

06. How should websites be moderated?

Purpose

When a website allows the public (citizens, stakeholders, other organisations) to:

- add content,
- contribute to the EU decision-making process,
- provide feedback and/or make suggestions,
- express views,

moderation is mandatory in order to identify and delete unsuitable content as fast as possible to protect the European Commission's reputation.

Rule

Site owners are responsible for the content of their website. It is important to monitor what appears on the site, even with users from a trusted source, who are given a login.

Moderation can be carried out before or after the content is published. In all cases, site owners must organise regular checks to detect and delete unsuitable content as quickly as possible.

Procedure

Site owners must define and document a clear procedure for moderation.

Moderation can be carried out by:

- web masters
- contractors in charge of support and maintenance.

The moderator is responsible for:

- ensuring the moderation rules are clearly explained, and users know that unsuitable content will be removed,
- performing regular audits of pages with public content, looking for unsuitable content,
- removing unsuitable content as soon as possible,
- ensuring the continuity of the moderation procedure in his/her absence.

NB: The moderator may invite users to report any feedback item or suggestion they find inappropriate. Users can fill in and send a report feedback form created for this purpose. The site owner decides if users should be involved or not, and if so, the moderator is responsible for receiving the feedback forms and following the usual procedure regarding unsuitable content.

What is unsuitable content?

We consider the following kinds of content unsuitable:

- abusive, obscene, vulgar, slanderous, hateful, xenophobic, threatening or sexually-oriented comments
- spam, advertising for a website or product
- duplicate content, where the same content has been posted more than once by the same user
- off-topic comments, unrelated to the proposed legislation
- links to illegal or pirated software
- any other content users report to us with a valid explanation as to why.

Legal notice: site owners should carefully manage what personal data they collect and where they store them to ensure they are data-protection compliant.

For more information about data protection, contact [COMM Europa Management](#).

Related Links

[Definition of unsuitable content](#)

[Specific privacy statement](#)

Contact and support

Need further assistance on this topic? Please contact [COMM Europa Management](#).