

Digital Services Act Checklist

PrestaShopCompliance.com

EU compliance for merchants

Marketplace and platform obligations

Determine whether the DSA applies

The Digital Services Act, Regulation (EU) 2022/2065, applies to intermediary and hosting services, online platforms and marketplaces. Most obligations have applied since 17 February 2024.

- Confirm whether you operate an online platform or marketplace
- Identify which category of service you provide
- Note that duties scale with the type and size of service
- Record which obligations apply to your operation

Trace your business users

Marketplaces must know who their traders are, often described as "know your business customer".

- Collect and verify trader identity and contact details
- Obtain trader registration and identification information
- Make reasonable efforts to check the information is reliable
- Suspend traders who fail to provide required details

Operate notice-and-action

Hosting services and platforms must let users report illegal content and act on those reports.

- Provide an easy mechanism to notify illegal content
- Confirm receipt of notices and act in a timely way
- Give a statement of reasons when you restrict content
- Offer a route to challenge your decisions

Meet transparency duties

Platforms must be transparent about how content is moderated and how advertising works.

- Set out content-moderation rules in your terms
- Explain the main parameters of any recommender systems
- Label advertising clearly and identify who is behind it
- Publish transparency reporting where required

Avoid banned dark patterns

The DSA prohibits interface designs that deceive or manipulate users into decisions.

- Do not give undue prominence to one choice over another
- Do not make declining harder than accepting
- Avoid repeatedly pressuring users after they have chosen
- Do not use misleading interface design to steer decisions

Assign responsibility and review

Compliance needs ownership and a point of contact for authorities and users.

- Designate a point of contact for authorities and users
- Assign an internal owner for DSA compliance
- Keep records of notices, actions and trader checks
- Review your obligations as your platform grows

This checklist is general guidance and not legal advice. Duties under Regulation (EU) 2022/2065 vary by service type and size; very large platforms face additional obligations.