



ten square_games

**CONTENT MODERATION TRANSPARENCY REPORT
TEN SQUARE GAMES S. A.**

Wrocław, February 3, 2025

Transparency Report on Content Moderation – Ten Square Games

Ten Square Games S.A. (hereinafter: “Ten Square Games”) is one of the largest mobile game developers, specializing in creating hobby - themed games available to players worldwide. Headquartered in Poland, the company operates as an intermediary service provider and hosting service provider, enabling users to access its digital products in a free-to-play model, distributed via global mobile platforms.

Our mission is to deliver the highest quality entertainment to players while ensuring a safe and legally compliant environment for using our services. Ten Square Games is committed to adhering to the provisions of the Digital Services Act (DSA), particularly in terms of ensuring transparency in moderation activities and protecting users.

This report presents information on content reporting and moderation procedures, as well as other aspects arising from the requirements set out in Article 15 of the Digital Services Act.

Proactive Content Moderation

Ten Square Games does not undertake content moderation on its own initiative, focusing exclusively on reports received from users and relevant authorities in accordance with the procedures outlined in this report. However, upon obtaining actual knowledge or awareness of illegal activities or illegal content, Ten Square Games promptly takes action to remove or disable access to such content.

Training and Support for Content Moderation Teams

Individuals responsible for content moderation at Ten Square Games maintain constant communication with the company's legal department, which provides ongoing support and answers any questions related to applicable laws and the terms of service. This ensures that moderation processes are conducted in compliance with legal and ethical standards.

Types and Number of Moderation Measures

Users of services provided by Ten Square Games have the ability to report illegal content that may violate the law or the terms of service through two main channels:

- Directly within the game, using integrated reporting features;
- Via the official Ten Square Games website, through a dedicated reporting form.

Reports are then reviewed by a dedicated team of specialists, who take appropriate moderation actions, such as:

- Content removal;
- Chat restrictions;
- User account suspension.

Impact of Moderation on Content Availability and Visibility

Moderation actions taken by Ten Square Games may affect the availability, visibility, and accessibility of user-generated content by restricting or removing reported content, as well as limiting access to chat functions or user accounts. All these measures are implemented to maintain a safe user environment and ensure compliance with the terms of service and legal regulations.

Breakdown by Type of Illegal Content and Detection Methods

All moderation actions are documented and classified based on the type of reported content (e.g., hate speech, fraud, intellectual property violations) and the method of detection. Ten Square Games relies solely on reports from users and authorities, without employing automated tools for detecting illegal content.

Below is a detailed overview of content moderation practices at Ten Square Games.

Report Identification

Service Provider Name: **Ten Square Games S.A.**

Report Date: **February 7, 2025**

Start of Reporting Period: **February 17, 2024**

End of Reporting Period: **December 31, 2024**

Orders Received from Member State Authorities

Number of orders received	0
Breakdown by authority of the Member State	0
Breakdown by type of illegal content	0
Median time to notify about receiving an order	N/A
Median time to take action in response to an order	N/A

Information about notifications received by users

Type of Information	Value
Number of notifications received	453
Breakdown by Trusted Whistleblowers	0

Breakdown by Type of Illegal Content

Type of content	Number of reports
Sexual Exploitation of Minors	21
Acts of Terrorism and Extremist Violence	8
Threats of Violence	10
Hate Speech	56
Fraud	117
Illegal Goods and Activities	12
Intellectual Property Violations	6
Other (including violations of TSG's Terms of Service)	223
TOTAL:	453

Actions Taken in Response to Reports

Type of Action	Value
Content Removal	20
Chat Restriction	36
Account Suspension	24
TOTAL:	80

Summary of Actions Taken

Category	Value
Number of actions taken based on legal requirements	0
Number of actions taken based on the Terms of Service	80
Number of reports processed automatically	0
Median time to take action	19,84 hours

Information on the internal complaints system

Type of Information	Value
Number of received complaints	0