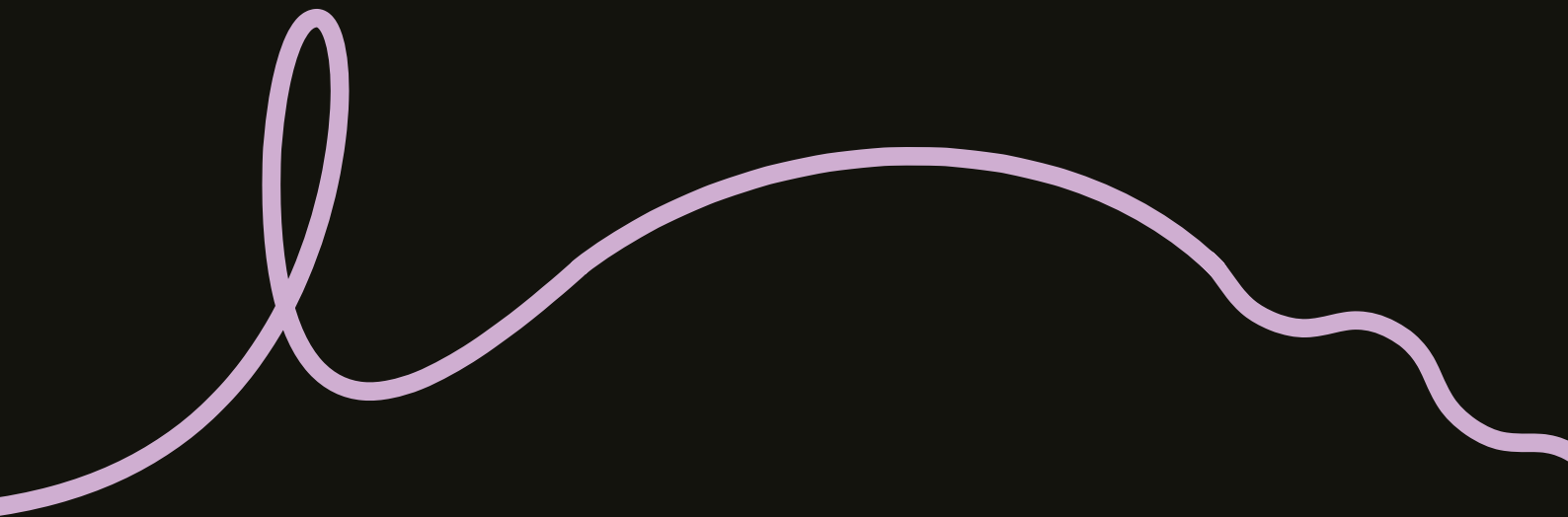




Digital Services Act Transparency report



S1 2026

happn



Introduction

In the interest of transparency, this annual report aims to provide an overview of the actions taken regarding the processing of notifications of illicit content and the claims received.

It also presents a summary of judicial requisitions issued by the competent authorities over the past year.

In an ever-evolving digital environment, we are committed to ensuring the strict application of current regulations while maintaining a balance between freedom of expression and user protection. This report highlights the efforts made to meet legal requirements while guaranteeing a safe and ethical online space for interactions.

happn's moderation service ensures a safe, respectful, and transparent experience by enforcing rules, supporting users with fast and personalized help, and fostering a trustworthy environment where real people feel heard and valued.



Commitment to our users

happn is committed to providing its users with a safe, transparent and respectful experience. The priority is to ensure compliance with the rules and to foster a healthy and trustworthy environment. The commitments are build around:

Responsiveness and Accessibility

The moderation team operates 24/7. Users can report a profile directly through the app.

Transparency and Communication

Users are notified and informed about the complaint procedure. Each complaint is processed within an average of 24 business hours.

The Terms of Use, Trust Charter, and FAQ provide users with resources that explain the community rules, expected behaviors, and how to avoid risky situations.



Reporting *illegal* content

happn provides users with a reporting system designed to ensure a safe and respectful environment. Users can report a profile directly from the app by following a smooth process:

- 1. Access the option:** Select Block/Report from the menu of the profile.
- 2. Choose a reason:** Select one of the proposed reporting reasons (e.g., inappropriate behavior, fake profile, account belonging to a minor, etc.).
- 3. Add details:** Provide additional details about the report, if necessary.
- 4. Confirm the accuracy of the information:** A declaration of the veracity of the information provided is requested.

happn also implements an automated reporting system for profiles containing illegal content. The procedure for processing these reports remains the same, as indicated below. All reports are sent directly to the Moderation team, who process them in real time for quick and effective action.



The Moderation Team

The moderation team is made up of 21 professionals committed to ensuring a safe environment and full compliance with established guidelines.

Structured Support and Continuous Training

The effectiveness of our team relies on a structured support and training program, enabling each moderator to develop their skills and improve the accuracy of their decisions.

In-Depth Initial Training

Each new moderator receives comprehensive training on guidelines, tools, and best moderation practices.

Personalized Coaching

Our quality coaches closely monitor moderators' performance and provide individualized support to strengthen their skills.

Ongoing Training Sessions

Regular updates are offered to ensure practices stay aligned with evolving guidelines and regulatory requirements.

Decision Feedback and Review

Feedback sessions are organized to promote continuous improvement and ensure consistency across moderation practices.



Conclusion

At happn we are firmly dedicated to protecting the safety and well-being of everyone who uses our platform. Building upon the strong foundation we've already established, we are introducing enhanced tools and evolving our response mechanisms to better identify and address harmful behavior. This work is driven by a combination of advanced technology and dedicated human oversight, allowing us to adapt quickly and effectively to new challenges. Our goal is to create a space where users feel safe, valued, and free to connect with confidence.

As we move forward, we will continue to evolve our safety approach by investing in cutting-edge solutions and keeping our community informed. This means regularly updating our guidelines, improving user reporting experiences, and staying vigilant against potential threats. Through ongoing commitment and collaboration, we strive to maintain a platform that supports positive, respectful, and meaningful connections for everyone.





Appendices

Following notification of illicit content, and after prior warning, the measures implemented by HAPPN are the suspension of the user's account, in accordance with its General Terms of Use.

From the 1st of January 2026 to the 30th of June 2026.

Automated Notices	# Notices	# Account Suspension	Average processing time
Fraud	671 236	642 445	46 minutes
Nudity	235	171	106 minutes
Underage Users	45 268	10 012	110 minutes

Notices (NAM)	# Notices	# Account Suspension	Average processing time
Fraud	59 635	49 004	93 minutes
Underage Users	3 814	3 793	116 minutes
False Profile	246 659	218 745	95 minutes
Commercial communication	50 455	47 075	86 minutes
Misbehavior (insults, harassment, inappropriate behavior, etc.)	96 819	89 752	101 minutes
Inappropriate photos (pornography, indecent exposure, etc.)	7 732	3 720	106 minutes



Appendices

Legal Requisitions

From the 1st of January 2026 to the 30th of June 2026.

Legal Requisitions Type	# Claims	Median Processing Time	Country
Impersonation Account	3	2,5	France / Belgium
Blackmail	1	1	Belgium
Minors	6	6	France / Bulgari
Unknow	15	4	France Netherlands Portugal

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