



Digital Services Act – Transparency Reporting

Contact

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Our Business

zooplus SE is a company of German law with its place of business and registered office located in Germany. The Group's scope of consolidation comprises zooplus SE, Munich, and further internal service subsidiaries across Europe. zooplus is an e-commerce retailer and neither owns nor operates any production facilities or logistics businesses.

Founded in 1999, zooplus is committed to the vision of offering pet lovers and pet owners the best possible service as a trustworthy and convenient online shopping platform for pet food and pet supplies. The company sells products for all major pet types through its localized web shops under the zooplus store brands. These products include, in particular, animal feed (dry and wet food, feed supplements) as well as accessories (such as scratching posts, dog baskets or toys) in all price categories.

In addition to a large product assortment and the option of fast free delivery, zooplus customers benefit from access to a wide range of interactive content and community offers. The zooplus business model has been successfully introduced in 30 European countries, making its product offer available in 24 different languages.

Introduction

The purpose of this report is to present the information required from providers of intermediary services under Article 15 of the Digital Services Act (DSA). The report aims to ensure transparency of content moderation activities and compliance with legal obligations.

Legal Basis

Article 15 of the DSA requires providers of intermediary services to publish annual reports on content moderation, removal orders, and other actions related to content management.

Scope of the Report

The report covers data related to:

- Number of removal orders received from public authorities
- Number of user notices and actions taken
- Statistics on automated and manual moderation actions
- Number of disputes submitted to the out-of-court dispute settlement bodies referred to in Article 21 DSA,
- Number of suspensions imposed pursuant to Article 23 DSA, distinguishing between suspensions enacted for the provision of manifestly illegal content, the submission of manifestly unfounded notices and the submission of manifestly unfounded complaints.

in the period: 1st December 2024 - 30th November 2025 (the Analyzed Period).

Information Required

In the Analyzed Period zooplus has not receive any removal orders.

In the Analyzed Period zooplus has not received any service user or authorities notices regarding digital services (the messages sent via single point of contact for service users or authorities were considering particular consumer orders and not digital services, and those should be sent to customer support channels).

There have been no disputes submitted to the out-of-court dispute settlement bodies and no suspensions were imposed pursuant to Article 23 DSA.

zooplus does not moderate the content provided by third parties, so no moderation tools are used. Due to the nature of zooplus business (pet food and supplies) the potential products that could be classified as “forbidden” or “criminal” are limited mainly to not allowed chemical substances e.g. in antiparasitics or harmful/unethical equipment as e.g. electroshocking collars. To provide high level of protection in seller onboarding talks account managers, ask sellers which selection seller is going to list and if there are any forbidden product types mentioned, seller is educated about forbidden product types and such products are rejected. Sellers are provided with catalog guideline which includes list of forbidden product types. Additionally, zooplus performs proactive checks in categories of products by keywords e.g. “electroshock”.

Methodology

Data has been collected via 3rd party IT tool – OneTrust, sourced internally and verified through manual review.

Summary and Conclusions

In the Analyzed Period no breaches of DSA has been confirmed. Zooplus shall continue to put strong effort on providing digital services in a customer centric and legally compliant manner.



Steffen Schüller

Chief Financial Officer

Management Board

3rd December 2025