

Status: 15.10.2023

Report according to the transparency obligation (Art 15 DSA) for the platform "Digital Wine Database" (Wine Guide)

Based on REGULATION (EU) 2022/2065 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 19 October 2022 on a single market for digital services and amending Directive 2000/31/EC (Digital Services Act), this document maps the complaint management pursuant to Articles 15 and 16 of the Digital Service Act.

This report is updated twice a year. The next update is on **15.04.2024**.

The complaints are documented as follows by way of example:

<u>Date of the complaint</u>	<u>Submitted by (anonymised)</u>	<u>Content of the complaint</u>	<u>Response from Messe Karlsruhe</u>	<u>Documented result</u>
15.10.2023	via Email from K**** M*****	Exhibitor XY uses a copyrighted image; a deletion on the platform of the image is requested	Exhibitor was asked about this; image rights belong to the exhibitor; this was confirmed in writing	Image will not be deleted; submitter will be informed about this

The following complaints have been documented by the supplier so far:

<u>Date of the complaint</u>	<u>Submitted by (anonymised)</u>	<u>Content of the complaint</u>	<u>Response from Messe Karlsruhe</u>	<u>Documented result</u>
Currently no complaints present and documented				

The following complaints have been documented by the user so far:

<u>Date of the complaint</u>	<u>Submitted by (anonymised)</u>	Beschwerdeinhalt	Stellungnahme seitens der Messe Karlsruhe	Dokumentiertes Ergebnis
Currently no complaints present and documented				

End of the report.