



DSA and other services regulations

BUILDING A SUCCESSFUL E-COMMERCE
STRATEGY IN THE EU
Chamber of Commerce
4 March 2026

Introductory remarks on the DSA

■ Background

- E-commerce Directive (2000)
- Digital transformation
- Widespread use of online services
- New risks and challenges

■ Objectives of the DSA

- Fighting illegal content (hate speech, sexual abuse of minors, dangerous and counterfeit goods)
- Principle: illegal offline = illegal online
- Platform accountability

■ Stakeholders and enforcement

- Obligations according to role and size
- Effective date: 17 February 2024
- Digital Services Coordinator for Luxembourg: Competition Authority of Luxembourg
- Supervision of obligations imposed on very large online platforms: European Commission

Relevant stakeholders

Digital Service Act - covered providers

Very large online platform

Very large online platforms and search engines pose particular risks in the dissemination of illegal content and societal harms. Specific rules are foreseen for platforms reaching more than 10% of 450 million consumers in Europe.

Online platform

Online platforms bring together sellers and consumers such as online marketplaces, app stores, collaborative economy platforms and social media platforms.

Hosting services

Hosting services such as cloud and web hosting services (also including online platforms).

Intermediary services

Intermediary services offering network infrastructure: Internet access providers and domain name registrars (also including hosting services).

E-commerce: obligations of the DSA

Obligations	Intermediary Services	Hosting	Online platforms	Online platforms allowing consumers to conclude distance contracts with traders	VLOPS
Orders (art.9, 10)*	✓	✓	✓	✓	✓
Point of Contact (art. 11, 12)*	✓	✓	✓	✓	✓
Legal representatives (art. 13)*	✓	✓	✓	✓	✓
Terms and conditions (art. 14)*	✓	✓	✓	✓	✓
Transparency reporting obligations for providers of intermediary services (art. 15)*	✓	✓	✓	✓	✓
Notice and action mechanism (art. 16)*		✓	✓	✓	✓
Statement of reasons (art. 17)*		✓	✓	✓	✓
Notification of suspicions of criminal offences art. 18)*		✓	✓	✓	✓
Internal complaint-handling system (art. 20)			✓	✓	✓
Out-of-court dispute settlement (art. 21)			✓	✓	✓
Trusted flagger (art. 22)			✓	✓	✓
Measures and protection against misuse (art. 23)			✓	✓	✓
Transparency reporting obligations for providers of online platforms (art. 24)*			✓	✓	✓
Online interface design and organisation (art. 25)			✓	✓	✓
Advertising on online platforms (art. 26)			✓	✓	✓
Recommender system transparency (art. 27)			✓	✓	✓
Online protection of minors (art. 28)			✓	✓	✓
Traceability of traders (art. 30)				✓	✓
Compliance by design (art. 31)				✓	✓
Right to information (art. 32)				✓	✓
Risk assessment and mitigation of risks (art. 34, 35)					✓
Crisis response mechanism (art. 36)					✓
Independent audit (art. 37)					✓
Recommender systems (art. 38)					✓
Additional online advertising transparency (art. 39)					✓
Data access and scrutiny (art. 40)					✓

E-commerce : obligations of the DSA

- **General provisions applicable to all providers of intermediary services:**

- Orders (art. 9 and 10): comply with orders
- Point of contact (art. 11 and 12): designate a single point of contact
- Legal representatives (art. 13): appoint a legal representative in an EU Member State
- Terms and conditions (art. 14): include in their terms and conditions clear and accessible information and notify users of significant changes
- Transparency reporting (art. 15): publish a clear and accessible annual transparency report

E-commerce : obligations of the DSA

- **Additional provisions applicable to providers of hosting services, including online platforms:**

- **Notice and action mechanism (art. 16):** implement easy-to-access, user-friendly electronic mechanisms for the reporting of specific content qualified as illegal
- **Statement of reasons (art. 17):** explain the reasons for any restrictions imposed on content or accounts
- **Notification or suspicions of criminal offences (art. 18):** promptly notify criminal offences that threaten the life or safety of a person

E-commerce : obligations of the DSA

- **Additional provisions applicable to online platforms:**

- **Internal complaint-handling system (art. 20):** implement an effective internal complaint-handling system to contest content moderation decisions
- **Out-of-court dispute settlement (art. 21):** inform users about the possibility to use certified out-of-court dispute settlement bodies to resolve content moderation disputes
- **Trusted flagger (art. 22):** prioritise the handling and timely processing of notices submitted by certified trusted flaggers
- **Measures and protection against misuse (art. 23):** implement measures to protect against misuse
- **Transparency reporting obligations for providers of online platforms (art. 24):** *include specific information in their transparency reports*
- **Online interface design and organisation (art. 25):** *avoid manipulative or misleading designs*
- **Advertising on online platforms (art. 26):** make clear what is advertising, who is paying for it, and the main criteria used for ad targeting when displaying advertising
- **Recommender system transparency (art. 27):** *explain key parameters of these systems in their terms and conditions and tell users how to modify recommendation criteria when operating recommender systems*
- **Online protection of minors (art. 28):** implement appropriate measures to ensure a high level of privacy, safety, and security for minors and avoid ads based on profiling minors' personal data.

E-commerce : obligations of the DSA

- **Additional provisions applicable to online platforms allowing consumers to conclude distant contracts with traders: traceability of traders (art.30)**
 - Information collection and control prior to access – relation to regulation (EU) 910/2014
 - Secure storage after contract
 - Transparency of the information on the interface

E-commerce : obligations of the DSA

- **Additional provisions applicable to online platforms allowing consumers to conclude distant contracts with traders: compliance by design (art.31)**

- Allow compliance with pre-contractual information, compliance and product safety information obligations
- Visible trader information
- Identification and product data

E-commerce : obligations of the DSA

- **Additional provisions applicable to online platforms allowing consumers to conclude distant contracts with traders: right to information (art.32)**
 - Notification of illegal purchases
 - Identity of the trader
 - Means of recourse
 - Public visibility if contact details are missing

E-commerce : obligations of the DSA

■ Additional provisions applicable to very large online platforms:

- **Risk assessment and mitigation of risks (art. 34 and 35):** regularly identify, analyse and assess any systemic risks and implement reasonable, proportionate and effective risk-mitigation measures tailored to the specific systemic risks identified
- **Crisis response mechanism (art. 36):** apply specific measures to prevent, limit or eliminate a risk that threatens public security or health
- **Independent audit (art. 37):** undergo independent audits of their risk management and compliance systems and publish audit results
- **Recommender systems (art. 38):** offer at least one recommendation option that does not rely on profiling users and must explain key aspects of how these systems operate
- **Additional online advertising transparency (art. 39):** enhance transparency of online advertising
- **Data access and scrutiny (art. 40):** provide access to data

Challenges of complying with the DSA

- **Adaptation of online platforms' infrastructure**

- Update of infrastructures
- Tightening of controls

- **Impacts of the DSA**

- Improved product traceability
- Measures to combat misleading practices
- Regulation of targeted advertising and dark patterns

- **Penalties**

- Fines up to 6% of the global turnover of the companies involved

Our publications – contact details



DSA : guide pratique pour petites et micro-entreprises

Plateformes en ligne

- ◀ Langue(s) Français ▶ Date de publication 2024
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Extrait du rapport annuel 2024 - Plateformes en ligne

Plateformes en ligne

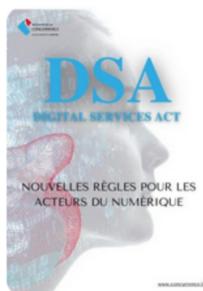
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DSA : nouvelles règles pour les acteurs du numérique

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- Website page dedicated to [trusted flaggers](#)
- Website page dedicated to vetted researchers to request access to data of VLOPs/VLOSEs
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Contact details: plateformes@concurrence.etat.lu



Thank you.
