



catawiki

Transparency Report



Reporting period: February 2024 – September 2025

Introduction

Catawiki is an online marketplace for curated objects sold through auctions. Listings are reviewed by in-house experts before publication to ensure compliance with legal requirements and platform policies.

Catawiki qualifies as a hosting service and online platform under Regulation (EU) 2022/2065 (the Digital Services Act, "DSA").

This report provides information on Catawiki's content moderation activities.

Our approach to Trust & Safety

Trust & Safety at Catawiki starts before an object appears in auction. Sellers submit objects for review and our experts assess whether they are suitable for Catawiki. This review focuses on whether the object fits our auction standards, is presented in the right category and is supported by the information needed for buyers to make an informed decision, such as descriptions, images and relevant documentation where applicable.

Expert review is an important part of our curated marketplace model. Our experts use their category knowledge to help maintain the quality and relevance of our auctions, identify listings that may require additional information and flag objects that may not meet our standards. Sellers remain responsible for the accuracy and completeness of the information they provide.

Our approach combines expert curation, external reporting, internal monitoring and follow-up checks. We use these inputs to identify objects or user behaviour that may require action. Depending on the situation, this may include asking for additional information, adjusting object descriptions, restricting or removing objects from auction, applying account-level measures or taking other steps needed to protect users and the integrity of the marketplace. This also includes limiting visibility on objects that may not be suitable for minors.

In addition, we rely on our community. Buyers, sellers and visitors can report an object if they believe it should not be offered on Catawiki. These reports are manually reviewed so that we can assess whether the object may breach our terms, policies or applicable rules. Where appropriate, we take action and use the insights from these reports to improve our processes. Human review plays an important role in our Trust & Safety approach.

Where we use tools or automated signals, these are intended to support our teams by helping identify content that may need attention. They do not replace the need for a manual, proportionate assessment, particularly where context or specialist knowledge is required.

We aim to apply moderation measures carefully and consistently, while giving users clear information where action is taken.

Our Trust & Safety work is ongoing. We continue to learn from user reports, expert review, internal checks and marketplace trends. This helps us improve how we identify potential issues, explain our decisions and maintain a trusted environment for buying and selling special objects.

Notice and Take Action

Our approach to Notice and Action

Catawiki provides ways for users, visitors, trusted flaggers and other parties to report objects they believe should not be available on our marketplace. This helps us identify objects that may be illegal, prohibited, inaccurate, misleading or otherwise not in line with our policies or submission guidelines.

Information about how to report an object is available in our [Help Centre](#). Reports can be submitted through the Contact Us option in the Help Centre or by email to dsa@catawiki.com. Reports can be made by Catawiki users and by non-registered visitors of Catawiki, as well as by authorities and trusted flaggers.

When submitting a report, we ask reporters to provide as much detail as possible. This includes a link to the object page and an explanation of why they believe the object should not be on Catawiki. This information helps our teams assess the report and determine whether action may be needed. Reports can be made in any language in which we make our website available.

Reports may relate to different types of concerns, including suspected illegal goods, counterfeit or stolen objects, intellectual property issues, inaccurate or incomplete object information, inappropriate content or safety-related concerns.

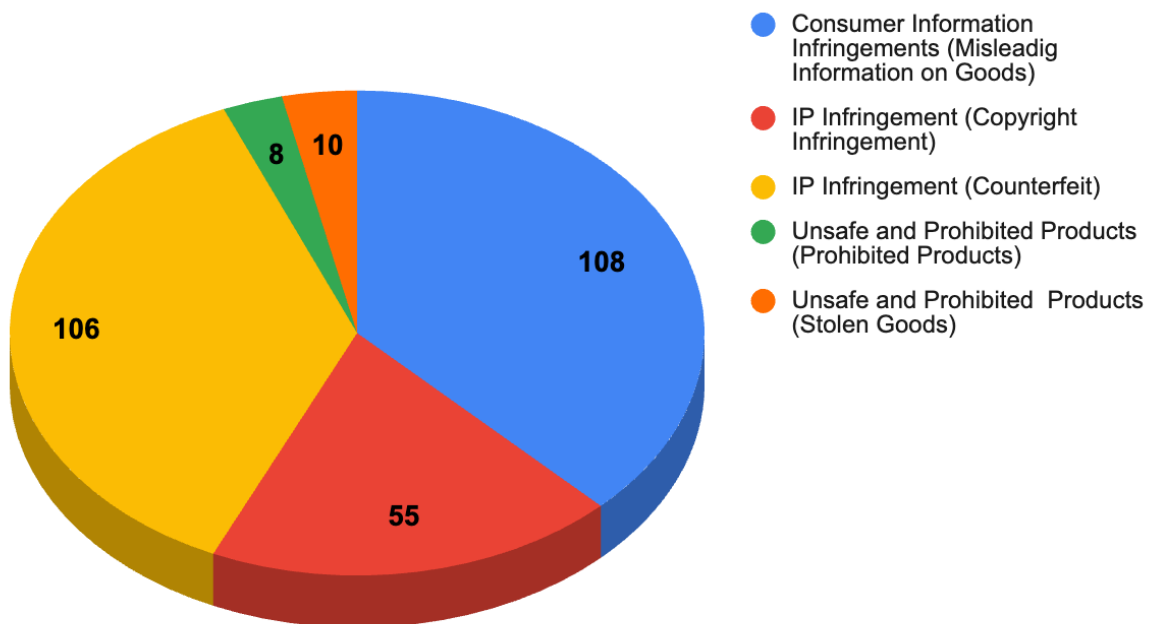
After a report is submitted, our teams review the information provided and assess whether the reported object may breach applicable law or our own Terms of Use. The outcome of the report depends on the nature of the concern and the information available. Where appropriate, we may ask the reporter for more information, update object information, remove an object from auction or take account-level measures in line with our Terms of Use.

Our notice and action process is one part of our broader Trust & Safety approach. It works alongside expert curation, internal monitoring and other measures that help us maintain a safe and trusted marketplace for special objects.

Notice and Action statistics

In the reporting period (February 2024 – September 2025), Catawiki received a total of 287 notices. No notice was received from a trusted flagger. The following provides a breakdown of notices categorized by reported content violation type:

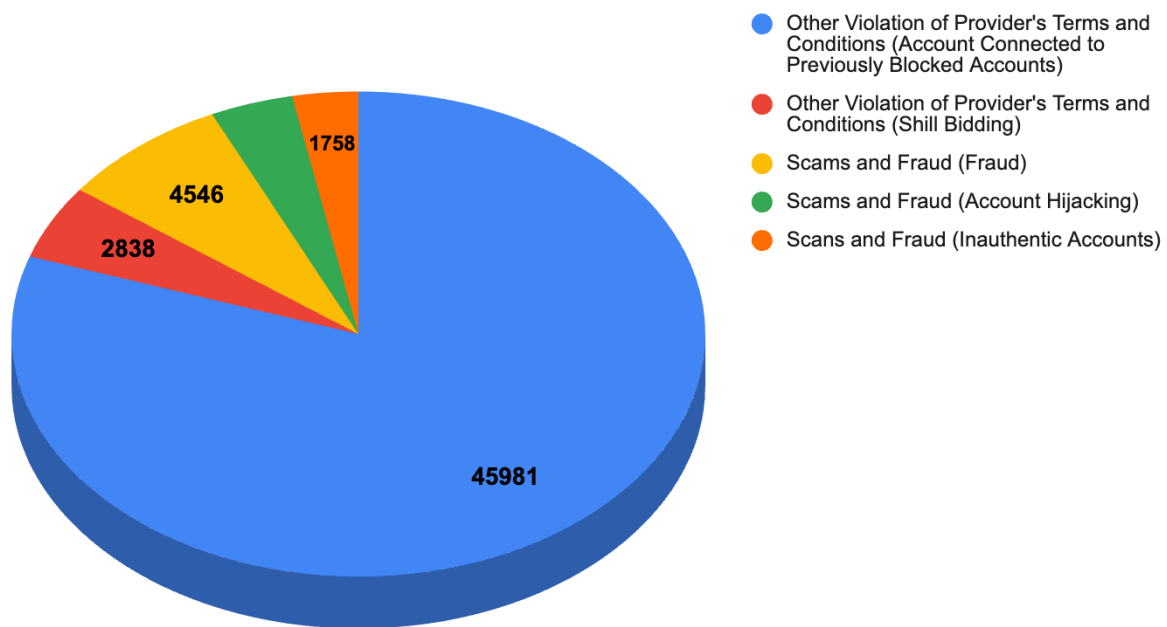
Based on the notices, Catawiki took action 152 times. All of the actions were taken on the basis of terms and conditions. The following provides a breakdown of actions categorized by reported content violation type:



The median time to take action was 31.5 hours. None of the notices were processed using automated means and none of the decisions were taken using automated means. No action was taken in 135 notices.

Own-initiative actions taken on the basis of terms and conditions

Actions were also taken out of Catawiki's own initiative on the basis of its terms and conditions. The number of suspensions taken out of Catawiki's own initiative in the reporting period was 57,343. The following provides a breakdown of actions categorized by violation type:



Automated means

The number of measures taken solely with automated means in the reporting period was 45,981.

Measures taken solely with automated means were taken against the violation of the account being connected to a previously blocked account.

User appeals

In the reporting period Catawiki received 2,429 requests to lift a restriction of the account out of which 1,439 requests were granted.

Qualitative information on content moderation

Summary of the content moderation engaged in at the providers' own initiative

Catawiki takes content moderation measures at its own initiative to help maintain the integrity and safety of our marketplace. These measures are intended to identify and address content or activity that may be illegal, prohibited, misleading, inappropriate. Information on content and activity not allowed on Catawiki can be found in our Terms of Use, Prohibited and Restricted Items Policy and our Policies & Guidelines.

We use a combination of automated tools and human review by our trained Trust & Safety specialists. Our own initiative enforcement may include actions such as requesting additional information from the seller, asking for object information to be updated, restricting or removing an object from auction, limiting certain account activity or fully suspending the account.

Catawiki also operates a curated auction model. Before objects are offered in auction, sellers submit them for review and Catawiki experts assess whether they are suitable for Catawiki, taking into account factors such as the object category, description, images, estimated value and supporting information where relevant. This expert review is part of Catawiki's curation process and helps maintain the quality and relevance of our auctions. It should be distinguished from content moderation. Expert curation does not mean that Catawiki authenticates every object or independently verifies every statement made by sellers. Sellers remain responsible for the accuracy and completeness of the information they provide.

Our own-initiative content moderation and our expert curation process both support trust in the marketplace, but they serve different purposes. Content moderation focuses on identifying and addressing content or activity that may breach applicable rules or marketplace policies. Expert curation focuses on whether submitted objects are suitable for inclusion in Catawiki's curated auctions.

Meaningful and comprehensible information regarding content moderation engaged in at the providers' own initiative

Catawiki uses a combination of people, processes and technology to support content moderation at our own initiative. This helps us identify and address content or activity that may be illegal, prohibited, misleading, inappropriate or otherwise not in line with our Terms of Use, and policies. We use automated means to help detect potential issues, prioritise review and identify patterns that may indicate marketplace risks. These tools support our teams by making review processes more efficient and helping focus human attention where context or judgement is needed.

Our Trust and Safety team uses internal guidance, grounded in Catawiki's policies and Terms of Use, to assess activity and content and decide on the appropriate next step. Human review also helps us monitor how our automated tools perform and make improvements where needed.

This content moderation process is separate from Catawiki's expert curation process. Expert curation helps assess whether submitted objects are suitable for inclusion in our curated auctions. It is not, in itself, content moderation and does not mean that Catawiki authenticates every object or independently verifies every statement made by sellers. Sellers remain responsible for the accuracy and completeness of the information they provide.

Qualitative description of the automated means

Catawiki uses automated tools and signals to identify activity that may indicate abuse of the platform, policy violations or account circumvention. These tools assist Trust & Safety teams in prioritising reviews and identifying potential risks.

Automated means are used to detect potential violations of Catawiki's Terms of Use, identify links between accounts and support enforcement against previously suspended users.

Automated tools may incorrectly identify activity as suspicious or fail to identify relevant activity. For this reason, automated signals are monitored and reviewed on an ongoing basis.

Catawiki applies safeguards including human oversight, regular monitoring of system performance and review mechanisms that allow users to request reconsideration of certain enforcement measures.