

# THE DIGITAL SERVICES ACT

## 2024 Transparency Report

WP Engine is publishing this Transparency Report in compliance with the European Commission's Digital Services Act (DSA), under which WP Engine is considered an online intermediary providing hosting services. The below information reflects the orders, notices, and complaints received, and actions taken, by WP Engine under the DSA's requirements accordingly.

**Reporting Service Provider:** WPEngine, Inc.

**Reporting Period:** January 1, 2024 - December 31, 2024

### Member State Orders

No orders to provide information were received from Member States' authorities.

No orders to act against illegal content were received from Member States' authorities.

### Notices from Third Parties

No notices were received from Trusted Flaggers in accordance with Article 16 of the DSA.

Four hundred forty-eight notices were received from third parties in accordance with Article 16 of the DSA, as detailed below.

Category	Number of notices received	Number of specific items of information included in the total number of notices	Median time to take action (in hours)	Number of actions taken on the basis of the law	Number of actions taken on the basis of the terms and conditions of the service
Illegal or Harmful Speech - Defamation	5	5	23	2	0
Intellectual Property Infringements - Copyright	31	88	21	2	0
Intellectual Property Infringements - Trademark	18	40	23	0	0
Scams and/or Fraud - Fraud	27	27	19	23	0
Scams and/or Fraud - Phishing	364	364	19	364	0
Scams and/or Fraud - Spam	2	2	19	2	0
Unsafe, Non-Compliant or Prohibited Products - Prohibited or Restricted Products	1	1	23	1	0

### Own Initiative Actions

No actions were taken by WP Engine under its own initiative against illegal content.

No actions were taken by WP Engine under its own initiative against violations of its Terms of Service.

### Internal Complaints

No complaints were received through WP Engine's internal complaint-handling systems.

### Automated Means

WP Engine does not use automated means for the purpose of content inspection, review or removal.

### Qualitative Summary

WP Engine maintains and enforces its Acceptable Use Policy (AUP) located at <https://wpengine.com/legal/aup/> which all customers agree to as part of signing up for hosting services. Third parties may submit notices or complaints of any DSA violations by WP Engine customers in accordance with the AUP for WP Engine's review.