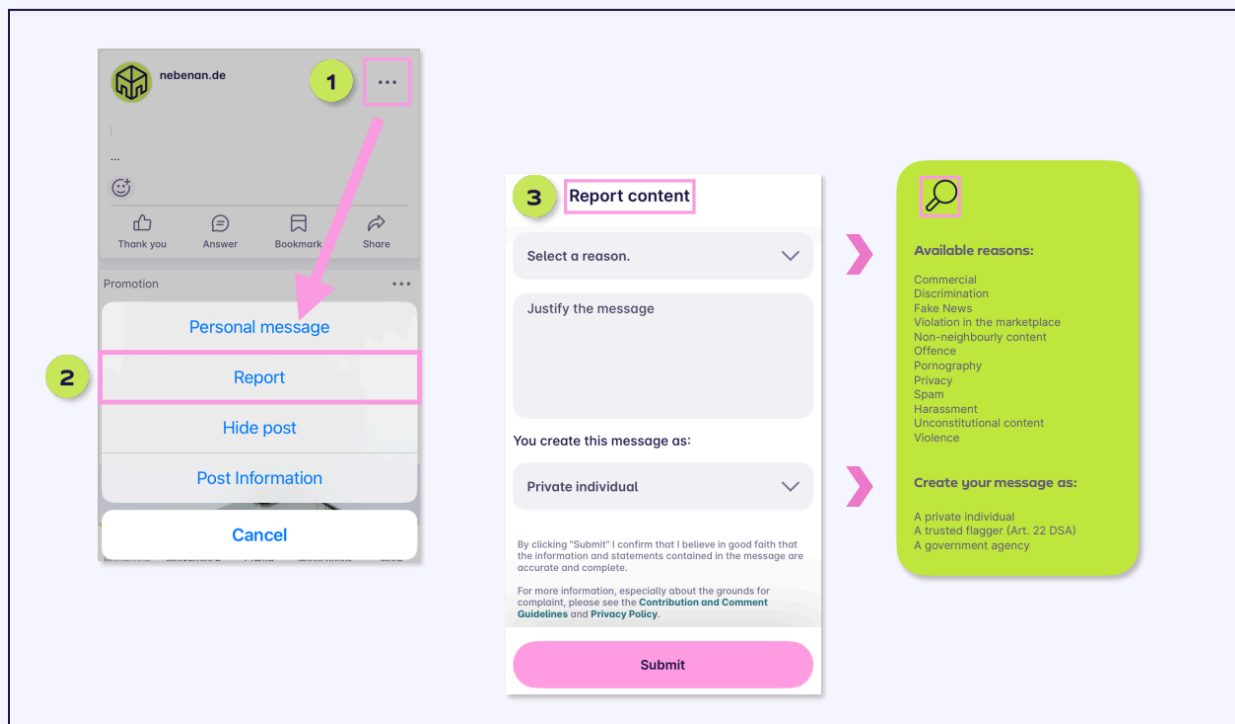
Our reporting flow

When disagreements arise within a neighbourhood, we encourage neighbours to work through the issues among themselves first. However, if a neighbour's actions or posts significantly violate our community guidelines or terms of use, users can submit a report through the platform's reporting mechanism.

To report content, users need to click on the ellipsis-menu next to the post or profile concerned and select Report or Report profile, respectively. In a second



step, they can choose a report reason and provide further details in their own words. Finally, they are asked to specify in which capacity they are submitting the report – as a private individual, a trusted flagger (Art. 22 DSA), or a government agency.



Our content moderation processes

The review process involves three essential steps and an occasional fourth one:

1. **Reviewing reports** – Every reported post is evaluated by our team based on our guidelines.

2. **Taking appropriate action** – If a reported piece of content is found to violate our rules, we may take one or more of the following actions:

- Restrict its visibility on the platform
- Restrict interactions with the content by closing it for further comments
- Remove the content entirely
- In cases of repeated or severe violations, user accounts may be suspended.



3. **Transparent notice** – A reporter will receive an update on the outcome of their report via email, regardless if action was taken or not. If an action was taken, users whose content was moderated are also notified regarding the decision, the reasoning behind it, and possible steps for recourse.

4. **Appealing a decision** – Users can challenge moderation decisions under Article 15(1)(d) DSA. To exercise this right, a request stating the reasons must be submitted to kontakt@nebenan.de within six months of the decision. Each appeal is carefully reviewed by our team. Additionally, users have the option, as set out in Article 21 DSA, to reach out to an authorised out-of-court dispute resolution body.

2. Key stats & numbers

In accordance with DSA requirements, the following sections lay out comprehensive data on key aspects of our content moderation practices during the reporting period.

User reports

Under DSA regulation, nebenan.de received a total of 62,537 reports during the reporting period. All of them were submitted by registered users, under the scope of our platform service, including potentially illegal and harmful content.

Reports submitted: 62,537

Reports deemed justified: 47,103

Content removals: 22,508

Visibility restrictions: 2,766

Interaction restrictions: 71

User profile suspensions: 1,598

Median response time per report: 61 hours



User appeals

Under DSA regulation, nebenan.de processed the following number of user appeals during the reporting period:

Appeals received: 432

Appeals granted: 30

Decisions upheld: 402

Median time from appeal to decision: 23.15 hours

All appeals were based on challenging the platform's original decision.

Automated content moderation

nebenan.de did not use any automated means for content moderation during the reporting period.

Reports from trusted flaggers

nebenan.de did not receive any reports from trusted flaggers (Article 22 DSA) during the reporting period.

Support for our team of content moderators

During the reporting period, our moderation team received legal training focusing on DSA requirements in the transition from NetzDG, participated in an information session on the reporting obligation pursuant to Article 18 DSA and received regular supervision focusing on mental health.

Profile suspensions for misuse of reporting & appeals

nebenan.de did not suspend any profiles for repeated submission of unfounded reports or appeals during the reporting period.



3. Government requests

Pursuant to DSA Article 15(1)(a), nebenan.de may receive government requests for removal of illegal content and account information. Each request is carefully examined to ensure that any action taken is well-founded, specific, formally submitted, and legally valid.

During the reporting period, no government requests were received for content removal. However, 22 requests were made for user data, all of which were fulfilled in compliance with legal requirements. The median response time for these requests was three days, matching the median time to acknowledge receipt. All requests we received were submitted by German authorities.

4. Out-of-court settlement body disputes

As far as nebenan.de is aware, no disputes were launched with an out-of-court dispute settlement body during the reporting period.