GRC+ SERVICE SHEET · NOVEMBER 2026

DSA Compliance Review

Most online platforms, marketplaces and hosting services are not very large platforms, but the Digital Services Act still sets their duties and their Digital Services Coordinator enforces them. We review your notice and action process, statements of reasons, complaint handling, terms and conditions, transparency reports, advertising, recommender systems and trader checks against the duties of your DSA tier and report what has to change.

SERVICE
Advisory service

What It Is

A review of the Digital Services Act duties of online platforms, marketplaces and hosting services below the very large platform threshold: notices and statements of reasons, complaints, transparency reports, advertising, recommender systems and trader checks.

WHY IT MATTERS

The duties sit in everyday processes

Notices, takedowns, complaints and reports run through moderation tools, support queues and terms written years ago. The DSA asks that each step follows a set procedure and leaves a record.

- Notices without a clear decision route
- Statements of reasons missing or generic
- Transparency reports no one owns

THE OUTCOME

A report your board can act on

You know which DSA duties you meet, where you fall short and what to fix first.

- Gaps ranked by risk
- A record of what was tested
- A clear list of fixes and owners

What We Review

Every intermediary service	Articles 11 to 15: points of contact for authorities and for users, a legal representative if you are established outside the EU, terms and conditions that state your content restrictions, and a yearly transparency report unless you are a micro or small enterprise.
Hosting services	Articles 16 to 18: a notice and action mechanism anyone can use, a statement of reasons for each restriction you impose, and prompt notice to the authorities of a suspected offence that threatens someone's life or safety.
Online platforms	Articles 20 to 28: internal complaint handling, out-of-court dispute settlement, priority for trusted flaggers, measures against misuse, transparency reports, no deceptive interface design, advertising and recommender system transparency, and the protection of minors.
Marketplaces	Articles 30 to 32: trader details collected and checked before a trader can sell, an interface built for compliance by design, and buyers told when an illegal product or service was sold.
Exemptions and supervision	The micro and small enterprise exemptions of Articles 19 and 29, what your Digital Services Coordinator can ask for, and the penalties of Article 52: up to 6% of annual worldwide turnover.

What You Receive

The DSA review report PDF	Your DSA tier and exemptions, then each gap with its evidence, the article concerned and what to change.
A management summary In the report	Where you stand, the main risks and the decisions needed.
A walkthrough Video call	A session with your team to go through the findings and answer questions.

From Scope to Report

1	**Scoping**	Your services, their DSA tier and the exemptions that apply, agreed in writing.
2	**Documents**	Terms and conditions, notice and complaint procedures, transparency reports, advertising and recommender settings.
3	**Testing**	Notices, decisions, statements of reasons and complaints followed through your tools, with the people who handle them.
4	**Draft findings**	You see every conclusion before it is final and can add evidence.
5	**Report**	The report for your management, with each gap, the article concerned and what to change.

A guide, not a fixed promise: the length of each phase depends on your scope and on how quickly evidence and people are available.

Regulations That Ask for It

DSA	A review of the Digital Services Act duties of online platforms, marketplaces and hosting services below the very large platform threshold: notices and statements of reasons, complaints, transparency reports, advertising, recommender systems and trader checks.
UŚUDE (Poland)	**DSA Compliance Audit** An audit of your Digital Services Act controls: systemic risk assessment, mitigation measures, recommender systems, advertising repositories and how you handle illegal content.
DFA	**DSA Compliance Audit**

Why Organisations Choose GRC+

We follow changes to the requirements	We track regulators in your markets, so the work starts from the current text.
Sized to your tier	We review the duties your tier carries, not a very large platform's scope.
Tested, not only read	We test what happens in your records and systems, not only what your documents say.
Written scope first	You agree the scope and the fee before any work starts.

Questions Buyers Ask

Is this the independent audit under Article 37?

No. That audit is for very large online platforms and search engines; this review is for services below that threshold.

Which DSA duties apply to us?

It depends on your tier. Every intermediary service has the duties of Articles 11 to 15; hosting services add Articles 16 to 18; online platforms add Articles 20 to 28; marketplaces add Articles 30 to 32. We confirm your tier when we agree the scope.

We are a small company. Are we exempt?

Partly. Micro and small enterprises publish no yearly transparency report (Article 15(2)) and are exempt from the online platform and marketplace sections (Articles 19 and 29). They keep the duties of Articles 11 to 14 and 16 to 18, and give their user numbers to the Digital Services Coordinator or the Commission on request (Article 24(3)). The exemption runs on for 12 months after a company outgrows it.

Who supervises us?

The Digital Services Coordinator of the EU country where you have your main establishment (Articles 49 and 56). Without an establishment in the EU, the country where your legal representative is established.

Talk to Us

Thirty minutes with a principal consultant on what applies to you and what to do first.
Book a 30-Minute Call · sales@grc.plus · grc.plus/service/dsa-compliance-audit

