



## EU Digital Services Act at PayPal

At PayPal, we're committed to fostering a secure online environment for our users. As a leading payments provider, we take our regulatory compliance responsibilities seriously.

We believe that collaboration between companies, consumers, and regulatory authorities is essential to building a more responsible digital ecosystem. PayPal remains dedicated to upholding the highest standards of compliance with applicable regulations. We maintain processes and resources, including those accessible from our website, to ensure we play our part in fostering this partnership.

### Available Resources

#### *Reporting Webform*

As part of our legal obligations and commitment to transparency and the security of customers using PayPal, we maintain publicly available reporting resources. If you believe content hosted on our services violates the law or our policies, please submit your concerns via our [webform](#). If you have questions about your account or PayPal's services, please contact us [here](#).

#### *Requests & Orders from Authorities*

EU authorities and regulators seeking to engage with us on matters related to the EU Digital Services Act (DSA), may use the [PayPal Safety Hub](#). This page is designed to facilitate communication and collaboration between PayPal and our partners in law enforcement or other regulatory agencies. To raise queries and concerns or to submit formal requests, please [visit the PayPal Safety Hub](#).

#### *Transparency Report*

PayPal continually works to combat and prevent the use of our services for any illicit activities. We are dedicated to our regulatory and compliance obligations, and we devote significant resources globally towards these efforts.

While PayPal is a financial service, our products do offer limited and ancillary opportunities for users to share content in certain defined formats, such as profile pictures and usernames. As a proportional part of our efforts to prevent the illegal use of PayPal services, PayPal works to prevent the use of our services to disseminate illegal content.



In compliance with the EU DSA, PayPal prepares an annual transparency report with metrics as required by the EU authorities that capture content as a limited and ancillary feature on PayPal's services.

PayPal's 2024 report can be downloaded [here](#).

*PayPal works diligently to isolate and validate the data required by the EU authorities; however, it is possible for inaccuracies to persist in these metrics, which were prepared specifically for this regulation and cut across the outputs of several operational processes. This report does not reflect global metrics.*