

Information - Digital Services Act

If and to the extent zooplus SE, Herzog-Wilhelm-Strasse 18, 80331 Munich, Germany ("zooplus") provides intermediary services as defined in Art. 3 (g) of the Regulation (EU) 2022/2065 ("DSA") the following information apply:

Single Point of Contact for authorities:

In accordance with Article 11 DSA zooplus has designated the following email address as the single point of contact for direct communication with Member States' authorities, the Commission and the European Digital Services Board in relation to the application of the DSA: click here or contact us at: DigitalServicesActSPC@zooplus.com.

When sending emails to DigitalServicesActSPC@zooplus.com, please include your full name and the name of the authority on whose behalf you are contacting us. We will also need an email address to contact you, which should be associated with the relevant EU authority.

This point of contact is reserved only for the authorities.

Communications with this email address can be in the German and English language, but if necessary, we will work with you to accommodate communication in another language. If you're not contacting us on behalf of an authority, please look for the right point of contact in our contact section (<https://support.zooplus.co.uk/en/support/home>) or below if you are a recipient of the service of zooplus.

Single Point of Contact for recipients of the service:

In accordance with Article 12 of the DSA, zooplus has designated the following email address as the single point of contact for direct communication for recipients of the service: click here or contact us at: DigitalServicesAct@zooplus.com.

When sending emails to DigitalServicesAct@zooplus.com, please include your full name and the name of service that you are recipient of. We will also need an email address to contact you.

This point of contact is reserved only for the recipients of the service.

Communications with this email address can be in the German and English language, but if necessary, we will work with you to accommodate communication in another language. If you're not contacting us as recipient of the service, please look for the right point of contact in our contact section (<https://support.zooplus.co.uk/en/support/home>).

Legal Representative

The legal representatives of zooplus pursuant to Article 13 DSA are:

Lionel Desclée (Chairman)

Steffen Schüller

zooplus SE, Herzog-Wilhelm-Strasse 18, 80331 Munich, Germany

service@zooplus.co.uk

+49 89 211 29 211 (Mo. Bis Fr. 8:00 – 19:00 Uhr, Sa. 8:00 – 14:00 Uhr)

Reports and information on average monthly active recipients

As soon as zooplus has published reports pursuant to Articles 15 DSA they will be made available here.

Notice and Action Mechanism

If you want to notify us of the presence on our service of specific items of information that you consider to be illegal content, please use the form made available here and include the following:

(a) a sufficiently substantiated explanation of the reasons why you allege the information in question to be illegal content; (b) a clear indication of the exact electronic location of that information, such as the exact URL or URLs, and, where necessary, additional information enabling the identification of the illegal content adapted to the type of content and to the specific type of hosting service; (c) the name and email address of the individual or entity submitting the notice, except in the case of information considered to involve one of the offences referred to in Articles 3 to 7 of Directive 2011/93/EU (<https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32011L0093>); (d) the statement confirming the bona fide belief of the individual or entity submitting the notice that the information and allegations contained therein are accurate and complete.

If and to the extent the services of zooplus qualify as those of an "online platform" as defined in Article 3

(i) DSA (currently: zooplus Vet Search), additionally the following information apply:

Internal Complaint-Handling System

If you want to lodge a complaint against the decision taken by zooplus upon the receipt of a notice or against the following decisions taken by zooplus on the grounds that the information provided by you constitutes illegal content or is incompatible with zooplus' terms and conditions:

- (a) decisions whether or not to remove or disable access to or restrict visibility of the information;
- (b) decisions whether or not to suspend or terminate the provision of the service, in whole or in part, to you;
- (c) decisions whether or not to suspend or terminate your account;
- (d) decisions whether or not to suspend, terminate or otherwise restrict the ability to monetise information provided by you

Please use the following form: [\[link\]](#)

The complaint may be lodged within a period of six months following the receipt of the decision of zooplus free of charge.

Misuse of reporting and complaint procedures

To ensure the proper and efficient operation of our platform, we are entitled to take action against abusive behaviour in connection with the provision of content and the use of reporting and complaint procedures.

Abuse occurs in particular if BusinessUser repeats:

- provide manifestly illegal content, or
- make manifestly unsubstantiated reports or complaints about our procedures.

In the assessment, we take into account all the circumstances of the individual case, in particular the number, ratio, severity and effects of the conduct as well as a recognisable abusive aim.

Upon prior warning, we may – depending on the severity and duration of the abuse – restrict the processing of further reports or complaints or temporarily suspend access to the affected features.

Further contractual or statutory rights remain unaffected.

Out-of-court dispute resolution

If you are a recipient of zooplus's services as an online platform (as defined in the DSA), including natural or legal persons who have submitted communications affected by the decisions referred to in the "Internal Complaint Management System" paragraph above, you are entitled to choose any out-of-court dispute resolution body approved in accordance with Art. 21 (3) DSA to resolve disputes related to these decisions including complaints that could not be resolved through the internal complaints procedure referred to in the above paragraph.

The current list of alternative dispute resolution bodies certified in accordance with Article 21 DSA is published by the European Commission and available at the following address:

<https://digital-strategy.ec.europa.eu/fr/policies/dsa-out-court-dispute-settlement>