

Digital Services Act Compliance Notice

Introduction

At GoodData, we are dedicated to fostering a secure, transparent, and compliant digital environment for all our users. The applicability of the European Union's Digital Services Act (DSA) to GoodData is limited to specific areas of our business and services. This notice addresses those limited scenarios where the DSA may apply.

Scope and Applicability

This notice applies to users of GoodData's services within the European Union, but only in the limited cases where the DSA is relevant to our operations. Where applicable, GoodData has implemented measures to support a safer and more responsible online environment.

Key Measures Implemented

Transparency in Content Moderation

GoodData upholds transparent content moderation procedures, including clear policies on:

- The removal or restriction of content that violates our terms of service.
- Providing detailed reasons for content removal or restrictions.
- Allowing users to appeal moderation decisions.

Reporting Mechanisms

Users can report illegal content or violations of GoodData's policies by contacting our Legal Team at legal@gooddata.com.

Transparency Reports

GoodData will publish periodic transparency reports that include:

- Information on the number and types of content removed.
- Details of user complaints and the resolution process.
- A summary of risk mitigation actions undertaken.

User Rights and Redress

Users whose content has been removed or restricted have the right to:

- Receive a clear explanation of the action taken.
- Appeal the decision by contacting our Legal Team at legal@gooddata.com.

Mitigating Systemic Risks

While the DSA applies to GoodData only in limited contexts, we conduct regular assessments to mitigate systemic risks in those cases, focusing on:

- Addressing the spread of illegal content.
- Safeguarding fundamental rights, including freedom of expression and data privacy.

Single Point of Contact

In accordance with Articles 11 and 12 of DSA, relevant individuals contact GoodData regarding the DSA at legal@gooddata.com. Communications to this email should be in English; however, if necessary, we will strive to accommodate communication in other languages.

Inquiries

For further information regarding GoodData's approach to the DSA, please contact our Legal Team at legal@gooddata.com.

This page will be updated as necessary to reflect our ongoing commitment to transparency and any relevant regulatory changes in those limited areas where the DSA applies.