

DSA Transparency report – February 2025

Name of the service provider

Nutaku Entertainment Ltd

Date of the publication of the report

28 February 2025

Service

Nutaku

Reporting period

The following report covers the reporting period of 17 February 2024 – 31 December 2024

Orders from authorities (Art. 15(1)(a) DSA)

The below table represents the number of orders by law enforcement for immediate removal, per country and type

Country	Total Orders
Austria	-
Belgium	-
Bulgaria	-
Croatia	-
Cyprus	-
Czech Republic (Czechia)	-
Denmark	-
Estonia	-
Finland	-
France	-
Germany	-
Greece	-
Hungary	-
Ireland	-
Italy	-
Latvia	-
Lithuania	-
Luxembourg	-
Malta	-
Netherlands	-
Poland	-
Portugal	-
Romania	-
Slovakia	-
Slovenia	-
Spain	-
Sweden	-
Totals	0

To confirm, we have not received any removal orders from law enforcement.

The table below indicates the number of information requests from law enforcement relating to individuals/users per country and type.

Country	Total Number of Requests
Austria	-
Belgium	-
Bulgaria	-
Croatia	-
Cyprus	-
Czech Republic (Czechia)	-
Denmark	-
Estonia	-
Finland	-
France	-
Germany	-
Greece	-
Hungary	-
Ireland	-
Italy	-
Latvia	-
Lithuania	-
Luxembourg	-
Malta	-
Netherlands	-
Poland	-
Portugal	-
Romania	-
Slovakia	-
Slovenia	-
Spain	-
Sweden	-
Totals	0

To confirm, we have not received any information requests from law enforcement.

User notices (Art. 15(1)(b) DSA)

Note that the figures provided in this section are for the total number of notices received. A notice may list one or several games, and one game could be flagged several times.

Content reported by users

The table below indicates the number of user notices submitted by users through all available notification channels on Nutaku, including content removal requests (CRRs) and content flags.

Type of potential violation	Total
Non-Consensual Content	1
Content in violation of the platform's terms and conditions	1
Total	2

DSA Trusted Flaggers

We did not receive any removal requests from DSA Trusted Flaggers during the reporting period.

Actions taken on user reports

The table below indicates the number of games removed on the basis of user notices.

Reason for Removal	Total
Content in violation of the platform's terms and conditions	1
Total	1

Notices processed by automated means

All notices are processed by our human moderation team, and we do not utilize automated measures for any requests.

Median resolution time

Reporting source	Time
Median Time - Content removal request form	1.38 days

Content moderation (Art. 15(1)(c) DSA) & Automated content moderation (Art. 15(1)(e) DSA)

Nutaku's content moderation process includes an extensive team of human moderators dedicated to reviewing games.

Post publication, users can report content suspected of violating applicable law, or third-party rights by clicking the “Report” button available at the bottom of the page of each game, or the flag icon button available at the top navigation of each game. Published games may also be periodically reviewed internally, and targeted reviews are conducted if significant policy updates are made which would change the nature of permitted content.

Reported games are reviewed and appropriate action is taken, including whether more extensive measures are appropriate, such as ending the relationship with the game developer.

Training and support given to content moderation HR

Games are moderated by specific analysts. A Nutaku analyst is trained over 2-3 weeks, directly shadowed by a senior analyst. After the training period the new analyst will initially work on short and more straightforward games, with any errors in moderation addressed with the analyst and discussed in a larger team setting to share the lessons learned.

If the analyst is unsure of a specific issue, they will escalate it to their manager to resolve.

Automated Tools

The title and description of each game is scanned against our Banned Word Service prior to reaching moderators.

Game removals from internal moderation

The table below provides the number of games removed on the basis of proactive voluntary measures (internal moderation, internal tools, internal audit), broken down by type of removal and total.

Reason for Removal	Total
Content in violation of the platform's terms and conditions	17
Total	17

Manual vs automated removals from internal moderation

The table below indicates the pieces of content removed by internal means, broken down by automated (tools) and manual (internal moderation, internal audit). Manual decisions are where a human has made a decision with or without the help of assisting tools.

Type of Content	Total
Games - Automated	0
Games - Manual	17
Total	17

User restrictions

Nutaku did not ban any users for compliance violations.

Complaints received against decisions (Art. 15(1)(d) DSA)

Nutaku did not receive any appeals for account restrictions or content removals

Out-of-court dispute settlement (Art. 24(1)(a) DSA)

To our knowledge, no disputes have been submitted to out-of-court settlement bodies during the reporting period.

Suspensions for misuse (Art. 24(1)(b) DSA)

Accounts banned for providing content manifestly violating the law or our terms and conditions:
0

Number of accounts who submitted unfounded notices repeatedly: 0