

# Alibaba Cloud Transparency Report

for the reporting period covering 17 February 2024 – 16 February 2025

Issued on 16 April 2025 by Alibaba (Netherlands) B.V.

## I. Introduction

Aiming to empower businesses in their digitalisation and technology progression, Alibaba (Netherlands) B.V. ("**Alibaba Cloud**", "**we**", "**us**" and "**our**") offers a comprehensive suite of cloud services based on a three-tiered architecture of infrastructure-as-a-service (IaaS), platform-as-a-service (PaaS) and model-as-a-service (MaaS) to customers within the European Economic Area. These services not only enable our customers to build a flexible, scalable, affordable and secure technology infrastructure, but also equip them with leading data capabilities that efficiently handle complex management, analytics and machine learning tasks, thereby generating significant business insights and enabling intelligent business decisions and operations.

This *Alibaba Cloud Transparency Report* is published in accordance with Articles 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**") regarding our services provided to our customers in the European Union ("**EU**"). It provides a clear and easily comprehensible way to learn our content moderation and related practice covering the period from 17 February 2024 to 16 February 2025 (the "**Reporting Period**").

## II. Content

This *Alibaba Cloud Transparency Report* covers the below category of our services:

- Alibaba Cloud: public cloud services provided through shared infrastructure where a virtual environment is created for each customer, so that such infrastructure is accessible and usable over Internet by the customer through purchases of standardised services such as computing power, data storage, network and security services.

The information disclosed in this document contains an overall summary of our content moderation and related practice for the promotion of the safety and integrity of our services, and is complemented by a machine-readable quantitative report required by the DSA and its Implementing Regulation. The machine-readable quantitative report can be downloaded [here](#).

## III. Orders Received from Member States' Authorities

*This section contains information provided in response to Article 15(1)(a) of the DSA.*

During the Reporting Period, we received in total 0 binding orders issued by an EU Member

State authority to act against illegal content (as defined in the DSA) related to our services, categorised below by the Member State issuing the order and the type of illegal content concerned. The median time needed to confirm receipt of an order, and the median time to give effect to the order, were not applicable in this case.

EU Member State	Number of Orders Issued
Austria	0
Belgium	0
Bulgaria	0
Croatia	0
Cyprus	0
Czechia	0
Denmark	0
Estonia	0
Finland	0
France	0
Germany	0
Greece	0
Hungary	0
Ireland	0
Italy	0
Latvia	0
Lithuania	0
Luxembourg	0
Malta	0
Netherlands	0
Poland	0
Portugal	0
Romania	0
Slovakia	0
Slovenia	0
Spain	0
Sweden	0

Type of Illegal Content	Number of Orders Issued
Animal welfare	0
Consumer information infringements	0
Cyber violence	0
Cyber violence against women	0
Data protection and privacy violations	0
Illegal or harmful speech	0
Intellectual property infringements	0

Type of Illegal Content	Number of Orders Issued
Negative effects on civic discourse or elections	0
Protection of minors	0
Risk for public security	0
Scams and/or fraud	0
Self-harm	0
Unsafe, non-compliant or prohibited products	0
Violence	0
Other violations	0

As to orders to provide information, during the Reporting Period, we received in total 0 binding orders issued by an EU Member State authority to provide certain information of our customers, categorised below by the Member State issuing the order and the type of illegal content concerned. The median time needed to confirm receipt of an order, and the median time to give effect to the order, were not applicable in this case.

EU Member State	Number of Orders Issued
Austria	0
Belgium	0
Bulgaria	0
Croatia	0
Cyprus	0
Czechia	0
Denmark	0
Estonia	0
Finland	0
France	0
Germany	0
Greece	0
Hungary	0
Ireland	0
Italy	0
Latvia	0
Lithuania	0
Luxembourg	0
Malta	0
Netherlands	0
Poland	0
Portugal	0
Romania	0
Slovakia	0
Slovenia	0

EU Member State	Number of Orders Issued
Spain	0
Sweden	0

Type of Illegal Content	Number of Orders Issued
Animal welfare	0
Consumer information infringements	0
Cyber violence	0
Cyber violence against women	0
Data protection and privacy violations	0
Illegal or harmful speech	0
Intellectual property infringements	0
Negative effects on civic discourse or elections	0
Protection of minors	0
Risk for public security	0
Scams and/or fraud	0
Self-harm	0
Unsafe, non-compliant or prohibited products	0
Violence	0
Other violations	0

#### IV. Notice and Action Mechanisms

*This section contains information provided in response to Articles 15(1)(b) and 16 of the DSA.*

During the Reporting Period, we received 2424 notices in total of alleged illegal content through Alibaba Cloud Reporting Center and other means for the submission of notices, categorized below by the type of alleged illegal content concerned.

Type of Illegal Content	Number of Orders Issued
Animal welfare	0
Consumer information infringements	0
Cyber violence	0
Cyber violence against women	0
Data protection and privacy violations	0
Illegal or harmful speech	0
Intellectual property infringements	648
Negative effects on civic discourse or elections	0
Protection of minors	0
Risk for public security	0
Scams and/or fraud	1776
Self-harm	0
Unsafe, non-compliant or prohibited products	0

Type of Illegal Content	Number of Orders Issued
Violence	0
Other violations	0

The above notices include informal and non-binding removal requests from government authorities. 0 of the above notices were submitted by trusted flaggers (as defined in the DSA). Of the notices where the reported content was hosted on our services, we took actions for 2424 notices expeditiously after we received and verified such notices. As most such notices were not able to provide sufficient information in identifying the underlying Alibaba Cloud service because the customers who hosted on top of Alibaba Cloud services their websites, applications or platforms would appear as the content provider, rather than Alibaba Cloud as the infrastructure or environment provider, our actions taken may include, among others, forwarding the notices to the reported customers and requiring them to remove or disable access to the illegal content or directly contact the original notice senders to resolve the disputes.

We did not make any decisions to remove or disable prohibited content using automated means during the Reporting Period. The median time needed to take the first action was 36 hours.

## **V. Content Moderation at Our Own Initiative**

*This section contains information provided in response to Article 15(1)(c) of the DSA.*

Mainly acting as a backend data processor on customers' behalf and under their instructions, we did not engage in content moderation as defined in the DSA at our own initiative during the Reporting Period, due to the nature of cloud computing services. Our customers, who typically operate their own intermediary services on top of our services and therefore is at a better position to take action to address any illegal content, may decide to implement their own content moderation mechanisms within their virtual environment on Alibaba Cloud.

## **VII. Use of Automated Means for the Purpose of Content Moderation**

*This section contains information provided in response to Article 15(1)(e) of the DSA.*

During the Reporting Period, we did not use automated means for the purpose of content moderation as defined in the DSA.