



Coimisiún  
na Meán

# Information Note re the decision to grant Trusted Flagger status to Irish Internet Hotline pursuant to Article 22 of the Digital Services Act

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## Introduction

On 11 June 2026, Coimisiún na Meán granted Trusted Flagger status to Irish Internet Hotline, pursuant to Article 22 of the Digital Services Act (**DSA**). This paper provides high-level information about the key aspects of the application and the evidence that An Coimisiún assessed during the assessment process to arrive at its decision.

Under the DSA, "Trusted Flagger" status is a legal designation that can be awarded to specific entities, such as charities, industry associations, or public bodies, that are recognised for their expertise in detecting illegal online content. The status does not grant these entities any special legal powers to order or enforce the removal of content, nor does it alter the legal standards of what is considered illegal. Article 22 of the DSA requires online platforms to take the necessary technical and organisational measures to ensure that illegal content notices submitted by Trusted Flaggers, acting within their designated area of expertise, are given priority and are processed without undue delay. However, the substantive legal evaluation of the flagged content remains unchanged.

Pursuant to Article 22, Coimisiún na Meán, as the designated Digital Services Coordinator in Ireland, has the power to award Trusted Flagger status to entities who meet the following conditions:

- a. it has particular expertise and competence for the purposes of detecting, identifying and notifying illegal content;
- b. it is independent from any provider of online platforms;
- c. it carries out its activities for the purposes of submitting notices diligently, accurately and objectively.

Further information about the role of Trusted Flaggers and the obligations of online platforms in respect of notices issued by Trusted Flaggers can be found in [Article 22 of the DSA](#) and the [FAQ Document](#) published on An Coimisiún's website.

## Key information about the Applicant

Irish Internet Hotline ("IIH" or "the Applicant") submitted an application for Trusted Flagger status under Article 22 of the Digital Services Act (DSA) in December 2025.

IIH was launched in November 1999, working to combat illegal online content, with a primary focus on Child Sexual Abuse Material, non-consensual intimate image sharing, racism and xenophobia, financial scams and fraud.

IIH is a member of Ireland's Safer Internet Centre, working alongside child and online safety organisations to protect children from the adverse effects of illegal content online. IIH is also a founding member of INHOPE, the International Association of Internet Hotlines, which is a global network dedicated to addressing illegal online content. IIH works closely with the Department of Justice and An Garda Síochána to establish operational procedures and protocols.

## Assessment of application

The application submitted by IIH was assessed to determine whether it met the conditions for the award of Trusted Flagger status. The assessment was conducted in accordance with the guidelines set out in An Coimisiún's [Trusted Flagger Guidance Document](#) ('**The Guide**') and was underpinned by a robust assessment framework developed to support the review of applications for Trusted Flagger status. The Guide informs interested bodies of An Coimisiún's assessment and decision-making process to determine whether



an applicant meets the Trusted Flagger status conditions. Together, the Guide and the assessment framework support evidence-based, transparent, consistent, and proportionate decision-making by An Coimisiún in the exercise of its statutory functions regarding Article 22.

The following sections provide a high-level outline of the key aspects of the application and the evidence that An Coimisiún analysed during the assessment process to arrive at its decision to award the Trusted Flagger status to IIH.

## Expertise and competence

This condition requires that the Applicant has the necessary expertise and competence for the purpose of detecting, identifying and notifying illegal content.

IIH's area of expertise is Child Sexual Abuse Material (CSAM), non-consensual intimate image sharing, racism, xenophobia and financial scams and fraud. The evidence submitted demonstrates the Applicant's expertise and long-standing competence in identifying illegal content across a wide range of websites and online platforms. IIH have also engaged in pre-DSA trusted flagger type programs with a number of online platforms since 2021, demonstrating their experience in notifying online platforms of alleged illegal content.

The team responsible for assessing and reporting alleged illegal content relating to CSAM, non-consensual intimate image sharing, racism and xenophobia, financial scams and fraud is experienced, well-resourced, and equipped with the necessary technological and professional competencies to carry out Trusted Flagger activities. Their resources include access to bespoke technical tools and encrypted public reporting mechanisms, supported by strong legal and industry expertise in combatting illegal content.

The Applicant has demonstrated that the staffing levels and reporting lines within the team are considered appropriate for the purpose of submitting notices. Based on the evidence provided, An Coimisiún is satisfied that IIH's expertise and resources are aligned with the effective and competent delivery of Trusted Flagger activities.

## Independence

This condition requires that the Applicant is independent in its decision-making, including financially independent, of providers of online platforms.

The assessment focused on the following aspects:

- whether there are any interests or involvement with online platforms in respect of all staff members involved in Trusted Flagger activities, directorship positions, measures in place to ensure independence from online platforms (**Organisational Independence**)
- funding arrangements in place and whether these are independent from online platforms (**Financial Independence**).

### Organisational Independence:

Based on the application and the supplementary information provided, the Applicant has demonstrated sufficient safeguards to ensure organisational independence. This is supported by a robust Conflict of Interest Policy and employee commitments which confirm that the Trusted Flagger function will operate without undue influence from third parties, including online platforms.



An Coimisiún is satisfied that all decisions relating to Trusted Flagger activities will be led by the designated team, which will operate independently from the Board of Directors and without connection to online platforms during the award period.

#### **Financial Independence:**

The Applicant has also demonstrated financial independence by providing sufficient detail of their funding model and a clear commitment to accountability. To support this, the Applicant submitted its Annual Report and Financial Accounts, which includes forecasts and projections demonstrating IIH's capacity for self-sufficiency. The Applicant was also transparent in providing additional information in respect of its membership fees and sources of funding.

## **Diligent, Accurate, Objective**

This condition requires that the Applicant carries out its reporting activities diligently, accurately and objectively.

The assessment focused on methodologies, resources and technologies supporting the conduct of Trusted Flagger activities. Based on the information submitted, the Applicant's methodology for detecting, identifying, and verifying illegal content is considered robust.

IIH's procedures demonstrate diligence and accuracy by utilising bespoke technical tools, thorough human analysis, and incorporating measures to mitigate and address potential errors. The process is further supported by well-defined complaints and correction mechanisms, which have been clearly mapped by the Applicant. Assessment and verification of alleged illegal content will be carried out by the Trusted Flagger team, to ensure accuracy. Reports submitted to the IIH by the public will be processed in accordance with objective criteria and all actions will be guided by predefined internal protocols, ensuring fairness and objectivity throughout the Trusted Flagger activities.

An Coimisiún is satisfied that the Applicant has implemented adequate measures to ensure a diligent, accurate and objective process with appropriate oversight and accountability.