

Digital Services Act

Annual Transparency Report 2024/2025

Published under Article 15 of Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market for Digital Services and amending Directive 2000/31/EC (the “Digital Services Act” or “DSA”).

Reporting period: 17 February 2024 – 31 December 2025
Service classification: Intermediary service – “mere conduit” (Article 3(g)(i) DSA)
Date of publication: 10 June 2026

1. Introduction and Legal Framework

This Transparency Report is published by Oxylabs (“Oxylabs”, “we”, “us” or “our”) in accordance with its transparency reporting obligations under the Digital Services Act. It describes the nature of the services we provide, the legal basis on which we operate as a provider of intermediary services, and the relevant data concerning requests, orders and actions during the reporting period.

Oxylabs is committed to transparency, accountability and the responsible provision of its services. We align our internal policies, processes and controls with applicable legal frameworks, including the DSA, the General Data Protection Regulation (Regulation (EU) 2016/679, “GDPR”), and other relevant European Union and national legal acts. This report reflects that commitment and is intended to give recipients of our services, competent authorities and the wider public a clear and accurate picture of our activity under the DSA.

1.1 Oxylabs as a “Mere Conduit” Provider

Under the DSA, the services provided by Oxylabs qualify as an intermediary service of the “mere conduit” type within the meaning of Article 3(g)(i) of the DSA. A mere conduit service consists of the transmission, in a communication network, of information provided by a recipient of the service, or the provision of access to a communication network.

In providing such services, Oxylabs:

- does not initiate the transmission of the information;
- does not select the receiver of the transmission; and
- does not select or modify the information contained in the transmission.

Because these conditions are satisfied, Oxylabs benefits from the liability exemption for mere conduit services set out in Article 4 of the DSA. Oxylabs does not host, store at the request of a recipient, curate, rank, recommend or otherwise determine the content that is transmitted through or accessed by means of its services.

1.2 Commitment to Lawful Cooperation

Oxylabs cooperates in good faith with competent national authorities, the European Commission and the European Board for Digital Services. We maintain dedicated points of contact enabling direct, electronic communication, respond to lawful orders and information requests within the timeframes required by applicable law, and operate robust Know-Your-Customer (KYC) and acceptable-use processes designed to prevent and address misuse of our services.

2. Transparency Report (Reporting Period)

This section sets out the quantitative information required under Article 15 of the DSA for the reporting period 17 February 2024 to 31 December 2025. The figures below relate solely to the mere conduit services provided by Oxylabs.

2.1 Orders Received from Member States' Authorities

Number of orders received from the judicial or administrative authorities of Member States, in accordance with Articles 9 and 10 of the DSA, broken down by the type of illegal content concerned and by issuing Member State.

Metric (Article 9 – orders to act against illegal content)	Number
Total number of orders received	0
Orders broken down by type of alleged illegal content	0

Metric (Article 10 – orders to provide information)	Number
Total number of information orders received	0
Information orders broken down by type of illegal content	0
Information orders broken down by issuing Member State	0 (no orders received)
Median time to confirm receipt to the issuing authority	Not applicable (no orders)
Median time to give effect to the orders	Not applicable (no orders)

2.2 Own-Initiative Content Moderation

As a mere conduit provider, Oxylabs does not select, modify, monitor or moderate the information transmitted through its services. Oxylabs did not carry out own-initiative content-moderation measures on transmitted information during the reporting period.

Metric	Number
Total own-initiative content-moderation actions	0
Actions broken down by type of content or violation	0
Actions broken down by detection method (automated / non-automated)	0
Use of automated tools for content moderation	None

2.3 Complaints Through Internal Complaint-Handling Systems

Metric	Number
Complaints received via internal complaint-handling systems	0

2.4 Use of Automated Means for Content Moderation

Oxylabs did not use automated means for the purpose of content moderation of transmitted information during the reporting period. Consequently, no information is reportable regarding the qualitative description, purposes, accuracy, error rate, or safeguards of such automated tools.