



DSA Transparency Report 2025

4home, a.s.

This report is published in connection with transparency obligations under Regulation (EU) 2022/2065 of the European Parliament and of the Council on a Single Market for Digital Services (Digital Services Act - DSA). It relates to the online interfaces operated by the provider listed in this report and covers the period from 1 January 2025 to 31 December 2025.

The service primarily consists of an online store offering own goods; any content moderation concerns mainly the limited functionality of product reviews.

1. Company Identification

Field	Value
Provider name	4home, a.s.
Company ID / Registration number	27465616
Registered office	Hvězdova 1073/33, Nusle, 140 00 Prague 4
DSA contact point	privacy@4home.cz
Reporting period	1 January 2025 - 31 December 2025
Publication date	30/04/2026
Publication format	PDF

2. Scope of Services Covered by the Report

Online interface	Service description	Market / language version
www.4home.cz	online store - sale of own goods	Czech Republic
www.4home.sk	online store - sale of own goods	Slovakia
www.4home.hu	online store - sale of own goods	Hungary
www.e4home.ro	online store - sale of own goods	Romania
www.4home.pl	online store - sale of own goods	Poland
www.e4home.de	online store - sale of own goods	Germany
www.e4home.at	online store - sale of own goods	Austria
www.4home.si	online store - sale of own goods	Slovenia

3. Service Qualification for the Purposes of the DSA

Question	Working answer
Does the provider sell its own goods?	Yes. Goods are purchased by the provider and subsequently sold to customers.
Does the provider allow third parties to sell goods?	No. The service is not a marketplace.
Does the provider enable public user-generated content?	Yes, to a limited extent: product reviews and product questions on its own website.
Does the provider have external reviews on Heureka.cz?	Yes, however Heureka.cz is a separate online interface of a third party; this report includes only content/moderation under the provider's direct control.

4. Orders from Member State Authorities

Category	Number	Median response time	Note
Orders to act against illegal content (Article 9 DSA)	0	-	Relates to content on the provider's own online interface
Orders to provide information (Article 10 DSA)	0	-	Relates to information requested by a competent authority

5. Notices of Illegal Content

Category	Number	Note
Notices of allegedly illegal content received	0	-
Of which from trusted flaggers	0	-
Notices assessed as valid	0	-
Content removed or restricted following notice	0	-
Notices processed using automated means	0	-

6. Own-Initiative Content Moderation

Type of measure	Number	Legal / contractual basis	Note
Removal of product review	11	illegal content / breach of terms	e.g. vulgar language, spam, personal data, irrelevant content
Restriction of review visibility	5	illegal content / breach of terms	-
Rejection of review upon moderation	0	-	-
Restriction of user account due to content	0	-	-

7. Internal Complaint Handling System

Category	Number	Median resolution time	Note
Complaints against content moderation decisions	0	-	-
Decisions changed following complaint	0	-	-

8. Out-of-Court Dispute Resolution

Category	Number	Note
Disputes before certified out-of-court dispute settlement bodies under the DSA	0	-
Decisions implemented by the provider	0	-

9. Automated Means of Moderation

The provider does not use automated tools for decisions on removal, restriction of visibility, or rejection of user-generated content. Any review of product reviews is carried out manually in accordance with internal rules and terms and conditions.

10. Human Resources for Moderation

Category	Value
Number of persons involved in content moderation	12 (marketing + customer support departments)
Training / internal rules	Work instructions for customer support and marketing departments
Languages covered by moderation	CZ, SK, PL, HU, RO, UA, DE, SI

11. Active Recipients of the Service in the EU

Metric	Value
Average monthly active recipients of the service in the EU	350,000
Methodology	Active users based on Google Analytics measurement (GA4 "Active Users" metric in the acquisition section)

12. Summary of Reported Values

Area	Total value
Orders to remove content	0
Orders to provide information	0
Notices of illegal content	0
Own-initiative moderation	16
Complaints against moderation	0
Out-of-court dispute resolution	0
Automated moderation	-

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