

Digital Services Act

The [Digital Services Act \(DSA\)](#) is a European Union (EU) law that became fully effective on February 17, 2024. The DSA is designed to safeguard fundamental rights online, establish a transparency and accountability framework for online platforms, and foster innovation, growth, and competitiveness.

Under the DSA, online platforms, for example, are required to publish “the average monthly active recipients” of their service in the EU over a preceding 6-month period. Platforms that exceed 45 million average monthly active EU recipients may be designated as a “very large online platform” (VLOP), which must comply with additional regulatory requirements. To the extent that any of Upwork’s products or services fall within the scope of the DSA, we continue to monitor our average monthly active EU recipients and have determined that it remains well below the 45 million threshold for VLOPs.

Transparency Reporting

As part of these regulations, Upwork publishes an annual Transparency Report detailing how we uphold trust and safety on our platform. For more information about Upwork’s annual Transparency Report or to download a copy of the Report, please visit our [Help Center](#).

Reporting to Trust and Safety

Upwork takes every report of suspicious or inappropriate activity seriously. Providing a safe platform is a top priority. For more information on how to notify us of potentially illegal content, please visit our Help Center to learn about [reporting suspicious user activity](#).

Contact Us

For any questions for for further information related to the DSA, please contact us at dsa@upwork.com.