



EVENTBRITE EU DSA

TRANSPARENCY REPORT 2025



Eventbrite EU DSA Transparency Report 2025

Reporting Period: January 1 - December 31, 2025

Introduction

Eventbrite is a global self-service ticketing platform for live experiences that allows anyone to create, share, find, and attend events that fuel their passions and enrich their lives. From music festivals, marathons, conferences, community rallies and fundraisers, air guitar contests or gaming competitions, our mission is to bring the world together through live experiences.

This Transparency Report is responsive to Eventbrite's obligations under the EU Digital Services Act (DSA) Article 15 and Article 24. As of the date of this report, Eventbrite has on average less than half of the 45 million threshold of active recipients in the EU and is not designated as a Very Large Online Platform. Our [EU DSA Statement](#) contains the latest information of the monthly active users of our services.

1. Content Moderation at Eventbrite

Eventbrite's [Community Guidelines](#) provide transparency into how we keep our community safe. They also serve as the guardrails for what types of content are encouraged and what types of content threaten the integrity of our platform and are not allowed.

To combat platform abuse, we rely on a combination of tools and processes, including proactive detection using machine learning technology and rules-based systems, reactive detection from user reports, and human reviews from our content operations specialists.

2. Overview of Eventbrite's user reporting flow

All users, including visitors and account holders, can report events or policy violations to us through our "Report this event" feature.

1. From the web page for the event, a user can select "Report this event."

2. The user is prompted to fill out the report.

- If the user is already logged into Eventbrite, the reporter's email address will be automatically populated.
- The user is then prompted to select the most accurate reason for flagging the content.
- Reporters can also provide additional details to explain their selection in the "Description" section.

3. The report is sent to Eventbrite for review.

- Reporters receive email confirmation that their report has been submitted.

3. Summary of Eventbrite enforcement actions

During the reporting period, Eventbrite took the following enforcement actions:

- **Removal of Events.** When an event violates our policies, we take down the entire event listing (unpublish it) to prevent further registrations or ticket sales.
- **Some Content Removed.** If the entire event does not violate our Community Guidelines or the law, we may remove only the violating content. For example, we may remove an image that violates our Nudity and Sexual content policy but keep the event on our platform because the event itself is non-violating.
- **Warning.** In certain situations where an event may violate our policies, but we do not have enough information to fully action it, we may issue a warning to an event or user.
- **Account Termination - Account Lock.** If the abuse of our Services is severe (in our sole evaluation), which can include repeatedly posting illegal content or repeatedly submitting unfounded complaints, we may also suspend or terminate the associated Eventbrite account. For most violations, the infringing user will receive warnings before their account is suspended. However, for more severe violations, such as Exploitation, Child Endangerment, or Fraud, a single violation could result in suspending the user's account.

4. Article 16 User Reports

Eventbrite received 28 Article 16 user reports for content-related violations during the reporting period.

The tables below provide information regarding the number of Article 16 reports Eventbrite received, the reason for the reporting, and the enforcement action taken.

Notes:

1. Often, users report content for a specific category but after review, we may find that the event violates a different policy. As a result, in the table below, the "Number of Reports" field may not match the actions Eventbrite took for a policy violation. For example, an event may be reported as fraudulent but we may find that it violates our spam policy and unpublish it for that reason. In that instance, the event would be counted as Fraud in the "Number of Reports" but the relevant action would be counted in the row for Spam.
2. During the reporting period, we did not receive any reports for the following categories: Animal Welfare, Negative Effects on Civic Discourse or Elections, Protection of Minors, Self Harm & Violence. As such, they are not included in the table below.

DSA Report reason	Number of reports	Number of specific items in the report	Number of reports where violation was found	Number of actions taken on the basis of the terms and conditions
Consumer Information	2	2	0	0
Cyber Violence	1	1	0	0
Cyber Violence Against Women	1	1	1	1
Data Protection and Privacy	2	2	0	0
Illegal or Harmful Speech	3	3	0	0
Intellectual Property Infringement	1	1	0	0
Category Not Specified	4	4	0	0
Risk for Public Security	3	3	1	1
Scams and Fraud	10	10	9	9
Unsafe or Prohibited Products	1	1	0	0
TOTAL	28	28	11	11

Median time from report to action: The median time from user report to action across all categories was approximately 23 hours.

Reports where action was taken based on the law: Eventbrite's policies prohibit a broad range of content that violates the law. In such cases, we primarily rely on our Community Guidelines to take action. Only in cases where content does not violate our Community Guidelines but violates applicable law in a jurisdiction would we categorize the action as being taken based on the law. During the reporting period, all moderation actions were taken on the basis of Community Guidelines violations.

Trusted Flaggers: Eventbrite did not receive any Trusted Flagger reports during the reporting period.

5. Actions taken at Eventbrite's Initiative

As part of Eventbrite's proactive moderation capabilities, including machine learning technology and rules-based systems, we may remove content that infringes our Community Guidelines before users discover or report the content directly to us.

The table below summarizes the EU content or accounts that Eventbrite actioned on our own initiative.

Notes:

1. EU content is defined as 1) events or content located in the EU or 2) online events where the organizer's location or Eventbrite web domain is EU. EU accounts are accounts where the organizer's location is EU.
2. We deliberately cast a wider net for potential content policy violations to ensure the safety of our users. By design, this leads to a larger amount of non-violating content undergoing manual review.
3. In some cases, the same event may have received a proactive review and later be reported to us by a user. These events would be counted as separate actions.
4. In some cases, Eventbrite actions both a user's account and event content as part of the same review. Both actions are included in this table. Additionally, one event or account review may lead to multiple other events or accounts being detected as violating. For example, a spammer with multiple accounts may have been locked due to a single event being detected.
5. During the reporting period, we did not proactively action any content for the following categories: Animal Welfare, Consumer Information, Cyber Violence, Cyber Violence Against Women, Data Protection and Privacy, Protection of Minors, Risk for Public Security, Self Harm, Unsafe or Prohibited Products & Violence. As such, they are not included in the table below.

Policy violation	EB Action - Total	EB Action - Content removed	EB Action - Visibility Restriction - Reduced visibility or mark private	EB Action - Warning	EB Action - Termination/ Account Lock
Illegal or Harmful Speech	1	1	0	0	0
Intellectual Property Infringement	20	10	0	10	0
Negative Effects on Civic Discourse or Elections	9	0	0	9	0
Other Violations of T&C	3,577	3,570	7	0	0
Scams and Fraud	10,654	9,646	0	24	984
TOTAL	14,261	13,227	7	43	984

6. Appeals

We email the reporter and content owner when Eventbrite takes action on a user’s account or platform content. In the email notice, we provide additional information explaining our decision, the policy violated (if applicable), the action taken, and an opportunity to appeal Eventbrite’s decision.

As part of our appeals process, a user can click a link in the email notice, submit an appeals form, and request a second review of the content within six months of the original decision. A separate team reviews submitted appeals and notifies the user of the appeal decision.

The tables below show the appeals received during the reporting period.

Total number of appeals:	56	Appeals regarding a decision to demote visibility/ make the event private:	9
Number of appeals upheld	52	Number of appeals upheld	8
Number of appeals reversed	4	Number of appeals reversed	1
Number of appeals partially reversed	0	Number of appeals partially reversed	0
Median time from appeal to action (hours)	1,885	Median time from appeal to action (hours)	2,784
Appeals regarding a decision to remove content:	37	Appeals regarding a decision to suspend/ terminate an account:	8
Number of appeals upheld	35	Number of appeals upheld	7
Number of appeals reversed	2	Number of appeals reversed	1
Number of appeals partially reversed	0	Number of appeals partially reversed	0
Median time from appeal to action (hours)	1,584	Median time from appeal to action (hours)	2,736
Appeals regarding a decision not to take action on an Article 16 notice:	2	Appeals regarding a decision not to take action based on a user report:	0
Number of appeals upheld	2	Number of appeals upheld	N/A
Number of appeals reversed	0	Number of appeals reversed	N/A
Number of appeals partially reversed	0	Number of appeals partially reversed	N/A
Median time from appeal to action (hours)	1.5	Median time from appeal to action (hours)	N/A

Notes:

1. Certain appeals may be initiated within the reporting period but not resolved within the reporting period; those appeals are excluded from the median time calculation.
2. For events detected as potential fraud or spam, we automatically reduce the visibility of events while they are under review to prevent them from selling tickets or causing harm. These actions are included in the data above for the specific categories, although some of the events may eventually have been unpublished or had user accounts locked for violating our policies.

7. Eventbrite's Content Moderation Automated Systems

More information about how Eventbrite moderates content can be found [here](#).

8. Account Suspensions

Permanent account suspensions due to publishing policy-violating content

If the abuse of Eventbrite's platform services is severe, which can include repeatedly posting violating content, we inform users that we may suspend or terminate the associated Eventbrite account.

For most violations, a user would receive a warning before their account is suspended. However, for more severe violations, such as Exploitation, Child Endangerment, or Fraud, a single violation could result in the suspension of the user's account. Eventbrite includes that number in this metric.

During the reporting period, Eventbrite suspended 638 EU accounts for posting content with severe violations or repeatedly posting violating events.

Suspension of reporting functionality due to repeatedly submitting manifestly unfounded reports

Eventbrite did not suspend the reporting functionality for any EU accounts during the reporting period.

Suspension of appeal functionality due to repeatedly submitting manifestly unfounded appeals

Eventbrite did not suspend the appeal functionality for any EU accounts during the reporting period.

9. Government Requests

During the reporting period, Eventbrite did not receive requests from Member State government authorities to remove content from our platform or request user account information.

10. Out-of-Court Settlement Bodies

During the reporting period, Eventbrite did not receive notice of any disputes submitted to out-of-court dispute settlement bodies.