

The new Digital Services Act Package: A paradigm shift?

A webinar series of the European Audiovisual Observatory

#1 Transparency of content moderation on social media

Social media service providers have become a sort of judge, jury and executioner regarding important issues of freedom of expression online. The DSA gives users and consumers the possibility to contest the decisions taken by the online platforms to remove their content, including when these decisions are based on platforms' terms and conditions. It also proposes rules on transparency of content moderation decisions. How will these rules work in practice?

Thursday, 18 March 2021, 16.00 – 17.15 CET, online webinar

Opening	
16.00 – 16.05	Opening and introduction to the session by Maja Cappello , Head of the Observatory's Department for Legal Information
Scene-setting introduction by the Observatory team	
16.05 – 16.10	Setting the scene , Video presentation by Francisco Javier Cabrera Blázquez , Senior Legal Analyst in the Observatory's Department for Legal Information
The expert's corner	
16.10 – 16.20	Online platforms' Moderation of Illegal Content Online <i>Online platforms have created content moderation systems, particularly in relation to tackling illegal content online. How will the DSA package impact on existing practices?</i> Alexandre De Stree , University of Namur, Academic Co-director at CERRE
Fire-side chats with stakeholders	
16.20 – 16.30	How does content moderation work? <i>Content moderation needs to rely on principles and policies that define acceptable behaviour and content online. Where is the best starting point and what are the possible goals?</i> Charlotte Willner , Executive Director, Trust & Safety Professional Association
16.30 – 16.40	What are the platforms doing? <i>Nowadays, social media service providers seem to be perpetually on the horns of a Shakespearian dilemma: to remove or not to remove content. How do platforms face this conundrum?</i> Marisa Jiménez Martín , Director Public Policy and Deputy Head of EU Affairs, Facebook
16.40 – 16.50	What do consumers expect? <i>Users of social media (all of us) want it all: we want our privacy and we want the right to say what we want, and to get the information we want. We also want our children protected from harmful content, and a hate-free online environment. Can all these seemingly contradictory needs be reconciled?</i> Paolo Celot , Secretary General, EAVI
16.50-17.00	How are regulators preparing for the new tasks? <i>The AVMSD introduced new rules for VSPs which means an increased workload for regulatory authorities, and the future DSA and DMA will probably make things even more complicated.</i> Ľuboš Kukliš , CEO, Council for Broadcasting and Retransmission of Slovakia, Board member of ERGA
Interaction with the audience	
17.00 – 17.10	Short Q & A session with our audience
Closing	
17.10 – 17.15	Main take-aways from the session Francisco Javier Cabrera Blázquez , Senior Legal Analyst in the Observatory's Department for Legal Information Closing Maja Cappello , Head of the Observatory's Department for Legal Information