

JetBrains Marketplace Digital Services Act Transparency Report

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Reporting period: 17 February 2024 - 31 December 2024

As required under the Regulation (EU) 2022/2065 (Digital Services Act (DSA)), this report provides insights into the content moderation activities on JetBrains Marketplace that JetBrains s.r.o. ("JetBrains", "we") engaged in during the reporting period, including the volume and nature of content removed from JetBrains Marketplace and notices received from its users.

1. DSA Article 15(1)(a): Government Orders from Member States

During the reporting period the number of orders received from EU Member States Authorities is **0**.

2. DSA Article 15(1)(b): Notice and Action mechanism

This section describes the amount and nature of notices received by JetBrains in accordance with Article 16 of the DSA and how JetBrains handled them.

Total number of notices: **670**

Notices submitted by trusted flaggers: **0**

Median time: **5.951** days

Type of the content	Number of the reports	Actions taken	Disabling of the access	Demotion (hidden from search)	Removal	Processed by using automated means	Basis for the action
Data protection and privacy violations	3	0	0	0	0	0	Terms and conditions
Illegal or harmful speech (harassment, vulgarity, and hate speech)	277	98	98	0	0	0	Terms and conditions
Intellectual property infringements	4	0	0	0	0	0	Terms and conditions
Protection of minors	5	2	2	0	0	0	Terms and conditions
Scams and/or fraud (fraudulent or deceptive content)	27	11	10	0	1	0	Terms and conditions
Spam	56	41	41	0	0	0	Terms and conditions

Type of the content	Number of the reports	Actions taken	Disabling of the access	Demotion (hidden from search)	Removal	Processed by using automated means	Basis for the action
Harmful Content	25	22	22	0	0	0	Terms and conditions
Violation of Law – CSAM	10	4	4	0	0	0	Terms and conditions
Manipulation	43	24	24	0	0	0	Terms and conditions
Scope of platform service (other)	146	95	93	2	0	0	Terms and conditions
Technical issues	74	3	0	2	1	0	Terms and conditions

3. DSA Article 15(1)(c) and (e): Own-Initiative Content Moderation

This section describes activities JetBrains undertakes to detect and address illegal content or information in violation of the [JetBrains Marketplace documentation](#) which include:

- Allocation of human resources for moderation activities;
- Creation of the [JetBrains Marketplace Content Moderation Policy](#);
- Creation of internal guidelines for moderation standardization;
- Ongoing internal support and discussions on controversial topics in dedicated internal channels of communication with the team responsible for content moderation.

JetBrains does not use any automated tools for moderation. All of the below actions were taken based on the manual detection method.

Type of the content	Actions taken	Disabling of the access	Demotion (hidden from search)	Removal	Basis for the action
Illegal or harmful speech (harassment, vulgarity, and hate speech)	8	8	0	0	Terms and conditions
Intellectual property infringements	11	11	0	0	Terms and conditions
Spam	4	4	0	0	Terms and conditions
Harmful Content	1	1	0	0	Terms and conditions
Scope of platform service (other)	27	27	0	0	Terms and conditions

Type of the content	Actions taken	Disabling of the access	Demotion (hidden from search)	Removal	Basis for the action
Manipulation	1	1	0	0	Terms and conditions

4. DSA Article 15(1)(d): Internal complaint-handling system

During the reported period we received **10** complaints through the internal complaint-handling system. Below is the number and types of decisions made with regards to these complaints:

Decisions upheld: 7

Decisions reversed: 1

Still under consideration: 2

The median time for resolved complaints is **2** days.

These complaints were submitted in response to the actions taken by JetBrains with regards to the following types of the content:

Intellectual property infringements - **2**

Scope of platform service (other) - **6**

Illegal or harmful speech (harassment, vulgarity, and hate speech) - **1**

Violation of Law – CSAM - **1**.

The basis for initial decisions was the [Terms and conditions](#).

5. DSA Article 24(1)(a): Out of court dispute settlement bodies

The number of disputes submitted to the out-of-court dispute settlement bodies is **0**.

6. DSA Article 24(1)(b): Measures and protection against misuse

The number of suspensions imposed pursuant to Article 23 of the DSA is **0**.