

DIGITAL SERVICES ACT (“DSA”)

Moderation Policy

IKOULA’s Status

This moderation policy describes the terms under which IKOULA fulfills its obligations as an intermediary service provider within the meaning of Regulation (EU) 2022/2065 on a Single Market for Digital Services (also known as the “Digital Services Act” or “DSA”).

As part of its services, IKOULA acts as a hosting service provider. In accordance with Article 6 of the DSA, it is under no general obligation to monitor the information it stores or to actively seek out unlawful activities. The content hosted as part of the Services is the sole responsibility of the customer, who guarantees its legality and compliance with applicable regulations.

However, anyone may report to IKOULA any content they believe to be illegal within the Services, in accordance with the procedures described in this policy.

Reporting Illegal Content and Restrictive Measures

In accordance with Article 16 of the DSA, you may report any illegal content hosted by IKOULA by submitting a request via the form provided for this purpose, available here: [Form for Reporting Abuse or Illegal Content](#).

You may file a report whether or not you are an IKOULA customer.

IKOULA will review your request and, if it determines that the content in question is illegal, will take appropriate measures in accordance with its legal obligations.

These measures may include, but are not limited to:

- the removal or deletion of content or the disabling of access to it;
- blocking or restricting access to content;
- total or partial suspension of access to or provision of the service;
- limiting certain technical features (bandwidth, upload capacity, network isolation, etc.);
- suspension or termination of the account.

The nature and scope of the measure taken are determined by IKOULA on a case-by-case basis, depending on the severity of the violation observed, whether it is a repeated or isolated occurrence, and the specific circumstances of each situation. IKOULA acts diligently, objectively, and proportionately in applying these measures, taking due account of the rights and legitimate interests of all parties concerned, including the fundamental rights of the service recipients.



Specific reports

Certain reported incidents may be directly reported by anyone via the government platform [PHAROS](#). These include, in particular:

- Content that is child pornography or constitutes online corruption of minors
- Statements inciting hatred, discrimination, or violence against individuals based on their origin, gender, sexual orientation, or disability;
- Threats, provocations, or incitements to commit acts of violence;
- Trafficking in illicit goods or substances (narcotics, weapons, among others);
- Behavior likely to endanger the life or physical integrity of others;
- Incitement to commit crimes;
- Fraudulent schemes constituting fraud;
- Content promoting or threatening terrorism;
- Acts of cruelty or abuse toward animals.

In addition, any unsolicited email (spam) can be reported on the dedicated “Report Spam” platform (www.signal-spam.fr/).

Points of contact

In accordance with Articles 11 and 12 of the DSA, please find below the single points of contact designated by IKOULA:

1. Contact Information for Authorities

To ensure prompt processing and security, when submitting orders or requests under the DSA, please use the standard channels and procedures established electronically by IKOULA with the relevant authority.

In the absence of a pre-existing dedicated channel, and in accordance with Article 11 of the DSA, authorities of European Union member states, the European Commission, and the European Digital Services Board, ONLY, may contact us electronically via the following address: dsa.authorities@ikoula.com.

This dedicated contact point is to be used solely by the authorities mentioned above. IKOULA will not process requests sent to this address by other entities.

Please note that all communication via this channel must be conducted exclusively in one of the two official languages of the EU: French or English.



2. Point of contact for service recipients

In accordance with Article 12 of the DSA, IKOULA designates the channel below as the single point of contact enabling recipients of its intermediary services to communicate directly and promptly with it: for any request regarding the services provided by IKOULA, or more generally for any questions related to their use, recipients may contact support at support@ikoula.com.

Information regarding this point of contact is kept up to date and is easily accessible on IKOULA's website via [this link](#).

Protection of Personal Data in Connection with Reports

As part of the mechanism for reporting illegal content, IKOULA may collect personal data (last name, first name, email address) voluntarily provided by the reporter. However, providing this personal data is not required to submit a report.

Any personal data collected in this context is processed solely for the purposes of receiving, managing, processing, and following up on reports. This processing is based on IKOULA's compliance with its legal obligations as a hosting service provider under the DSA.

This data is retained for the period strictly necessary to process the report and, where applicable, to comply with applicable legal obligations or respond to requests from the competent authorities.

In accordance with applicable regulations regarding the protection of personal data (GDPR), the reporting party has the right to access, rectify, erase, and restrict the processing of their data, as well as the right to object on legitimate grounds. These rights may be exercised by sending an email to: dpo@ikoula.com, accompanied by proof of identity.

Changes and Updates to the Terms

The provisions of this article may be subject to change, particularly due to legislative and regulatory developments and to reflect changes in our practices and technologies. We encourage you to review them regularly.

