

ILLEGAL CONTENT

1. Complaint Procedure for Illegal Content

In accordance with the Digital Services Act (DSA), we have established a procedure for addressing complaints regarding potentially illegal content.

Submitting a Complaint

1. Send an email to **DSAlegal@planday.com** to initiate the process.
2. You will promptly receive a complaint form and a declaration of truth.
3. Complete and return the document as instructed.

Complaint Processing

1. All complaints undergo thorough manual review by our expert team.
2. We assess each complaint individually to determine its validity and appropriate action.

Potential Outcomes

Content Removal

If we determine the reported content to be illegal:

- The content will be removed from our platform.
- We will notify the affected user in compliance with Article 16 of the DSA, providing:
 - A detailed explanation of our decision
 - Information about the appeal process
 - Instructions for potential content reinstatement, if applicable

No Action Taken

If the provided information is insufficient to establish a violation of applicable law:

- We may conclude that no further action is warranted.
- The complainant will be notified of this decision.

Our Commitment

We are dedicated to:

- Treating all complaints with utmost seriousness
- Processing complaints efficiently and fairly
- Maintaining a safe and legally compliant environment for all users
- Utilizing expert human review in our decision-making process

Please note that submission of a complaint does not guarantee content removal.

Each case is evaluated on its individual merits in accordance with applicable laws and our platform policies.

2. Yearly reporting

We publish annual transparency reports detailing our content moderation practices and complaint handling procedures.

Find the report for 2024 in CSV format [here](#).

3. Electronic Contact Point

Our electronic contact point in relation to the DSA is DSALegal@planday.com.

The official language for DSA matters is English.