

CamperPlaces - Content Moderation Policy

Last updated: 18 May 2025

CamperPlaces is a community-driven platform. This policy explains what content is permitted, what is not, and how we handle reports. This policy is published in accordance with the EU Digital Services Act (DSA).

1. What Content Is Allowed

- Spots: real, accurately located camper van parking or camping spots with honest descriptions.
- Photos: original photos of the spot taken by the submitter.
- Reviews: honest, first-hand reviews of spots visited by the reviewer.
- Amenity information: factual details about facilities at a spot.

2. Prohibited Content

- False, fabricated, or deliberately misleading spot information.
- Photos that are not of the actual spot, or photos of identifiable people taken without consent.
- Defamatory, abusive, harassing, threatening, or hateful content.
- Content that infringes third-party copyright or intellectual property.
- Spam, promotional content, or advertising without prior consent.
- Content that facilitates illegal activity.
- Personal data of others posted without consent.
- Sexually explicit or violent content.

3. How to Report Content

Any user can report a spot, review, or photo using the Report button available on each spot and review. Reports are sent directly to the CamperPlaces moderation team.

You can also contact us directly at: Imagg@gmx.at

4. How We Handle Reports

When a report is received, we will:

- Acknowledge receipt within 7 days.
- Review the reported content against this policy.

- Take one of the following actions: no action, content removal, user warning, or account suspension/termination.

We aim to complete reviews within 14 days. For urgent illegal content, we act as quickly as possible.

5. User Appeals

If you believe your content was removed incorrectly or your account was suspended unfairly, you may appeal by contacting Imagg@gmx.at within 30 days of the decision. We will respond within 14 days.

6. Illegal Content

We will remove content that is illegal under applicable EU or Austrian law as soon as we become aware of it, and no later than within 24 hours of a credible report. We will cooperate with competent authorities as required by law.

7. Automated Moderation

We currently do not use fully automated content moderation. All moderation decisions are made by a human moderator.

8. DSA Transparency

In accordance with the EU Digital Services Act, we will publish an annual transparency report once our user base exceeds applicable DSA thresholds.

9. Contact

For moderation-related questions: Lorenz Magg, Imagg@gmx.at