



Transparency Report

Digital Services Act · Articles 15 and 24 of Regulation (EU) 2022/2065

Reporting period: **17 February 2025 – 31 December 2025**

This report provides information on the content moderation carried out by Aveola, an online platform, during the reporting period, in accordance with Articles 15(1) and 24(1) of Regulation (EU) 2022/2065 (Digital Services Act).

1. Orders from Member States' authorities

During the reporting period, Aveola received no orders from Member States' authorities, including orders to act against illegal content (Article 9) and orders to provide information (Article 10).

Indicator	Value
Orders to act against illegal content (Article 9)	0
Orders to provide information (Article 10)	0

2. Content moderation

Aveola moderates content and user behaviour both on the basis of user reports and on its own initiative, using a combination of automated tools and human review. Automated tools are used in order to detect content and behaviour prohibited by the Community Guidelines.

Where a potential violation is reported or detected, it is either actioned automatically or referred to a moderator for review. Depending on the type of violation, an account is banned either automatically or after a moderator has confirmed the violation. In addition, video calls that violate the Community Guidelines are ended by restricting the user's access to public video chat.

Users who may be under 18 are required to complete age verification, and successful automated verification results are reviewed by a moderator. Accounts of users found to be under 18 are banned. Accounts showing signs of fraudulent activity, as well as cases involving repeated reports or suspicious repeated uploads, are referred to moderators for review.

User reports

Users can report other users' profiles, photos, stories, video calls and direct messages, selecting one of the report reasons. No reports were submitted by trusted flaggers.

Indicator	Value
Total number of reports	153,016
Reports submitted by trusted flaggers	0
Median time needed to take action	2 hours

Reports by reason

Report reason	Number of reports
Fraud (Scam)	55,574
Spam	29,842
Erotic content	21,737
False gender or fake identity	14,395
Child Sexual Exploitation & Abuse	9,277
Abusive content	8,144
Verbal harassment	7,525
Underage	6,522

Training and assistance for content moderators

Content moderation is carried out by Aveola's in-house team. Training covers the Community Guidelines and the identification of illegal content, and is updated whenever the rules change. Moderators work in accordance with internal guidelines, including a guide to identifying prohibited content. Complex cases are escalated to a senior moderator or to the legal team.

Measures by type of restriction

Type of restriction	Number of measures
Permanent account ban	94,682
Public video chat restriction	1,711,900

Account bans by type of violation

Type of violation	Number of bans
Community Guidelines violation	34,850
Underage	31,578
Other reason	17,709
Scam	7,996
Inappropriate profile description	1,222
Inappropriate name	1,212
Fake identity	115

Measures by detection method

Detection method	Number of measures
Automated only	1,735,247
Automated, confirmed by a moderator	64,707
Manual review by a moderator	6,628

3. Internal complaint-handling system

Users can contest content moderation decisions, including account bans, by contacting Support, and such requests are reviewed by a senior moderator.

4. Use of automated means

Aveola uses automated tools to support content moderation and to detect potential violations of the Community Guidelines at scale. Image and video classification models review the content in order to detect visual prohibited content. Text classification models review the content in order to detect textual prohibited content.

Age estimation models help identify users who may be under 18 and support the age verification process. A behavioural scoring model helps identify accounts showing signs of fraudulent activity.

Automated tools are used together with human review. Cases involving critical violations, successful automated age verification results and suspected fraud are referred to moderators, decision thresholds are kept in a controlled configuration, and users can contest moderation decisions through Support.

5. Out-of-court dispute settlement

No disputes were submitted to out-of-court dispute settlement bodies referred to in Article 21 during the reporting period.

Indicator	Value
Number of disputes submitted	0

6. Suspensions for misuse of the service

No suspensions were imposed pursuant to Article 23 during the reporting period.