SmartSuite

Framework / Risk Management / Global Privacy Regulations

# EU Digital Services Act (DSA) – Regulation (EU) 2022/2065

The EU Digital Services Act requires online platforms to increase safety, transparency, and accountability for illegal content and user rights.

## What it is

The EU Digital Services Act (DSA) is a regulatory framework that establishes comprehensive rules for online platforms, intermediaries, and digital services to enhance accountability, transparency, and the protection of user rights across the European Union. Its primary goal is to improve the safety of digital environments, strengthen user protections against illegal content, and promote responsible platform governance.

Published by the European Union, the DSA applies to a broad range of organizations—including hosting providers, online marketplaces, social media, and search engines—that provide digital services to users within the EU. The Act addresses key areas such as content moderation, risk management related to illegal content, data transparency, algorithmic accountability, and obligations for compliance oversight.

## At a glance

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| PUBLISHER<br>European Union | TYPE<br>Regulation | VERSION<br>Regulation (EU) 2022/2065 |
| EFFECTIVE<br>November 16, 2022 | DOMAIN<br>Risk Management | FAMILY<br>Global Privacy Regulations |
| REGION<br>European Union | ADOPTION MODEL<br>Regulatory Compliance | IMPLEMENTATION COMPLEXITY<br>High |

Source: https://eur-lex.europa.eu/eli/reg/2022/2065/oj

## Why it matters

- **Promote responsible platform oversight** Enable organizations to establish clear accountability and operational controls for managing digital services and mitigating platform risks.
- **Enhance user rights protection** Strengthen safeguards against illegal content, misinformation, and abuse, directly supporting the safety and rights of digital service users.
- **Improve regulatory compliance** Facilitate systematic documentation, reporting, and risk assessment to help organizations meet evolving EU regulatory requirements.
- **Increase operational transparency** Support the disclosure of algorithms, content moderation decisions, and risk management practices to regulators and stakeholders.


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## How SmartSuite supports EU DSA

### Policy and Governance Control Hub
Manage platform policies, roles, and accountability with review cadence.

### Notice-and-Action Workflows
Track notices, moderation actions, decisions, and response timelines.

### Complaints and Appeals Tracking
Manage user complaints, escalations, outcomes, and audit trail.

### Transparency Reporting Inputs
Collect metrics and evidence needed for recurring transparency reporting.

### Risk Assessments and Mitigations
Track systemic risk assessments (where applicable) and mitigation actions.

### Compliance Reporting
Report operational performance, open issues, and evidence coverage.

## Common framework mappings

GDPR | ISO 27001:2022 | ISO 27701 | NIS2 (EU 2022/2555) | NIST CSF 2.0 | SOC 2

## Official resources

### EU Digital Services Act (DSA) Text
Provides the official text of the Digital Services Act as published by the European Union.

eur-lex.europa.eu/eli/reg/2022/2065/oj

### European Commission DSA Overview
Outlines the objectives, scope, and key provisions of the Digital Services Act.

digital-strategy.ec.europa.eu/en/policies/digital-services-act

### Digital Services Act Guidance
Offers guidance on implementing the Digital Services Act for compliance and best practices.

digital-strategy.ec.europa.eu/en/policies/digital-services-act

## Frequently asked questions

### What is the EU Digital Services Act (DSA) used for?
The EU Digital Services Act establishes regulatory requirements for online platforms, intermediaries, and digital service providers to enhance accountability, user safety, and transparency within the EU digital environment. It aims to reduce illegal content, ensure transparent content moderation, and promote responsible governance across digital ecosystems.

### Is compliance with the DSA mandatory for digital service providers?
Yes, compliance with the DSA is mandatory for organizations that provide digital services to users within the European Union, including hosting providers, online marketplaces, social media networks, and search engines. The Act is a legally binding regulation, and failure to comply may result in significant penalties.

### Which organizations are in scope for the DSA?
The DSA applies to a wide range of entities, from small intermediaries to Very Large Online Platforms (VLOPs) and Very Large Online Search Engines (VLOSEs) operating within or targeting users in the EU. The specific obligations vary depending on the type, size, and risk profile of the service provided.

### What are the key compliance requirements of the DSA?
Organizations must implement risk assessment procedures, transparent reporting mechanisms, robust content moderation policies, and maintain audit-ready documentation. Key artifacts include risk registers, incident logs, policy governance records, algorithmic transparency assessments, and evidence of regulatory compliance.


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### How do organizations implement the DSA in practice?

Implementation involves mapping DSA requirements to internal controls, conducting periodic risk and impact assessments, documenting content moderation workflows, and establishing reporting systems to track compliance and manage incidents. Teams are expected to maintain ongoing documentation to facilitate audits and regulatory reviews.

### How does the DSA relate to other EU data protection and digital regulations?

The DSA complements other EU frameworks such as the GDPR and the NIS2 Directive by focusing on digital service accountability, transparency, and systemic risk management. Organizations should align DSA compliance efforts with broader privacy, cybersecurity, and risk management programs to ensure regulatory coherence.

### What are the ongoing obligations for maintaining DSA compliance?

Ongoing requirements include scheduled risk assessments, continuous monitoring of systemic risks, timely incident response, regular reporting to regulatory bodies, and maintaining updated compliance documentation. Organizations must stay current with regulatory changes and update controls and policies as needed.

### How would SmartSuite support the EU Digital Services Act (DSA)?

SmartSuite supports DSA management by enabling organizations to track regulatory risks, map and manage controls, collect and retain evidence of compliance, and maintain audit readiness. The platform provides workflow automation for compliance tracking, centralized documentation, risk registers, and dynamic reporting dashboards to facilitate regulator-ready reporting and oversight.

License included / downloadable: Yes The Digital Services Act is European Union legislation and is publicly available through official EU regulatory publications.

Full framework page and mappings: smartsuite.com/frameworks/eu-digital-services-act-dsa-regulation-eu-2022-2065