

Squarespace’s DSA Transparency Report 2024

Date: February 28, 2025

Squarespace Ireland Limited ("Squarespace") is dedicated to upholding best practices in content moderation, ensuring a safe, trusted, and transparent platform for our customers, the public, and regulatory authorities. This report is issued by Squarespace, in compliance with the transparency reporting obligations outlined in Article 15 of the European Union’s Digital Services Act (Regulation (EU) 2022/2065) ("DSA") for the period January 1, 2024 to December 31, 2024.

Section 1: Orders From Member States in the European Union to Remove Illegal Content

Squarespace may receive requests from member states’ authorities in the European Union to remove content pursuant to Article 9 of the DSA ("Removal Orders"). When Squarespace receives Removal Orders, Squarespace reviews and takes action upon content in line with Squarespace's online terms and policies ("Policies") and the applicable law.

Squarespace has a designated channel (email: DSArequests@squarespace.com) for member states’ authorities, the European Commission, and the European Board for Digital Services to contact Squarespace for the purposes of the DSA. Squarespace provides an automated acknowledgement of receipt of Removal Orders submitted to the designated channel. As a consequence of this immediate acknowledgement of receipt, the median time to acknowledge receipt was zero hours.

Per the table below, Squarespace did not receive any orders from member states' authorities to remove illegal content. Consequently, no valid Removal Order from member states’ authorities was received to report the median time needed to give effect to the order.

Orders From Member States in the European Union to Remove Illegal Content														
Category of illegal content														
MEMBER STATE	Child Sexual Exploitation	Terrorist Offences / Content	Illegal Hate Speech	Content Relating to Violent or Organized Crime	Illegal Privacy-Related Violations	Non-Consensual Sharing of Private or Intimate Images	Illegal Goods / Services	Harassment or Threats	Defamation	Consumer related Offences	Information-Related Offences / Contempt of Court	Financial Crime	National Security-Related Offences	Other Illegal Content
Austria	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Belgium	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Bulgaria	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Croatia	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cyprus	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Czech Republic	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Denmark	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Estonia	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Finland	0	0	0	0	0	0	0	0	0	0	0	0	0	0
France	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Germany	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Greece	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hungary	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ireland	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Italy	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Latvia	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lithuania	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Luxembourg	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Malta	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Netherlands	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poland	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Portugal	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Romania	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Slovakia	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Slovenia	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Spain	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sweden	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Section 2: Orders From Member States in the European Union to Provide Information

Squarespace may receive requests from member states' authorities to disclose user information pursuant to Article 10 of the DSA ("User Data Disclosure Orders"). Squarespace reviews and takes action upon User Data Disclosure Orders in a manner that respects the privacy, freedoms and other rights of Squarespace's users. Any request Squarespace receives is carefully reviewed on a case-by-case basis in line with Squarespace's Policies and applicable law. Squarespace's Policies govern how Squarespace handles and responds to such requests and Squarespace only discloses user data where a request is based on valid legal process. See more in the table below.

Law enforcement authorities in the European Union may submit requests to Squarespace; however, the requirements for information disclosure will depend on both the location of the user and the jurisdiction of the requesting authority. For European Union law enforcement authorities outside of Ireland, Squarespace will advise that any request for user information must be submitted through the Mutual Legal Assistance Treaty ("MLAT") process to ensure compliance with applicable legal frameworks before disclosure can be considered. No finalized MLAT requests were received during the reporting period by the Central Authority in Ireland and the request received directly from law enforcement authorities in Ireland did not qualify for disclosure. Consequently, no valid order from a government authority was received in order to report the median time needed to give effect to the order.

Squarespace has a designated channel (email: DSArequests@squarespace.com) for member states' authorities, the European Commission, and the European Board for Digital Services to contact Squarespace for the purposes of the DSA. Squarespace provides an automated acknowledgement on receipt of User Data Disclosure Orders submitted to the designated channel. As a consequence of this immediate acknowledgement of receipt, the median time to acknowledge receipt was zero hours.

Orders From Member States in the European Union to Provide Information		
MEMBER STATE ("MS")	Request Received	Request Where At Least Some Action Was Taken
Austria	0	0
Belgium	0	0
Bulgaria	0	0
Croatia	0	0

Cyprus	0	0
Czech Republic	3	0
Denmark	0	0
Estonia	0	0
Finland	0	0
France	13	0
Germany	6	0
Greece	0	0
Hungary	2	0
Ireland	1	0
Italy	2	0
Latvia	0	0
Lithuania	0	0
Luxembourg	0	0
Malta	1	0
Netherlands	1	0
Poland	0	0
Portugal	0	0
Romania	0	0
Slovakia	0	0

Slovenia	0	0
Spain	4	0
Sweden	1	0

Section 3: Illegal Content Notices

In accordance with Article 16 of the DSA, Squarespace introduced an additional reporting channel for its European Union community to [Report Illegal Content](#), which enables users to alert Squarespace to content they believe is in breach of the law.

The table below provides a breakdown of the illegal content reports Squarespace received from users using the [Report Illegal Content](#) form in accordance with Article 16 of the DSA, broken down by the category of illegal content reported under. In summary:

- Squarespace received a total of 52 illegal content reports via the [Report Illegal Content](#).
- Squarespace received a total of 0 illegal content reports in the European Union by approved trusted flaggers, in accordance with Article 22 of the DSA.
- Of the 52 illegal content reports via the [Report Illegal Content](#), Squarespace took action against:
 - (i) 21 items of content on the basis that the content breached our Policies; and
 - (ii) 0 items of content on the basis that the content violated local laws.

No action was taken on the remaining content reported, either because it was not found to violate the Policies or the relevant local laws or because the initial report did not contain enough information.

The number of illegal content reports processed by using automated means in the European Union was 0.

Category of reported illegal content	Number of reports received	Number of reports actioned
Information-related offenses / contempt of court	0	0
Content relating to violent or organized crime	0	0
National security-related offenses	0	0
Terrorist offenses / content	0	0
Illegal goods / services	4	3

Consumer-related offenses	0	0
Child sexual exploitation	1	0
Defamation	0	0
Non-consensual sharing of private or intimate images	0	0
Illegal hate speech	0	0
Illegal privacy-related violations	0	0
IP Infringement	18	6
Harmful and Abusive	12	6
Harassment or threats	2	0
Financial crime	0	0
Other illegal content	15	6

Section 4: Automated Moderation Review

Squarespace relies on automated systems to suspend websites and domains for suspected fraudulent activity and to identify potential Child Sexual Abuse Material (“CSAM”) due to the importance of early detection. Squarespace uses internal tools and third-party solutions for these automated activities. If CSAM scans issue an alert, a member of the Trust and Safety team immediately reviews the content and takes appropriate action where necessary.

Product	Total Disabled	Fraud or malicious activity	Other reasons	Reinstated
Websites	28505	23230	8300	1368
Domains	27934	20872	7062	1048

The possible rate of error of the automated means is 4.3%. Squarespace employs the following safeguards and processes to these automated systems to ensure accuracy:

- Alert systems are benchmarked against historical data and tested against edge cases before being deployed into production. This ensures that alerts are both accurate and reliable.
- Events are systematically categorized by source, data type, detection maturity, and other pertinent indicators. This structured tagging enables precise identification and handling of each event.
- Squarespace's automation code is architected to operate exclusively on the detections for which it was specifically designed. This separation prevents any unintended interactions with other types of detections.
- Additional verification routines assess various factors that could influence automatic decision-making. These include account age, IP address threat score, alert severity, account type, and supplementary data such as payment information. This verification is tailored to specific tag combinations and detection categories, ensuring a thorough review.
- Low-risk and vetted accounts, websites, and domains are allowlisted. This proactive measure minimizes the likelihood of false positives.
- In situations where the established conditions are not fully met, the system defaults to manual triage. Alerts are escalated to an analyst for comprehensive review.
- For actions that involve shutting down a resource, such as an account or website, a reversal system is in place. This process can be executed immediately to fully restore the resource, providing a robust safety net against potential errors.

Section 5: Internal Complaints-Handling System

Squarespace provides notifications to users who have been found to have violated the Policies or applicable local laws in accordance with Article 20 of the DSA. Furthermore, users who report content that they believe violates our Policies or applicable local laws are notified of the outcome of Squarespace's decision. In both cases, users can appeal the decision. When submitting an appeal against a decision, the submitter may include a written explanation to set out the basis on which they disagree with the decision made.

Squarespace did not receive any complaints / appeals to decisions made by Squarespace with regard to reports of illegal content via the [Report Illegal Content](#) form in accordance with Article 16 of the DSA. The number of websites and domains reinstated via the internal complaint-handling systems was 2,416.