



Digital Services Act – Annual Transparency Report 2024/2025

Under Article 15 of the Regulation (EU) 2022/2065 of 19 October 2022 on a Single Market For Digital Services and amending Directive 2000/31/EC (Digital Services Act)

For the period 17 February 2024 – 16 February 2025

30 May 2025



I. Introduction

HOSTINGER (the “we”, “us”) is publishing this Transparency Report in compliance with the European Commission's Digital Services Act (the “**DSA**”), under which HOSTINGER is considered an intermediary providing mere conduit and hosting services.

This Transparency Report details our approach to content moderation, outlining the processes and criteria we employ to identify, assess, and act upon reports of potentially illegal content hosted on our platform.

It further explains the measures we take, both proactively and in response to user and Member State authority notifications, to address such content in accordance with our Terms of Service and applicable legal frameworks, reflecting our commitment to accountability in the digital space.

HOSTINGER as a Hosting Service Provider

As a hosting service provider, HOSTINGER primarily offers the infrastructure for websites to operate and make content available online. In this capacity, while we do not actively screen or monitor the specific content hosted by our users, we implement clear procedures for addressing reported illegal content as mandated by the DSA.

HOSTINGER as a Domain Name Registrar

In addition to our hosting services, HOSTINGER is an accredited registrar for domain name registration and management services with ICANN and various national registries, including those of Lithuania, Germany, France, and others beyond the EU. In our role as a registrar across these accreditations, we are generally not well-positioned to address concerns about particular content on a website, as our direct-action capabilities are primarily limited to the domain name itself (e.g., suspension or transfer under specific registry policies).

Consistent with the requirements of ICANN and these other registries, we take action to mitigate technical abuse originating from websites on our platform, such as phishing, malware distribution, and other activities that violate our Terms of Service and applicable laws.

Scope of this Transparency Report

This Transparency Report covers our content moderation activities from 17 February 2024 to 16 February 2025 (the “**Reporting Period**”), which constitutes the first DSA reporting cycle under the DSA Implementation Regulation for intermediary providers like mere conduit and hosting that HOSTINGER provides. In this report, we detail orders from Member State authorities, user notices, our proactive measures, complaint handling, and the use of automated tools.

II. Orders from Member States' authorities

During the Reporting Period, HOSTINGER received the following legally binding orders from competent Member-State authorities:

Total number of orders received	1,344
Number of orders, by alleged type of illegal content concerned	
Abuse	1,250
Botnet	2
Fraud	59
Malware	5
Phishing	25
Scam	2
Spam	1
Number of orders, by Member State	
Austria	74
Belgium	19
Bulgaria	9
Croatia	9
Cyprus	18
Czech Republic	5
Denmark	3
Estonia	47
Finland	9
France	154
Germany	688
Greece	6
Hungary	3
Ireland	4
Italy	20
Latvia	3
Lithuania	88

Luxembourg	14
Malta	12
Netherlands	67
Poland	70
Portugal	7
Romania	0
Slovakia	4
Slovenia	2
Spain	4
Sweden	5
Median time needed to confirm receipt to the issuing authority or any other authority specified in the order (days)	1 day
Median time to take action (or non-action) in response to content-related orders received from Member States' authorities (days)	1 day

III. Notice-and-action statistics

Pursuant to Article 15(1)(b) in conjunction with Article 16, HOSTINGER's Notice and Action channels allowed any person or entity to notify us of specific information that they believe to be unlawful.

The table below lists the notices we received during the Reporting Period, including those submitted by Trusted Flaggers which is grouped by the illegal content categories. Additionally, we provide the number of Article 16 notices processed by automated means and the median time taken to act on these notices:

	Article 16 notices	Article 16 notices submitted by Trusted Flaggers
Total number of notices submitted	82,291	31
Number of notices submitted, by type of alleged illegal content		
Abuse	30,467	29
Botnet	2	0
Fraud	25	2
Malware	1,585	0
Phishing	16,265	0
Scam	26,713	0
Spam	7,194	0
Number of Article 16 notices processed by automated means	0	
Median time to take action on Article 16 notices (days)	1 day	

IV. Own-initiative content-moderation measures

In addition to responding to external notices, HOSTINGER took the following self-initiated measures to restrict clearly illegal content detected by its monitoring systems:

Total number of actions taken	6,875
Number of actions taken, by type of illegal content or violation of terms and conditions	
Abuse	2,079
Botnet	8
Fraud	4,143
Malware	34
Phishing	458
Scam	141
Spam	12
Number of actions taken, by detection method	
Automated detection	0
Non-automated detection	6,875



V. Conclusion

This Transparency Report reflects our initial efforts to comply with the DSA reporting obligations. As this is our first reporting cycle under the DSA, our data collection and reporting processes are still evolving. Should any inconsistencies be identified in this current version, we may adjust it accordingly.

We are committed to refining our metrics and methodologies to provide more comprehensive and comparable information in future reports.

If you have comments or require further information, please contact us at abuse@hostinger.com and/or compliance@hostinger.com.

30 May 2025