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Blockchain 910251734 Small (< 50 Belgium)

Organisation Transparency Register Number

What is the annual turnover of your company?

Are you self-employed and offering services through an online platform?

Would you describe your company as:

Is your organisation:

The feedback can be published with your personal information
What type(s) of services do you provide? Please specify.

What types of services does your platform intermediate?

Does your organisation play a role in:

Is your organisation a

Is your business established in the EU?

Please select the EU Member States where your organisation is established or currently has a legal representative in:

Did you ever come across illegal goods on online platforms (e.g. a counterfeit product, prohibited and restricted goods, protected wildlife, pet trafficking, illegal medicine, misleading offerings on food supplements)?

What measure did you take?

The feedback can be published with your personal information
Please specify. How easy was it for you to find information on where you could report the illegal good? How easy was it for you to report the illegal good? How satisfied were you with the procedure following your report? Are you aware of the action taken following your report? Please explain. In your experience, were such goods more easily accessible online since the start of the COVID-19 outbreak? What good practices can you point to in handling the availability of illegal goods online since the start of the COVID-19 outbreak? Did you ever come across illegal content online (for example illegal incitement to violence, hatred or discrimination on social media; hacking; child exploitation material; terrorist propaganda; defamation; content infringing intellectual property rights, consumer law infringements)?
What measure did you take?

Please specify.

How easy was it for you to find information on where you could report the illegal content/activity?

How easy was it for you to report the illegal content/activity?

How satisfied were you with the procedure following your report?

Are you aware of the action taken following your report?

How has the dissemination of illegal content changed since the outbreak of the COVID-19 pandemic? Please explain.

What good practices can you point to in handling the dissemination of illegal content online since the start of the COVID-19 outbreak?

What actions do online platforms take to minimise risks for consumers to be exposed to scams and other unfair practices (e.g. misleading advertising, exhortation to purchase made to children)?
Do you consider these measures appropriate? Please explain.

If your content or offering of goods and services was ever removed or blocked from an online platform, were you informed by the platform? Were you able to follow-up on the information? Please explain.

If you provided a notice to a digital service asking for the removal or disabling of access to such content or offering of goods or services, were you informed about the follow-up to the request?

When content is recommended to you - such as products to purchase on a platform, or videos to watch, articles to read, users to follow - are you able to obtain enough information on why such content has been recommended to you? Please explain.

In your experience, are children adequately protected online from harmful behaviours, such as grooming and bullying, or inappropriate content?

To what extent do you agree with the following statements related to online disinformation?: Online platforms can easily be manipulated by foreign governments or other coordinated groups to spread divisive messages.
To what extent do you agree with the following statements related to online disinformation?:

- To protect freedom of expression online, diverse voices should be heard.
- Disinformation is spread by manipulating algorithmic processes on online platforms.
- Online platforms can be used to influence political decisions, undermine democracy, guarantee democratic integrity, pluralism, non-discrimination, tolerance, justice, solidarity and gender equality.

Please explain.
Have you encountered any issues, in particular, as regards illegal content or goods accessible from the EU but intermediated by services established in third countries? If yes, how have you dealt with these?

If part of your activity is to send notifications or orders for removing illegal content or goods or services made available online, please indicate what other actions in relation to content or goods, you perform. Please explain whether you report on your activities and their outcomes:

Please provide a link to publicly available information or reports.

Please indicate which one(s). What data is shared and for what purpose, and are there any constraints that limit these initiatives?

Do you use WHOIS information about the registration of domain names and related information? Please specify for what specific purpose and if the information available to you sufficient, in your opinion?
How valuable do you use Ruler?

What systems, if any, do you operate for addressing illegal activities conducted by the users of your service (sale of... and restricted goods, wildlife and pet trafficking - dissemination of illegal content or illegal provision of services)?

What issues have you encountered in operating these systems?

On your marketplace (if applicable), do you have specific policies or measures for the identification of sellers established outside the European Union?

Please quantify, to the extent possible, the costs of the measures related to 'notice-and-action' or other measures for the reporting and removal of different types of illegal goods, services and content, as relevant.

Please provide information and figures on the amount of different types of illegal content, services and goods notified, as well as the measures you have taken to address these issues. How effective have these measures been?

Please explain and/or link to publicly reported information if you publish this in regular transparency reports.
Do you have in place measures for detecting and reporting the incidence of suspicious behaviour (i.e. behaviour that could lead to criminal acts such as acquiring materials for such acts)?

Do your terms and conditions and/or terms of service ban activities such as:

Please explain your policy.

Do you have a system in place for reporting such activities? What actions do they trigger?

What other actions do you take? Please explain for each type of behaviour considered.

Please quantify, to the extent possible, the costs related to such measures.

Do you have specific policies in place to protect minors from harmful behaviours such as online grooming or bullying?

Please explain.

Does your organisation maintain an internal complaint and redress mechanism to your users for instances where their content might be erroneously removed, or their accounts blocked?
What action do you take when a user disputes the removal of their good or content or service, or restrictions on their account? Is the content/good reinstated?

What are the quality standards and control mechanisms you have in place for the automated detection or removal tools you are using for e.g. content, goods, services, user accounts or bots?

Do you have an independent oversight mechanism in place for the enforcement of your content policies? Please explain.

Do you actively publish transparency reports on your content moderation policy?

Do the reports include information on:

What information is available about the automated tools you use for identification of illegal content, goods or services and their performance, if applicable? Who has access to this information? In what formats?
How can data related to your digital service be accessed by third parties and under what conditions? Please explain or give references for the different cases of data sharing and explain your policy on the different purposes for which data is shared.
Please elaborate if you wish to further explain your choices.

What information would be, in your view, necessary and sufficient for users and third parties to send to an online activity (sales of illegal goods, offering of services or sharing illegal content) conducted by a user of the service?

How should the reappearance of illegal content, goods or services be addressed, in your view? What approaches are effective and proportionate?

Where automated tools are used for detection of illegal content, goods or services, what opportunities and risks does their use represent as regards different types of illegal activities and the specificities of the different types of tools?

How should the spread of illegal goods, services or content across multiple platforms and services be addressed? Are there differences depending on the nature of the activity (e.g., b2c vs. b2b) or the position of intermediaries (e.g., online platforms vs. offline service providers)?

What would be appropriate and proportionate measures that digital services acting as online intermediaries, other than online platforms, should consider? This includes cloud services, content delivery networks, DNS services, etc.

What should be rights and responsibilities of other entities, such as authorities, or interested third-parties such as civil society organisations or equality bodies in contributing to tackle illegal activities online?

What would be, in your view, appropriate and proportionate measures for online platforms to take in relation to activities or content which might cause harm but are not necessarily illegal?
In particular, please rate the necessity of the following measures for addressing the spread of disinformation online. Please rate from 1 (not at all necessary) to 5 (very necessary) each option below:

- Adapted risk assessments and mitigation strategies undertaken by online platforms
- Ensure effective access and visibility of a variety of authentic and professional journalistic sources
- Auditing systems over platforms' actions and risk assessments
- Transparently inform consumers about political advertising and sponsored content, in particular during electoral periods
- Users with tools to flag disinformation online and establishing transparent procedures for dealing with users' complaints
- Counter fake-accounts, fake engagements, bots and inauthentic users behaviour aimed at amplifying false or misleading narratives
- Understand inappropriate behaviours and better understand the impact of disinformation and the policies designed to counter it.
Please rate the necessity of the following measures for addressing the spread of disinformation online. Please rate from 1 (not at all necessary) to 5 (very necessary) each option below:

- Other, please specify

In special cases, where crises emerge and involve systemic threats to society, such as a health pandemic, and fast-spread disinformation online, what are, in your view, the appropriate cooperation mechanisms between digital services and authorities?

What would be effective measures service providers should take, in your view, for protecting the freedom of expression of users, and to mitigate negative consequences of measures taken? Please rate from 1 (not at all necessary) to 5 (very necessary):

- High standards of transparency on their terms of service and removal decisions
- Diligence in assessing the content notified to them for removal or blocking
- Maintaining an effective complaint and redress mechanism
- Prompt and clear notifications to users about content or accounts that were removed or suspended
- Oversight, when automated tools are deployed for detecting, removing or demoting content or suspending users' accounts
- Enabling third party insight – e.g. by academics – of main content moderation systems
In your view, what measures are necessary with regard to algorithmic recommender systems used by online platforms?

What type of

In your view, is there a need for enhanced data sharing between online platforms and authorities, within the boundaries set by the General Data Protection Regulation? Please select the appropriate situations, in your view:

- Please explain. What would be the benefits? What would be concerns for the companies, consumers or other third parties?

Are there other concerns and mechanisms to address risks to other fundamental rights such as freedom of assembly, non-discrimination, gender equality, freedom to conduct a business, or rights of the child? How could these be addressed?

Please explain.
Are there other elements that require further legal clarification?

How important is the harmonised liability exemption for users' illegal activities or information for the development of your company?

Does the current legal framework dis-incentivize service providers to take proactive measures against illegal activities? If yes, please provide your view on how disincentives could be corrected.

Do you think that the E-commerce Directive provides a sufficient framework for the development of e-commerce services?

To what extent do you consider that the current liability framework for service providers is balanced and fair?
To what extent do
To what extent do large online platform companies exert a gatekeeper role? Which characteristics are relevant in determining the gatekeeper role of large online platform companies? Please rate each criterion identified below from 1 (not relevant) to 5 (very relevant): If you replied "other", please list. Please explain your answer. How could different criteria be combined to accurately identify large online platform companies with gatekeeper role? Do you believe that the integration of any or all of the following activities within a single company can strengthen the gatekeeper role? Please select the activities you consider to strengthen the gatekeeper role: Other - please list. As a business user of large online platforms, do you encounter issues concerning trading conditions on large online platform companies?
Please specify if you have been experiencing issues concerning commercial terms and conditions when accessing services provided by large online platform companies. Do you encounter any of these issues in particular? Please explain.

Ruler Are there specific issues and unfair practices you perceive on large online platform companies? In your view, what practices related to the use and sharing of data in the platforms' environment are raising particular challenges? What impact do these practices have on you?
Do startups or scaleups depend on large online platform companies to access or expand? Do you observe any trend as startups or scale-ups face when they depend on large online platform companies to access or expand on the markets?

Which are possible positive and negative societal (e.g. on freedom of expression, consumer protection, media plurality) effects, if any, of the gatekeeper role that large online platform companies exercise over whole platform ecosystem?

Which issues specific to the media sector (if any) would, in your view, need to be addressed in light of the gatekeeper role of large online platforms? If available, please provide additional references, data and facts.

Do you believe that in order to address any negative societal and economic effects of the gatekeeper role that large online platform companies exercise over whole platform ecosystems, there is a need to consider dedicated regulatory rules?

Please explain.

Do you believe that such dedicated rules should prohibit certain practices by large online platform companies with gatekeeper role that are considered particularly harmful for users and consumers of these large online platforms? Please explain your reply and, if possible, detail the types of prohibitions that should in your view be part of the regulatory toolbox.

Do you believe that such dedicated rules should include obligations on large online platform companies with gatekeeper role? Please explain your reply and, if possible, detail the types of obligations that should in your view be part of the regulatory toolbox.
If you consider that there is a need for such dedicated rules setting prohibitions and obligations, as those referred to in question 9 above, do you think there is a need for a specific regulatory authority to enforce these rules? Please explain your reply.

Do you believe that such dedicated rules should enable regulatory intervention against specific large online platform companies, when necessary, with a case by case adapted remedies? If yes, please explain your reply and, if possible, detail the types of case by case remedies.

If you consider that there is a need for a specific regulatory authority to enforce dedicated rules referred to questions 3 and 5 above, do you think there is a need for the same regulatory authority or could they be enforced by different regulatory authorities? Please explain your reply.

At what level should the regulatory oversight of platforms be organised?

If you consider such dedicated rules necessary, what should in your view be the relationship of such rules with the existing sector specific rules and/or any future sector specific rules?
Should such rules have an objective to tackle both negative societal and negative economic effects deriving from the gatekeeper role of these very large online platforms? Please explain your reply.

Specifically, what could be effective measures related to data held by very large online platform companies with a gatekeeper role in order to promote competition and innovation as well as a high standard of personal data protection and consumer welfare?

What could be effective measures concerning large online platform companies with a gatekeeper role in order to promote media pluralism, while respecting the subsidiarity principle?

Which, if any, of the following characteristics are relevant when considering the requirements for a potential regulatory authority overseeing the large online platform companies with the gatekeeper role:

- If other, please specify

Please explain if these characteristics would need to be different depending on the type of ex ante rules (see questions 3, 5, 9 above) that the regulatory authority would be enforcing?

Which, if any, of the following requirements and tools could facilitate regulatory oversight over very large online platform companies (multiple answers possible):

- Other – please list

Please explain if these requirements would need to be different depending on the type of ex ante rules (see questions 3, 5, 9 above) that the regulatory authority would be enforcing?
Taking into consideration the parallel consultation on a proposal for a New Competition Tool focusing on addressing issues in digital markets, it is important to evaluate the effectiveness of current competition rules. The effectiveness of these rules can be rated from 1 (not effective) to 5 (most effective).

1. Current competition rules are enough to address issues raised in digital markets.

2. Enforcement of competition rules is sufficient to address issues raised in digital markets.

3. There is a need to impose obligations and prohibitions that are generally applicable to all large online platforms with gatekeeper power.

4. There is a need to impose tailored remedies on individual large online platforms with gatekeeper power, on a case-by-case basis.

5. There is a need for a New Competition Tool allowing to address structural risks and lack of competition in (digital) markets on a case-by-case basis.

Please explain which of the options, or combination of these, would be, in your view, suitable and sufficient to address the market issues arising in the online platforms ecosystem.

Are there other points you would like to raise?

When you see an online ad, is it clear to you who has placed the advertisement online? As a publisher online (e.g. owner of a website where ads are displayed), what types of advertising systems do you use for online advertisement? What is their relative importance?

Intermediated programmatic advertising through real-time bidding: % of ad space
As a publisher online (e.g. owner of a website where ads are displayed), what types of advertising systems do you use for covering your advertising space? What is their relative importance?: Intermediated programmatic advertising though real-time bidding: % of ad revenue

As a publisher online (e.g. owner of a website where ads are displayed), what types of advertising systems do you use for covering your advertising space? What is their relative importance?: Private marketplace auctions: % of ad space

As a publisher online (e.g. owner of a website where ads are displayed), what types of advertising systems do you use for covering your advertising space? What is their relative importance?: Private marketplace auctions: % of ad revenue

As a publisher online (e.g. owner of a website where ads are displayed), what types of advertising systems do you use for covering your advertising space? What is their relative importance?: Programmatic advertising with guaranteed impressions (non-auction based): % of ad space

As a publisher online (e.g. owner of a website where ads are displayed), what types of advertising systems do you use for covering your advertising space? What is their relative importance?: Programmatic advertising with guaranteed impressions (non-auction based): % of ad revenue

As a publisher online (e.g. owner of a website where ads are displayed), what types of advertising systems do you use for covering your advertising space? What is their relative importance?: Behavioural advertising (micro-targeting): % of ad space

As a publisher online (e.g. owner of a website where ads are displayed), what types of advertising systems do you use for covering your advertising space? What is their relative importance?: Behavioural advertising (micro-targeting): % of ad revenue

As a publisher online (e.g. owner of a website where ads are displayed), what types of advertising systems do you use for covering your advertising space? What is their relative importance?: Contextual advertising: % of ad space

As a publisher online (e.g. owner of a website where ads are displayed), what types of advertising systems do you use for covering your advertising space? What is their relative importance?: Contextual advertising: % of ad revenue
As a publisher online (e.g., owner of a website where ads are displayed), what types of advertising systems do you use for covering your advertising space? What is their relative importance?

Other: % of ad space

Other: % of ad revenue

What information is publicly available about ads displayed on an online platform that you use?

As a publisher, what type of information do you have about the advertisement placed next to your content/on your website?

To what extent do you find the quality and reliability of this information satisfactory for your purposes?

As an advertiser or an agency acting on the advertisers' behalf (if applicable), what types of programmatic advertising systems do you use? What is their relative importance in your ad inventory?

Intermediated programmatic advertising through real-time bidding: % of ad inventory

Intermediated programmatic advertising through real-time bidding: % of ad expenditure

Private marketplace auctions: % of ad inventory

Private marketplace auctions: % of ad expenditure
As an advertiser or an agency acting on the advertisers' behalf (if applicable), what types of programmatic advertising do you use to place your ads? What is their relative importance in your ad inventory?

- Programmatic advertising with guaranteed impressions (non-auction based): % of ad inventory
- Behavioural advertising (micro-targeting): % of ad inventory
- Contextual advertising: % of ad inventory
- Other: % of ad inventory

As an advertiser or an agency acting on the advertisers' behalf (if applicable), what type of information do you have about the ads placed online on your behalf?
To what extent do you find the quality and reliability of this information satisfactory for your purposes?

As an online platform, what options do your users have with regards to the advertisements they are served and the grounds being served to them? Can users access your service through other conditions than viewing advertisements? Please explain.

Do you publish or share with researchers, authorities or other third parties detailed data on the advertisements published, their sponsors and viewership rates? Please explain.

What systems do you have in place for detecting illicit offerings in the advertisements you intermediate?

Based on your experience, what actions and good practices can tackle the placement of ads next to illegal content or goods, and/or on websites that disseminate such illegal content or goods, and to remove such illegal content or goods when detected?

From your perspective, what measures would lead to meaningful transparency in the ad placement process?

What information about ads displayed online should be made publicly available?
Based on your expertise, which effective and proportionate auditing systems could bring meaningful accountability in the ad placement system?

What is, from your perspective, a functional definition of ‘political advertising’? Are you aware of any specific obligations attaching to ‘political advertising’ at a European or national level?

What information disclosure would meaningfully inform consumers in relation to political advertising? Are there other transparency standards and actions needed, in your opinion, for an accountable use of political advertising and political messaging?

What impact would have, in your view, enhanced transparency and accountability in the online advertising value chain, on the gatekeeper power of major online platforms and other potential consequences such as media pluralism?

Are there other emerging issues in the space of online advertising you would like to flag?

Is there sufficient legal clarity in the European Union for the provision and use of “smart contracts” – e.g. with regard to validity, applicable law and jurisdiction?

Please explain the difficulties you perceive.

In which of the following areas do you find necessary further regulatory clarity?

Please explain.
Are there other points you would like to raise?

What type of service do you offer through platforms? Please explain.

Which requirements were you asked to fulfill in order to be accepted by the platform(s) you offer services through, if any?

Do you have a contractual relationship with the final customer?

Do you receive any guidelines or directions by the platform on how to offer your services? Please explain what type of guidelines or directions you receive.

Under what conditions can you stop using the platform to provide your services, or can the platform ask you to stop doing so?

What is your role in setting the price paid by the customer and how is your remuneration established for the services you provide through the platform(s)?
What are the risks and responsibilities you bear in case of non-performance of the service or unsatisfactory performance of the service?

What are the main advantages for you when providing services through platforms?

What are the main issues or challenges you are facing when providing services through platforms? Is the platform taking any measures to improve these?

Do you ever have problems getting paid for your service? Does/do the platform have any measures to support you in such situations?

Do you consider yourself in a vulnerable or dependent situation in your work (economically or otherwise), and if yes, why?

Can you collectively negotiate vis-à-vis the platform(s) your remuneration or other contractual conditions?

Please explain.

What is the role of your platform in the provision of the service and the conclusion of the contract with the customer?
What are the risks and responsibilities borne by your platform for the non-performance of the service or unsatisfactory provision of the service?

What happens when the service is not paid for by the customer/client?

Does your platform own any of the assets used by the individual offering the services?

Who bears responsibility in case of damages?

Out of the total number of service providers offering services through your platform, what is the percentage of self-employed individuals?

What is the contractual relationship between the platform and individuals offering services through it?

Who sets the price paid by the customer for the service offered?

Please explain.
On average, do you have measures through which the individuals who provide services on your platform contact each other?

What measures are there in the situation of individuals providing services through platforms which would need further improvements? Please rate the following issues from 1 (no improvements needed) to 5 (substantial issues need to be addressed):

- Earnings
- Flexibility of choosing when and/or where to provide services
- Transparency on remuneration
- Measures to tackle non-payment of remuneration
Are there areas in the situation of individuals providing services through platforms which would need further improvements? Please explain from 1 (no improvements needed) to 5 (substantial issues need to be addressed).

- Transparency in online ratings
- Individuals providing services through platforms can contact each other and organise themselves for collective purposes
- Tackling the issue of work carried out by individuals lacking legal permits
- Discrimination of individuals providing services through platforms, for instance based on gender, racial or ethnic origin
- Allocation of liability in case of damage
- Other, please specify

Do you think individuals providing services in the 'offline/traditional' economy face similar issues as individuals offering services through platforms? Please explain and provide examples.
In your view, to what extent could the possibility to negotiate collectively help improve the situation of individuals offering services? Which areas would you consider most important for you to enable such collective negotiations? In this regard, do you see any obstacles to such negotiations? Are there other points you would like to raise?

How important are digital services such as accessing websites, social networks, downloading apps, reading news online, shopping online, selling products online in your daily life or your professional transactions?

Approximately, what share of your EU turnover is generated by the provision of your service outside of your main country of establishment in the EU?

To what extent are the following obligations a burden for your company in providing its digital services, when expanding ... processes and obligations imposed by Member States for notifying, detecting and removing illegal content/goods/services?
To what extent are the following obligations a burden for your company in providing its digital services, when expanding across multiple Member States?

- Requirements to have a legal representative or an establishment in more than one Member State
- Different procedures and points of contact for obligations to cooperate with authorities
- Other types of legal requirements. Please specify below

Have your services been subject to enforcement measures by an EU Member State other than your country of establishment?

Please specify the grounds on which these measures were taken (e.g., sale of illegal goods on our service, obligations related to tackling disinformation) and what was your experience?

Were you requested to comply with any 'prior authorisation' or equivalent requirement for providing your digital service in an EU Member State?

Please explain.

Are there other issues you would consider necessary to facilitate the provision of cross-border digital services in the European Union?
What has been the impact of COVID-19 outbreak and crisis management measures on your business' turnover?

Please explain.

Do you consider that deepening of the Single Market for digital services could help the economic recovery of your business?

Please explain.

Based on your own experience, how would you assess the cooperation in the Single Market between authorities entrusted to supervise digital services?
What information should competent authorities make publicly available about their supervisory and enforcement activity?

What capabilities – type of internal expertise, resources etc. - are needed within competent authorities, in order to effectively supervise online platforms?

In your view, is there a need to ensure similar supervision of digital services established outside of the EU that provide their services to EU users?

Please explain.
How should the supervision of services established outside of the EU be set up in an efficient and coherent manner, in your view?

In your view, what governance structure could ensure that multiple national authorities, in their respective areas of competence, supervise digital services coherently and consistently across borders?

As regards specific areas of competence, such as on consumer protection or product safety, please share your experience related to the cross-border cooperation of the competent authorities in the different Member States.

In the specific field of audiovisual, the Audiovisual Media Services Directive established a regulatory oversight and... State)? Please explain your answer and provide practical examples if you consider the arrangements may not suffice.

Would the current...? Please upload your file.

Are there other points you would like to raise?

Other area Are there c Please upload. Other final
comments