



DSA Transparency Report

Publishing date

February 13, 2025

Reporting Period

February 17, 2024 - December 31, 2024

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1. Introduction

[Spotify](#) is a digital music, podcast, and audiobook service that gives users access to millions of songs and other content from creators worldwide.

Spotify is committed to delivering human creativity to audiences around the world. We believe achieving this mission is possible by welcoming different forms of artistic expression, ideas, perspectives, and voices.

However, that doesn't mean that anything goes on our platform. Spotify's [Terms of Use](#), which incorporate Spotify's [Platform Rules](#), require users to abide by various guidelines and policies regarding content on Spotify. These rules apply to all content on our platform, including licensed content. Spotify may take various [content actions](#) when something violates the Platform Rules and applicable laws.

We are committed to clearly explaining our operations and actions to our users and the public to ensure a safe and enjoyable listening experience for everyone. To learn more, visit the [Spotify Safety & Privacy Center](#).

2. Overview of report

As a player in the music, audiobook, and podcasting industries, we believe in transparency and accountability in our operations and those of other digital services. This transparency report is published in compliance with the European Union (EU) Digital Services Act (DSA, Regulation (EU) 2022/2065). In line with the DSA, it includes information about Spotify's intermediary services covered by the regulation:

- [Spotify](#)¹
- [Spotify for Creators](#)
- [Spotify for Artists](#)
- [Findaway Voices](#)

This report contains data for content from across the EU member states from February 17, 2024, through December 31, 2024. The data relates to content from users of Spotify's services and not to business-to-business licensed content nor Spotify-produced content, which are governed by different legal frameworks.

¹ While Spotify is a service from which content from Spotify for Creators, Spotify for Artists and Findaway Voices is consumed, Spotify users cannot upload audio or audiovisual content to Spotify.

3. Content moderation at Spotify

Platform Rules

Our [Platform Rules](#), available in multiple languages spoken in the EU, clarify what is not allowed on Spotify.

This includes, but may not be limited to, content that:

- Advocates or glorifies serious physical harm toward an individual or group
- Promotes or supports terrorism or violent extremism
- Targets an individual or identifiable group for harassment or related abuse
- Incites violence or hatred towards a person or group of people based on protected characteristics
- Promotes dangerous false or dangerous deceptive medical information that may cause offline harm or pose a direct threat to public health
- Illicitly promotes the sale of regulated or illegal goods
- Promotes, solicits, or facilitates child sexual abuse or exploitation
- Impersonates others to deceive
- Promotes manipulated and synthetic media as authentic in ways that pose the risk of harm
- Attempts to manipulate or interfere with election-related processes
- Attempts to take advantage of the Spotify community
- Promotes graphic or gratuitous depictions of violence, gore, or other shocking imagery
- Contains sexually explicit material

Reporting content

Anyone with an email address can report content they believe violates our [Platform Rules](#) through our secure [reporting form](#), even if they do not have a Spotify account.

Additionally, users can report content they believe violates the law through the [illegal content reporting form](#). Unless the content is reported for intellectual property reasons, content reported through this form will also be reviewed for violations of our Platform Rules.

Abuse of our reporting process can lead to restrictions on submitting reports in the future, and repeated violations of the [Spotify Terms of Use](#), including our [Platform Rules](#) and our [Intellectual Property Policy](#), may result in a user's account being suspended or terminated.

Law enforcement, government entities, and officials can also report content on Spotify that may violate Platform Rules and/or local relevant laws through designated secure reporting channels. Our [Safety & Privacy Center](#) has more information for EU authorities.

Proactive detection and automated means

In addition to reviewing reports reactively, we use a combination of human and automated means to proactively identify content that may violate our Platform Rules or other violations of Spotify's Terms.

Our content moderation teams and external third-party partners proactively monitor content that may be at high risk of violating our [Platform Rules](#) due to on-platform behaviours or emerging trends. We also leverage other proactive measures, like keyword monitoring, and imagery and text scanning. For more information, see Section 5, "[Automated means for the purpose of content moderation](#)."

Content actions

Spotify may take various [content actions](#) when content violates the [Platform Rules](#) or applicable laws. These include removing content, restricting its discoverability or reach, restricting its ability to be monetised, applying content advisory labels, and restricting content in a specific country or region.

We consider several factors when deciding which action to take, such as the context behind a particular topic or current event and the severity and/or frequency of violations.

Repeated and/or egregious violations of the Platform Rules may result in an account being terminated. Note that this may include all related and affiliated Spotify accounts a creator may hold.

There may be a greater threat of harmful content online during periods of heightened risk, such as violent conflict or mass-casualty events. Recognising this, Spotify may take additional steps during such events, like highlighting timely and trusted resources. For more information, please see our [Safety & Privacy Center](#).

Content moderation teams

Our content moderation teams are globally distributed, providing continuous, 24-hour coverage every day of the week. Context is often critical when assessing content, and we have committed to building teams with a variety of language expertise and backgrounds to understand local cultural contexts.

Our teams receive extensive training to ensure a deep understanding of Spotify's [Platform Rules](#), re-train whenever these Rules are updated, and receive regular policy refreshers. We regularly perform quality assessments of moderation decisions and have processes in place for reviewers to ask questions, request feedback, or flag new trends or issues.

We recognise that content moderation can be demanding and offer mental health and resilience resources to all content reviewers and our Trust & Safety team members. These resources can take many forms, including group and 1:1 sessions with a qualified expert. Additionally, all people managers are coached and encouraged to check in with their reports on their well-being and ensure they are aware of and have access to resiliency resources.

Platform Rules enforcement report

The table below includes information on the total number of reports we received from individuals or entities based in the EU during this reporting period, the number of reports from trusted flaggers, the percentage of reports where the discoverability of content was restricted, the percentage of reports where content was removed, and the number of reports we processed using automated means.

The data includes reports submitted via our [Platform Rules reporting form](#). Information on how to report content can be found in [Spotify’s Safety & Privacy Center](#). If a report contains multiple pieces of content, it is counted as a single report.

Table 3.1: Platform Rules enforcement report for Spotify

Total number of reports	Number of reports from trusted flaggers	Percentage of reports where discoverability of content is restricted	Percentage of reports where content is removed	Number of reports processed using automated means*
100694	0	0.00%	16.24%	50734

* The numbers in this chart are inflated due to a process issue that led to user profile or playlist content being automatically removed as a result of the misuse of certain reporting forms. This process was updated in March 2024 in favor of a more accurate and refined actioning process.

Table 3.2: Platform Rules enforcement report for Spotify for Creators

Total number of reports	Number of reports from trusted flaggers	Percentage of reports where discoverability of content is restricted	Percentage of reports where content is removed	Number of reports processed using automated means
48330	0	2.72%	4.70%	4116

Table 3.3: Platform Rules enforcement report for Spotify for Artists

Total number of reports	Number of reports from trusted flaggers	Percentage of reports where discoverability of content is restricted	Percentage of reports where content is removed	Number of reports processed using automated means
35300	0	0.00%	0.14%	11619

Table 3.4: Platform Rules enforcement report for Findaway Voices

Total number of reports	Number of reports from trusted flaggers	Percentage of reports where discoverability of content is restricted	Percentage of reports where content is removed	Number of reports processed using automated means
107	0	0.00%	0.00%	0

Table 3.1, 3.2, 3.3, and 3.4 definitions

- Total number of reports: Total number of Platform Rules reports received by Spotify from EU reporters or trusted flaggers. Note that orders received from governments and law enforcement are reflected in Section 7 “[Orders received from EU member state authorities.](#)”
- Number of reports from trusted flaggers: Number of Platform Rules reports received by Spotify from trusted flaggers. Trusted flaggers are entities that have been awarded the status of “trusted flaggers” by the Digital Services Coordinator of the Member State in which they are established.
- Percentage of reports where discoverability of content is restricted: Percentage of Platform Rules reports where the discoverability of any reported content has been restricted.
- Percentage of reports where content is removed: Percentage of Platform Rules reports where any of the reported content has been removed.
- Number of reports processed using automated means: Number of Platform Rules reports that have been assessed and/or actioned by leveraging our automated means. See Section 5 “[Automated means for the purpose of content moderation](#)” for more information.

4. Illegal content claims

When using Spotify Services, users must comply with our [Terms](#) and applicable laws, rules, and regulations and respect the intellectual property rights of third parties.

Under the DSA, reporters and trusted flaggers based in the EU can use our [illegal content reporting form](#) to report content that may be illegal in a specific country or countries, or that may violate their intellectual property rights.

Reports relating to claims of illegal content

For every report from individuals or entities claiming illegality of content (for example, claims related to defamation) under a specific European law or a local law in one of the EU member states, and that do not relate to intellectual property or publicity/likeness claims, Spotify will first review the content against Spotify's [Platform Rules](#). If the content is found to violate our policies, we will take the appropriate [action](#). If the content does not violate our Platform Rules, we will assess local law, and the relevant content may then be restricted in the country or countries where it is found to be illegal. For more information on limiting content in a specific country or region, see our [Safety & Privacy Center](#).

Intellectual property

Spotify respects intellectual property rights and expects its users to do the same. Spotify's [Intellectual Property Policy](#) describes how we handle intellectual property infringement claims (including copyright and trademark) on Spotify.

Our content moderation teams review and assess submitted claims, responses, and appeals. We also leverage a combination of automated and manual signals to detect and remove content that may infringe on another's intellectual property (see Section 5, "[Automated means for the purpose of content moderation](#)"). We are continuously evolving our efforts to protect creators' intellectual property.

Note: While illegal content is covered under Spotify's [Platform Rules](#), we do not review content reported for intellectual property infringements under our Platform Rules.

Publicity / likeness

Spotify's [illegal content reporting form](#) includes a specific option to report content for alleged infringement of "Publicity / Likeness" rights. This option is intended for rights holders or their representatives to address alleged unauthorised commercial use of images or likenesses that may be in violation of local law.

Note: While illegal content is covered under Spotify's [Platform Rules](#), we do not review content reported for publicity / likeness under our Platform Rules.

Illegal content enforcement report

The table below includes information on the type of alleged illegal content reported by individuals or entities based in the EU during this reporting period, the number of illegal content reports we received, the number of reports from trusted flaggers, the percentage of reports where we restricted in a specific country or countries or removed any of the reported content

under specific laws, the percentage of reports where we removed or restricted the discoverability of any of the reported content under our [Platform Rules](#), the number of reports that were processed using automated means, and the median time needed to reach the appropriate decision on a report.

Table 4.1 Illegal content enforcement report for Spotify

Type of alleged illegal content	Total number of reports	Number of reports from trusted flaggers	Percentage of reports where content is restricted or removed under the law	Percentage of reports where content is removed, or the discoverability of the content is restricted under Platform Rules	Number of reports processed using automated means	Median time (hours)
Copyright	98	0	27.55%	0%	0	28.53
Trademark	400	0	78.00%	0%	0	5.33
Publicity/ Likeness	71	0	4.23%	0%	0	16.44
Defamation	2	0	50.00%	0%	0	21.78
Other illegal content	140	0	0.00%	1.43%	0	29.23
Total	711					

Table 4.2 Illegal content enforcement report for Spotify for Creators

Type of alleged illegal content	Total number of reports	Number of reports from trusted flaggers	Percentage of reports where content is restricted or removed under the law	Percentage of reports where content is removed, or the discoverability of the content is restricted under Platform Rules	Number of reports processed using automated means	Median time (hours)
Copyright	364	0	68.96%	0.00%	0	12.83
Trademark	22	0	50.00%	0.00%	0	20.26
Publicity/ Likeness	15	0	0.00%	6.67%	0	17.14
Defamation	0	0	0%	0%	0	0

Other illegal content	97	0	3.09%	0%	0	17.25
Total	498					

Table 4.3 Illegal content enforcement report for Spotify for Artists

Type of alleged illegal content	Total number of reports	Number of reports from trusted flaggers	Percentage of reports where content is restricted or removed under the law	Percentage of reports where content is removed or the discoverability of the content is restricted under Platform Rules	Number of reports processed using automated means	Median time (hours)
Copyright	73	0	0.00%	0.00%	0	20.46
Trademark	55	0	0.00%	0.00%	0	2.4
Publicity/ Likeness	63	0	0.00%	0.00%	0	4.15
Defamation	0	0	0%	0%	0	0
Other illegal content	37	0	0.00%	0.00%	0	8.38
Total	228					

Table 4.4 Illegal content enforcement report for Findaway Voices

Type of alleged illegal content	Total number of reports	Number of reports from trusted flaggers	Percentage of reports where content is restricted or removed under the law	Percentage of reports where content is removed or the discoverability of the content is restricted under Platform Rules	Number of reports processed using automated means	Median time (hours)
Copyright	1	0	0%	0%	0	0.13
Trademark	0	0	0%	0%	0	0
Publicity/ Likeness	0	0	0%	0%	0	0
Defamation	0	0	0%	0%	0	0
Other illegal content	0	0	0%	0%	0	0
Total	1					

Tables 4.1, 4.2, 4.3, and 4.4 definitions

- Type of alleged illegal content: Category of alleged illegal content that has been reported.
- Number of reports: Number of illegal content claims received from reporters based in the EU. Note that orders received from governments and law enforcement are reflected in Section 7 [“Orders received from EU member state authorities.”](#)
- Number of reports from trusted flaggers: Number of illegal content claims received from trusted flaggers. Trusted flaggers are entities that have been awarded the status of “trusted flaggers” by the Digital Services Coordinator of the Member State in which they are established.
- Percentage of reports where content is restricted or removed under the law: The percentage of illegal content claims where any of the content has been either restricted in specific countries or removed according to the law.
- Percentage of reports where content is removed or the discoverability of the content is restricted under Platform Rules: Percentage of illegal content claims where either any of the reported content has been removed or any of the reported content’s discoverability has been restricted for violating Spotify’s Platform Rules.
- Number of reports processed using automated means: Number of illegal content claims that have been assessed and/or actioned by leveraging automated means. For more information, see Section 5 [“Automated means for the purpose of content moderation.”](#)
- Median time (hours): The median (middle value) number of hours needed from the receipt of an illegal content claim to make the appropriate decision on that claim.

5. Automated means for the purpose of content moderation

As outlined in Section 3, “[Content Moderation at Spotify](#)”, we leverage a combination of human and automated means to proactively identify and review content that may violate our Platform Rules or other violations of Spotify’s Terms.

Our automated means consist of machine learning models and heuristics.

- **Machine Learning (“ML”) models:** We use machine learning (“ML”) models to identify patterns to categorise content and determine potential violations of [Platform Rules](#), third parties’ intellectual property rights, or other violations of Spotify’s Terms. To ensure that creators are distributing their content through the correct Spotify services, content classification models will proactively remove, or, in some instances, flag to our content moderation teams for additional review, content that has been miscategorised. Policy-based ML models help automate aspects of content moderation, enabling faster and more scalable content review, while reducing reliance on manual efforts by analysing text, images, audio, and videos to detect harmful or possibly infringing content.
- **Heuristics:** We create rule-based heuristics for identifying and actioning content that may violate our [Platform Rules](#) or other Spotify policies. Our heuristics include keyword and hash-based detection for content moderation. Keywords are based on several inputs, including previously identified violating content, trends observed by our third-party experts, and expertise from our content moderation teams across the globe. We leverage [Thorn’s Safer technology](#) for hash-based detection, which works to proactively scan images against a database of known child sexual abuse materials (CSAM).

Our tools and technologies supplement and assist our content moderators, allowing them to focus on providing expert insight when needed. Our detection and automated review tools also allow us to limit the need for humans to report content and limit users’ exposure to content that may violate our [Platform Rules](#).

To measure the accuracy of our automated means, we use the percentage of cases where the enforcement action – which was an automated action or assisted through automated detection – has been reversed after an appeal. During this reporting period, the possible rate of error for Spotify’s automated measures is 0.28%.

The table below includes details about the categories of policies contemplated and assessed by our automated means and the methods used to detect and/or take action on potential violations.

Table 5.1 Automated means for content moderation for Spotify, Spotify for Creators, Spotify for Artists and Findaway Voices

Category	Detection Method
Platform Rules	Machine Learning models and heuristics
Intellectual Property	Machine Learning models and heuristics
Other Terms of Service violations	Machine Learning models and heuristics

Table 5.1 definitions

- Category: Type of policies that our automated means contemplate when detecting and/or actioning the content.
- Detection method: Tools and technologies used to detect and/or action the content.

6. Appeals

When a moderation decision is made regarding users' content or accounts, Spotify notifies impacted users in the EU. Our notification includes information about the content, how the content was discovered (e.g., if the content was reported or detected through automated means), the action taken, the reason for the action (e.g., Spotify [Platform Rules](#) violation, violation of local law), and how to appeal the decision. The original decision can be confirmed or reversed upon receipt of an appeal.

The table below reflects the number of appeals we received.

Table 6.1: Appeals received for Spotify

Appellant Type	Policy Category	Appeals Received
Claimant	Illegal Content - Intellectual Property	3
Claimant	Platform Rules - Dangerous Content	534
Claimant	Platform Rules - Sensitive Content	83
Creator	Illegal Content - Intellectual Property	67
Creator	Platform Rules - Dangerous Content	1024
Creator	Platform Rules - Sensitive Content	1138

Table 6.2: Appeals received for Spotify for Creators

Appellant Type	Policy Category	Appeals Received
Claimant	Illegal Content - Intellectual Property	9
Claimant	Platform Rules - Dangerous Content	225
Claimant	Platform Rules - Sensitive Content	45
Creator	Illegal Content - Intellectual Property	685
Creator	Platform Rules - Dangerous Content	20
Creator	Platform Rules - Sensitive Content	25
Creator	Other Terms of Service Violations	995

Table 6.3: Appeals received for Spotify for Artists

Appellant Type	Policy Category	Appeals Received
Claimant	Illegal Content - Intellectual Property	1
Claimant	Platform Rules - Dangerous Content	349
Claimant	Platform Rules - Sensitive Content	52
Creator	Platform Rules - Dangerous Content	1

Table 6.4: Appeals received for Spotify for Findaway Voices

Appellant Type	Policy Category	Appeals Received
Claimant	Illegal Content - Intellectual Property	2
Claimant	Platform Rules - Dangerous Content	1
Creator	Platform Rules - Sensitive Content	134

Table 6.1, 6.2, 6.3, and 6.4 definitions

- Appellant Type: Appeals can be submitted by claimants or creators in the EU.
- Policy category: The Spotify policy category under which the appeal was reviewed.
- Appeals received: The total number of appeals received from claimants or creators in the EU.

7. Orders received from EU member state authorities

Law enforcement, government entities and officials can report content on Spotify that may violate Platform Rules and/or local relevant laws through designated secure reporting channels. These entities may also submit orders seeking information about users or creators through

dedicated channels. More information on support for EU authorities can be found in our [Safety & Privacy Center](#).

Under DSA Articles 9 and 10, all intermediary services are required to comply with orders from national judicial or administrative authorities to provide information or to take action on illegal content.

Orders received from EU member state authorities to take action on illegal content

When Spotify receives an order from an EU member state judicial or administrative authority to take action on alleged illegal content, the relevant content is first reviewed under our [Platform Rules](#) and other applicable policies. If that content violates a Spotify policy, the appropriate [action](#) will be taken.

If the content does not violate our [Platform Rules](#), we will undertake an assessment of the legal sufficiency of the order, and the relevant content may then be restricted in the country or countries where it is found to be illegal.

The median time to inform the authority of the receipt of the order was less than 3 seconds, and the median time to give effect to the order was 1.5 hours.

Table 7.1: Illegal content orders from EU member state authorities for Spotify

Issuing country	Number of requests	Category of illegal content
Germany	1	Terrorism (1)

Table 7.2: Illegal content orders from EU member state authorities for Spotify for Creators

Issuing country	Number of requests	Category of illegal content
Germany	31	Protection of Minors (1), Terrorism (30)
France	2	Terrorism (2)
Sweden	2	Terrorism (2)

Table 7.3: Illegal content orders from EU member state authorities for Spotify for Artists

Issuing country	Number of requests	Category of illegal content
N/A	0	N/A

Table 7.4: Illegal content orders from EU member state authorities for Findaway Voices

Issuing country	Number of requests	Category of illegal content
N/A	0	N/A

Table 7.1, 7.2, 7.3, and 7.4 definitions

- Issuing country: Country of the EU member state judicial or administrative authority that has issued an order to act on illegal content.
- Number of requests: The number of orders to act on illegal content made by an EU member state judicial or administrative authority to Spotify.
- Category of illegal content: The category of illegal content that was referenced in the order to act on illegal content. The illegal content orders pertaining to “Terrorism” include orders that concerned Spotify user content, issued under EU Regulation 2021/784, addressing the dissemination of terrorist content online.

Information orders received from EU member state national authorities

Spotify responds to data and information requests about users and creators from EU member state judicial or administrative authorities in accordance with Union law or national law. Spotify takes great care to ensure every request we receive is carefully reviewed for legal sufficiency.

The following data includes orders that have been deemed responsive for the purpose of Article 15 of the DSA (including orders emanating outside of Sweden).

The median time to inform the authority of receipt of the order was 4.9 days. We measured this time based on when we sent our first written response after receipt of the order, even if, in some cases, we may have acknowledged the order earlier, e.g. via phone. The median time to give effect to the order was 12.3 days after thorough review. As noted above, Spotify takes great care to ensure every request we receive is carefully reviewed for legal sufficiency. The need to

obtain additional information from the relevant authority and/or the complexity of the matter may affect median times.

Table 7.5: Information orders from EU member state authorities for Spotify, Spotify for Creators, Spotify for Artists and Findaway Voices

Issuing country	Number of orders
Sweden	11

Table 7.5 definitions

- Issuing country: Country of the EU member state judicial or administrative authority that has issued an information order. Spotify is headquartered in Sweden, and Swedish authorities may enforce orders following MLAT/EIO procedures on behalf of other EU countries (in which case the issuing country is listed as Sweden).
- Number of orders: The number of information orders made by an EU member state judicial or administrative authority to Spotify.

8. Conclusion

We are committed to refining our processes, addressing emerging risks, and adapting to the evolving regulatory landscape. We will continue to invest in innovative technologies and robust human oversight to maintain a safe, inclusive, and empowering digital environment for all users.

Transparency is not a one-time effort but a continuous process of improvement. By collaborating with regulators, industry partners, and our diverse creator and user communities, we strive to foster a digital ecosystem that prioritises user safety, freedom of expression, and accountability. We look forward to sharing updates on our progress and remaining at the forefront of compliance and transparency under the DSA in the years to come.