



DSA Transparency Report

17 February 2024 – 16 February 2025

Epic Games

Epic Games is a leading interactive entertainment company and provider of 3D engine technology. Epic operates Fortnite, Fall Guys, and Rocket League, as well as Unreal Engine, Unreal Editor for Fortnite (UEFN), Epic Online Services, Epic Games Store, and digital asset marketplaces such as Fab and ArtStation. Through these experiences, tools and services, Epic provides an end-to-end digital ecosystem where you can play, build, distribute and operate games and other digital content.

Epic's Approach to Online Safety

To create a welcoming experience for everyone, we set clear expectations for the behavior and content in our ecosystem and take action against those who violate our rules. We also implement default safety settings for our youngest players, and provide tools for players, parents and creators to manage their experience.

Our Rules

We have [Community Rules](#) that set clear guidelines for how we expect all players to behave inside our ecosystem. We also have [Content Guidelines](#) with details on content that can't be shared through our different experiences, services and marketplaces.

Default Safety and Privacy Settings

We design default safety and privacy settings in all our games to help create a safe environment for our youngest players from the outset. For example, for Fortnite players under 18, voice and text reporting is always "On" and the Personal Information text chat filter is default "On". For players under 16, our Mature Language text chat filter is default "On".

For Fortnite players under 13, the Personal Information and Mature Language text chat filters are always "On" and a Parental Controls PIN is required by default to add new friends. Additionally, players under 13 have a maximum chat setting of "Friends and Teammates", and players under 10 have a maximum setting of "Friends Only" in Fortnite, Rocket League and Fall Guys.

Cabined Accounts

[Cabined Accounts](#) are Epic accounts designed to create a safe and inclusive space for players under the age of 13 or their country's age of digital consent. Players with Cabined Accounts can still play Fortnite, Rocket League, and Fall Guys, but are not able to access certain features such as voice chat, text chat, purchasing items with real money, and custom display names until their parent or guardian provides consent.

Parental Controls

Our [Parental Controls](#) enable parents and guardians to choose how their child plays and interacts across Epic's games and experiences. More than a dozen granular controls and settings let parents and guardians manage access to social features such as voice and text chat, and set purchasing permissions, age-rating restrictions, Fortnite Time Limit Controls and more.

Moderation

We use automated solutions and human moderators to enable fast moderation, globally. Users can also submit evidence-based in-game reports for suspected rule violations, and the consequences for confirmed violations of our rules vary, up to and including permanent account bans.

Digital Services Act (DSA) Report

The Epic Games DSA report includes information on our processes and global moderation data for the services listed below during the period from 17 February 2024 to 16 February 2025. This report includes moderation data as required by the DSA and does not include all moderation activities carried out by Epic during the reporting period which fall outside the scope of DSA. For example, sanction data for cheating and account security rule violations are not included in this report.

Epic is publishing this report for the following services within scope of the DSA: [ArtStation](#), [Epic Developer Community](#), [Epic Games Store](#), [Epic Online Services](#) (including [Epic Online Services Developer Portal](#)), [Fab](#)¹, [Fall Guys](#), [Fortnite](#) (including [Fortnite.com](#), [Fortnite Creator Portal](#) and [Unreal Editor for Fortnite \[UEFN\]](#)), [Kids Web Services](#), [MetaHuman Creator](#), [Postparty](#), [RealityScan](#), [Rocket League](#), [Sketchfab](#), and [Twinmotion Cloud](#). This Transparency Report is responsive to the obligations under DSA Article 15(1) and Article 24(1) for the applicable services or product features.

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¹ Fab was launched in October 2024. The data represented for Fab includes data from Unreal Engine Marketplace which was merged into Fab in October 2024.

1. Own-Initiative Moderation

Moderating player behavior

Players can use in-game mechanisms to mute, block and report inappropriate behavior in Fortnite, Rocket League and Fall Guys. In addition, voice and text chat reporting enables players to submit evidence to Epic for suspected violations of our [Community Rules](#).

We conduct automated and human review of these evidence-based reports and take action against players using chat to engage in inappropriate behavior. In a given day, fewer than 0.25% of Fortnite players globally are exposed to conduct in voice chat that violates Epic's community rules.

In addition, we have a Personal Information text chat filter that helps remove certain types of information — like email addresses and credit card numbers — from text chat conversations in real time. We also have a Mature Language filter to help filter out various kinds of mature language and toxicity. Both filters are always on for players under 13 and always on for all players in Game Channels. During the reporting period, we filtered text chat conversations in real time and replaced more than 32.6 million text chat messages in Fortnite with emojis.

Moderating Fortnite Islands

As of April 2025, you can play over 190,000 games and experiences (we call them Islands) within Fortnite. Some of these Islands are made by Epic, and many others are made by players in the Fortnite community, including professional developers, creators and brands. All Fortnite Islands are moderated using a combination of automated and human review, before they are published and made available to players. We review around 5,000 Fortnite Islands per day. When violative content is identified, the Island is rejected from the publishing flow and is not publicly available. Creators who violate our rules are subject to Epic's enforcement consequences, all the way up to a permanent account ban.

Moderating Epic's marketplaces and services

Epic's marketplaces and services that host user-generated content use a combination of automated review (including hash-matching technologies, as described below), community reports, and human moderators to identify violative content pre and post publishing. When rule violations are detected, we take action to remove the offending content from our ecosystem, and creators are subject to enforcement consequences.

Automated tools for moderation

Potential violations flagged by our machine learning classifiers are either rejected automatically or sent to our team of human moderators for further review. Our team of trained moderators reviews content and considers each situation contextually and carefully before sanctions are applied. We leverage machine learning to provide several tools that facilitate human moderation including language translation, image highlighting, and similarity analysis.

Tools and training for Epic's moderation teams

Epic provides extensive tools and continuous training to assist our moderation teams. We have built specialized tooling to moderate content and behavior across Epic's experiences, services, and marketplaces. Training is required for all moderator roles and covers Epic's processes for reviewing and prioritizing content

in moderation queues. We use quality control processes, including quality sampling and regular calibration sessions, to improve moderator accuracy. These calibration insights help clarify policies and identify training needs for moderation teams.

Improving our machine learning models

We use safeguards to ensure our machine learning models are accurate, including using human moderation decisions to improve our ability to accurately detect and action rule breaking content and behavior across Epic's ecosystem.

Some examples of how we use our tools for automated moderation include:

- Filtering display names, team names, and Fortnite text chats for potentially violative content.
- Reviewing images and text descriptions on Fortnite creator Islands, and seller profiles and product listings on our marketplaces to identify rule violations, including spam, misleading images and intellectual property infringements.
- Using hash-matching technologies and image scanning, including through third party solutions such as [PhotoDNA](#). These tools help detect and prevent the distribution of child sexual abuse and exploitation material (CSAM). When Epic detects CSAM on our services, we report it to the National Center for Missing and Exploited Children (NCMEC) and take appropriate action.

2. Own-Initiative Moderation Sanctions

This section describes the types of restrictions we impose on user accounts and content as a result of moderation carried out on our own initiative. Moderation actions for reports of illegal activity are described in Section 3 and for Member State orders in Section 5.

Sanctions

Epic carries out a number of actions (or sanctions) on an account or piece of content when a violation of our rules is confirmed. Sanctions can vary depending on the severity of the violation and the number of previous sanctions a user has received. The sanctions we apply can be temporary or permanent. Sanctions can include:

Content takedowns

Content takedowns restrict or remove content from public view. This also includes text filtration, which removes certain types of information from text chat conversations in real time and replaces prohibited messages with emojis.

Service restrictions

Service restrictions temporarily or permanently restrict access to tools and features within a product, restrict access to specific Epic products, or restrict access to a user's Epic account.

The number and type of sanctions we impose as part of our moderation activities are available in [Annex A - Own-Initiative Moderation Sanctions](#).

3. Alleged Illegal Content or Behavior Reports

Article 16 of the DSA requires that Epic provide a mechanism where users can report alleged illegal content or behavior. Our team of moderators reviews each report for violations of [Epic's rules](#) which prohibit, among other things, illegal activity.

We reviewed all 7,529 alleged illegal content and behavior reports during the reporting period, and actioned 1,623. When Epic reviews content identified in these reports, it does so holistically against Epic's overall content policies. If Epic actions reported content, frequently this is done for reasons *other than* the reasons alleged in the original report.

See [Annex B - Alleged Illegal Activity Reports](#) for a breakdown per product.

Trusted Flaggers

In accordance with Article 22 of the DSA, Trusted Flaggers can submit reports to Epic which are prioritized and routed to our human moderators for review. Epic did not receive any notices from Trusted Flaggers for the reporting period.

4. Appeals

Epic allows users to appeal a sanction decision if they believe a mistake was made during moderation. Users are allowed to submit one appeal for each eligible sanction.

The process consists of three phases:

- **Submission:** Users request an appeal via our Appeals Portal or via a [support request](#) in select cases.
- **Review:** A human moderator will review the appeal and may contact the requestor for additional information.
- **Decision:** Following review, we make a decision regarding the appeal request. We notify users regarding the outcome of the appeal through email. Users can follow the status of their appeals in either the [Sanctions and Appeals page](#) or via their support ticket. The moderation decision will be upheld if the original sanction was appropriately applied. It will be lifted if the sanction imposed was inaccurately applied. It will be modified if during the review a more suitable sanction is identified for the violation that occurred.

We report on the number of appeals and the action we take in response to those appeals, in [Annex C - Appeals](#).

5. Orders Received from Government Authorities (EU Member States)

The DSA requires that Epic report the number of orders received from Member States' authorities issued in

accordance with Article 9 (orders to act against illegal content) and Article 10 (orders to provide specific information about one or more specific individual recipients of the service).

Epic did not receive any orders from EU Member States under Articles 9 and 10 of the DSA for the reporting period.

6. Out of Court Dispute Settlements and Suspensions

Out of court dispute settlements

The DSA provides users of our services with the right to access a third party out-of-court dispute settlement process to resolve any disputes that they may have with us regarding content moderation actions (including in relation to any appeals).

Epic did not receive any requests to resolve disputes using these processes during the reporting period.

Suspensions for repeat offenders

The DSA requires that Epic report the number of suspensions imposed in accordance with Article 23, which includes suspensions for frequently providing manifestly illegal content or frequently submitting manifestly unfounded notices or complaints.

Epic did not impose any account suspensions as defined under Article 23 DSA for the reporting period. For the number of sanctions we imposed for creating, posting or sharing content that violates our rules, refer to [Annex A - Own-Initiative Moderation Sanctions](#).