

Report on the transparency of content management at Rentalia pursuant to the Digital Services Act (DSA)

Reference period: 1 January 2024 – 31 December 2024

Rentalia, as an intermediary digital services platform within the scope of holiday rentals, submits this report on transparency pursuant to Articles 15 and 24 of the EU Digital Services Act 2022/2065 (DSA). The document provides an overview of the measures adopted related to content moderation, the notification and complaint mechanisms available for users as well as the decisions adopted during the reference period.

Contents subject to moderation

Rentalia moderates the contents created by users on the platform, in particular the listings published by private individuals and professionals working in the field of holiday property rentals. Each listing can include descriptions, photographs or other kinds of multimedia content, which are also subject to review. Moreover, the opinions and reviews published by travellers are also supervised in order to ensure they comply with the rules for use and do not violate the rights of third parties.

Moderation prior to publication

Our priority is to ensure there is a safe and respectful environment for all users. For such purpose, we have a team that verifies the quality of the contents published and ensures they are in accordance with the law in force and our internal policies.

We have also implemented tools that allow us to identify, by means of keywords and other automatic techniques, possible infringements in the texts or images of the listings and opinions published. Whenever any irregularity is detected, the content is reviewed manually by Rentalia's team prior to its publication or, if need be, a request is made for its correction.

These measures, along with the notification mechanisms available for users, are part of our commitment to transparency, security and regulatory compliance on Rentalia's website and apps.

Procedure for detecting illegal content pursuant to the DSA

According to the guidelines in the DSA, Rentalia acts diligently to detect, evaluate and, if need be, remove or restrict access to illegal content. When such content is identified or notification is received, a process is applied in several phases as follows:

- **Preliminary detection** by means of automatic filters.

- **In-depth manual assessment** by the quality team to decide whether or not the content infringes the law or Rentalia's Terms and Conditions: <https://es.rentalia.com/owner/conditions>.
- **Immediate removal or restriction of content**, if it is confirmed there is an infringement. This decision is notified to the user responsible and, where appropriate, the reporting party too.
- **Possibility of appeal** by means of a complaint-handling system against the decision adopted, guaranteeing a fair, accessible and transparent procedure.

This procedure ensures compliance with the transparency obligation and the response stipulated in the DSA, while also protecting fundamental rights and enables collaboration with the authorities and other bodies.

Notices received and their processing

Rentalia can receive notices from different sources about potentially illegal content or content that infringes the rules:

a) Users (natural and legal persons)

Anybody can notify illegal or inappropriate content by using the contact form: <https://es.rentalia.com/contact.php>:

- These notices are processed by Rentalia's content moderation team.
- They are individually and coherently analysed.
- They can result in the content being removed or maintained, as appropriate.

These persons are not considered "trusted flaggers" according to Article 22 of the DSA.

b) Public authorities

Rentalia uses specific channels (such as the email address legal@rentalia.com) to process requests for removal or to receive information from the competent authorities:

- These notices are dealt with as a priority.
- They are processed by the quality team or the legal team, as appropriate.
- They result in sufficiently substantiated documented replies.

c) Institutions acknowledged as "trusted flaggers"

During the period covered by this report, Rentalia has not received any notices from institutions formally designated as "trusted flaggers" by virtue of Article 22 of the DSA.

Decisions adopted after the notices have been received

Rentalia can adopt the following decisions after analysing each notice:

- **(Total or partial) removal or restriction of the content**, if it is confirmed an infringement has been committed.
- **Maintenance of the content**, if sufficient reasons are not observed for its removal.

In both cases, Rentalia notifies the decision to the user responsible and, where appropriate, the reporting party too:

- This notice includes the reasons for the decision.
- In addition, information is provided about the appeals available, with the term and manner to lodge them.

Internal complaint-handling system

Rentalia provides users with a free and accessible internal system for handling complaints regarding the decisions adopted related to the following:

- The removal or restriction of content; and
- The suspension or blocking of accounts that show fraudulent characteristics or that engage in repeated and particularly serious practices.

Whenever a decision of this kind is adopted, Rentalia informs the users involved about the measure adopted (or the decision not to adopt it) through the channel previously used, offering them the possibility to directly submit their allegations.

If a reply or complaint is received, the case is subject to a new review by a member of the content moderation team or legal team other than the one who adopted the original decision in order to ensure an independent and sufficiently substantiated assessment.

This system enables the following:

- Complaints can be submitted against the decisions adopted at no cost whatsoever;
- Additional documents or information that are deemed relevant can be provided; and
- A sufficiently substantiated decision can be obtained within a reasonable term.

Statistics in the period (01.01.2024 – 31.12.2024)

The data of www.rentalia.com are specified below:

Total contents moderated: 30,700

Total notices received about possible illegal or inappropriate content:

- From users: 3 (*Excluding those that do not refer to illegal or inappropriate content in the strict sense*)
 - Contents removed after review: 3
 - Contents maintained after review: 0
 - Total appeals received through the internal complaint-handling system: 0 (*In reply to decisions adopted after content moderation*)
 - Decisions modified after review: 0
- From the competent authorities: 2 (*Mainly requests for information about contents created by users on the platform*)
- From trusted flaggers: 0

Final remarks

Rentalia will continue reinforcing its detection and content moderation systems as well as its collaboration channels with users, the authorities and trusted flaggers. By publishing this annual report, Rentalia complies with the transparency reporting obligations stipulated in Articles 15 and 24 of the DSA, guaranteeing that the users' fundamental rights are observed and the contents disseminated on its platform are in accordance with the law.

Date of report: 1 July 2025