

SurveyMonkey Digital Services Act Transparency Report

Reporting Period: February 16, 2024 - February 15, 2025

Publication Date: April 15, 2025

Member State Orders

No orders to act against illegal content or information orders.

Article 16 Notices

171 notices were received. The breakdown by type:

- Phishing: 141
- Spam: 27
- Other: 3

Action was taken on 149 notices with a median resolution time of 5.83 hours. These notices were not processed using automated means.

No trusted flagger notices received.

Internal Complaint Handling System

21 complaints received.

Own Initiative Actions

Actions by content type and restriction type:

- Phishing
 - Visibility restriction removal: 9
 - Provision of service suspension: 2
 - Account restriction suspension: 16,716
- Spam
 - Provision of service suspension: 3
 - Account restriction suspension: 401
- Other
 - Account restriction suspension: 2

Own initiative actions taken based on content detected solely using automated means: 5,133

Summary of Own Initiative Content Moderation

SurveyMonkey addresses reports and complaints in accordance with our [Acceptable Uses Policy](#) and other relevant terms and policies. We employ robust prevention and identification methods to guard against illegal and malicious content and misuse of our services. We utilize machine-learning models and human data analysis and are constantly refining our methods based on ongoing monitoring of platform usage.

We strive to respond quickly and efficiently in identifying and preventing misuse of our services. Users can submit reports regarding content violations in relation to our service through our online reporting form. All requests are closely reviewed by a member of our team and addressed according to our policies, agreements, and workflows. Actions taken can range from content removal, service suspension, or account suspension. We take seriously our responsibility in ensuring a timely and appropriate reaction and response to illegal or malicious content.

During the reporting period, with respect to EU account holders, less than 1% of actions performed using automated means were subsequently reversed.