2025 Transparency Report pursuant to Article 15 of the Digital Services Act (DSA)

Service:
Forge Master

Service Provider:
Lessmore UG (haftungsbeschränkt)

Legal Basis:
Article 15 of Regulation (EU) 2022/2065 (Digital Services Act)

Reporting Period:
1 January 2025 – 31 December 2025

Geographical Scope:
Users within the European Union

Content Moderation Scope:
Global moderation activity (chat functionalities are not geographically segmented)

Single Point of Contact pursuant to Article 11 DSA:
business@lessmore.games
Communications may be conducted in English or German.

Enterprise Classification:
Lessmore qualifies as a medium-sized enterprise within the meaning of Commission Recommendation 2003/361/EC.

Date of Publication:
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Version:
v1.0

Contact (User Support):
support@lessmore.games

1. Executive Summary

This Transparency Report is published pursuant to Article 15 of Regulation (EU) 2022/2065 (Digital Services Act, "DSA"). It provides information on content moderation activities carried out in connection with the in-game chat functionalities of the mobile game Forge Master during the reporting period from 1 January 2025 to 31 December 2025.

Forge Master is operated globally by Lessmore UG (haftungsbeschränkt). The service includes user-generated communication features in the form of server-based global chat channels and clan-specific chat channels. These communication functionalities are not geographically segmented. Accordingly, quantitative information contained in this report reflects global moderation activity and is not limited to users located within the European Union.

Content moderation within Forge Master is based on a combination of user-initiated reporting mechanisms, rule-based automated systems, AI-supported detection tools, and human review by moderation staff. Automated systems are designed to support the identification and mitigation of potentially harmful or inappropriate content in real time. Automated measures are limited in scope and duration. All longer-term enforcement measures, including temporary and permanent communication restrictions and permanent account bans, require human assessment and decision-making.

Users who are subject to moderation measures have access to an internal complaints and redress mechanism. Complaints are reviewed manually by moderation staff. No fully automated decision-making systems are used for complaint resolution.

During the reporting period, Lessmore did not receive any orders from Member State authorities pursuant to Articles 9 or 10 DSA. No notices were submitted by trusted flaggers designated under Article 22 DSA.

Due to infrastructure transitions and historical limitations in consolidated logging systems during 2025, certain aggregated enforcement statistics are not available in reportable format. Where relevant, such limitations are explicitly disclosed in this report. No retrospective estimations have been made for unavailable datasets.

This report is intended to provide clear, comprehensible and transparent information regarding the moderation practices applied to Forge Master, in accordance with the obligations set out in Article 15 DSA.

2. Description of the Service

Forge Master is a mobile multiplayer game operated by Lessmore UG (haftungsbeschränkt) and made available to users globally, including users located within the European Union. The service is structured as a server-based game environment in which users access gameplay through individually operated game servers.

At the date of publication of this report, Forge Master operates 33 active game servers. Each server environment includes a server-based global chat channel enabling real-time text communication among users assigned to that server. These server environments are not geographically segmented. Users from different jurisdictions may participate in the same server environment. Accordingly, content moderation is applied on a global basis across all servers.

In addition to server-based global chat channels, the service provides clan functionality. Users may voluntarily join in-game clans. Clan membership enables access to a clan-specific chat channel limited to members of that clan. Clan chat functionality exists on all active servers; however, access to clan chat is conditional upon membership in a clan. Users who are not members of a clan do not have access to clan chat communication.

All chat communications within global and clan chat channels constitute user-generated content. Communication is text-based and occurs exclusively within the in-game environment. The service does not provide geographically restricted or EU-only chat channels. As a result, quantitative moderation data reported under this document reflects global activity.

In addition to chat messages, users select and display self-chosen player names. Player names are visible to other users within the service and may also constitute user-generated content subject to moderation where they potentially violate applicable rules or terms of service.

The communication features described above are intended to support coordination, social interaction and community engagement within the gameplay environment. Due to the real-time and interactive nature of these communication functionalities, content moderation mechanisms are applied in order to mitigate potentially harmful, abusive or otherwise inappropriate behaviour.

The moderation framework applicable to these communication features includes user reporting mechanisms, automated content filtering systems, threshold-based intervention mechanisms and human review by moderation staff. The operational structure and safeguards of these systems are described in detail in the following chapters of this report.

3. Content Moderation Framework

Content moderation within Forge Master is designed to address potentially harmful, abusive or otherwise inappropriate user-generated content in the in-game communication environment. Moderation activities during the reporting period were conducted through a combination of user-initiated reporting mechanisms, rule-based automated systems, AI-supported pre-publication filtering, limited manual own-initiative moderation and human review.

The moderation framework applies globally across all active game servers and is not geographically segmented.

3.1 Reporting Mechanism

Forge Master provides users with an in-game reporting mechanism enabling the submission of notices concerning chat messages or user accounts that may violate applicable rules or terms of service.

Reporting functionality is accessible directly within the chat interface. Any user may submit a report in relation to a specific message or user account. When submitting a report, users must select one of the following predefined reporting categories:

Harassment
Spam / Junk
Inappropriate Language
Offensive Player Name
Cheating

Each submitted report constitutes an individual notice within the meaning of Article 15 DSA reporting obligations. Multiple users may submit separate reports in relation to the same message or account.

Upon submission, the reported message or account is flagged within the moderation system and queued for review. Moderation staff can identify the reported content and the reported user account. The identity of the reporting user is not disclosed within the moderation review interface, in order to reduce the risk of retaliation.

All reports are subject to human assessment unless automated threshold measures are triggered as described below.

3.2 Automated Threshold Measures and Human Review

Forge Master employs rule-based and AI-supported filtering systems that evaluate chat messages prior to publication.

The pre-publication filtering framework consists of:

1. A rule-based word filtering system (blocklist and whitelist configuration), and
2. An AI-supported content detection system operating prior to message publication.

Where a message contains predefined blocked terms or is identified by the AI-supported system as potentially violating applicable standards, the message is prevented from being published in the chat environment. In such cases, the message remains visible only to the sending user and is not transmitted to other users.

Pre-publication blocked messages are not stored within the chat system and do not enter the post-publication moderation workflow.

During the reporting period, contextual AI systems capable of post-publication evaluation were not deployed. All AI-supported moderation during 2025 operated exclusively at the pre-publication stage.

3.3 Threshold-Based Automated Measures

In addition to pre-publication filtering, Forge Master applies rule-based automated threshold mechanisms designed to mitigate potential harm in real time based on user reporting activity.

Where a single chat message receives 20 reports from different users, the message is automatically removed from public visibility within the chat environment. The removed message remains accessible within the internal moderation system and may be reviewed by moderation staff.

Where a user account receives 20 reports from different users within a 20-minute period, the system automatically applies a temporary 2-hour communication restriction (mute). This restriction is automatically lifted once the predefined duration has elapsed.

These automated measures are strictly rule-based and apply only upon reaching predefined quantitative thresholds. They are limited in scope and duration and do not constitute permanent account sanctions.

All longer-term enforcement measures require human review and decision-making.

3.4 Human Moderation and Own-Initiative Review

Moderation staff employed by Lessmore review reported content and determine whether enforcement measures are appropriate in accordance with internal moderation guidelines.

In addition to reviewing user-submitted reports, moderation staff may on rare occasions conduct manual own-initiative moderation when directly observing chat activity within the administrative interface. Such proactive review does not constitute systematic monitoring of all chat activity and is limited in scope. It occurs infrequently and typically in connection with administrative oversight activities rather than continuous real-time monitoring.

Permanent communication restrictions and account bans are not applied solely through automated systems. All permanent enforcement actions require contextual human assessment.

3.5 Scope and Limitations of Moderation Systems

The moderation framework is designed to balance real-time mitigation of harmful content with proportionality and human oversight. Automated systems are intended to support, but not replace, human moderation.

Moderation decisions are based on the information available at the time of review, including reported content, contextual factors and, where applicable, prior moderation history.

The operational details of enforcement measures and their quantitative application during the reporting period are described in Chapter 5 of this report.

4. Enforcement Measures

Enforcement measures within Forge Master are applied following the assessment of reported or otherwise identified user-generated content in accordance with the moderation framework described in Chapter 3.

Enforcement decisions are taken on a case-by-case basis. There is no fixed escalation matrix or automatic penalty progression system applied to user accounts. Moderation staff assess each case individually, taking into account the specific content at issue, the surrounding context, and any relevant prior moderation history associated with the account.

The following enforcement measures were available during the reporting period:

Temporary communication restriction (1-day mute)
Temporary communication restriction (7-day mute)
Permanent communication restriction (permanent mute)
Permanent account ban

Temporary account bans exist as a technical capability within the system architecture; however, no temporary account bans were applied during the reporting period.

Temporary communication restrictions prevent the affected user from sending chat messages for the defined duration. Permanent communication restrictions prevent the affected user from participating in chat functionalities indefinitely, while retaining access to gameplay features unless otherwise restricted. Permanent account bans result in the suspension of access to the game account.

Enforcement measures affecting communication privileges or account access are not imposed solely through automated systems. All permanent communication restrictions and permanent account bans require human review and decision-making by moderation staff.

Automated 2-hour communication restrictions applied pursuant to threshold-based mechanisms are limited in duration and scope and are addressed separately in Chapter 5.

Aggregated statistical data concerning the total number of manually imposed 1-day mutes, 7-day mutes, permanent mutes and permanent account bans during the reporting period is not available in consolidated reporting format due to historical logging limitations, as described in Chapter 8.

5. Notices and Moderation Actions

This Chapter provides quantitative information regarding notices received and moderation measures applied during the reporting period, in accordance with Article 15(1)(a)–(c) of Regulation (EU) 2022/2065 (Digital Services Act).

Unless otherwise specified, quantitative figures reflect data recorded within the internally operated chat infrastructure active from 11 September 2025 onwards. Aggregated system-level datasets prior to this date are not available in consolidated format due to infrastructure transition and historical logging limitations, as described in Chapter 8.

No retrospective estimation has been made for unavailable datasets.

5.1 Orders from Member State Authorities

During the reporting period from 1 January 2025 to 31 December 2025, Lessmore did not receive any orders from Member State authorities pursuant to Articles 9 or 10 of the Digital Services Act.

Accordingly:

Number of orders received: 0
Categorisation by type of illegal content: Not applicable
Issuing Member State: Not applicable
Median time to inform issuing authority: Not applicable
Median time to give effect to such orders: Not applicable

5.2 Notices Submitted by Users

Forge Master enables users to submit notices through an in-game reporting mechanism as described in Chapter 3.

For the purposes of this report, a "notice" corresponds to each individual report submitted by a user via the in-game reporting interface, irrespective of whether multiple notices relate to the same message or user account.

5.2.1 Total Number of Notices

Between 11 September 2025 and 31 December 2025:

Total number of user notices submitted: 93,505
Total number of chat messages exchanged: 7,742,399

This corresponds to a notice rate of approximately 1.21 percent of total messages during the period for which consolidated data is available.

Aggregated notice data for the period from 1 January 2025 to 10 September 2025 is not available in consolidated format due to infrastructure transition.

5.2.2 Categorisation by Type of Alleged Violation

During the reporting period from 11 September 2025 to 31 December 2025, notices were distributed across the predefined reporting categories as follows:

Spam / Junk: 10,645
Harassment: 33,495
Inappropriate Language: 39,425
Offensive Player Name: 5,880
Cheating: 2,927
Uncategorized: 1,133

The "Uncategorized" figure reflects reports submitted between 11 September and 3 October 2025, during which individual reporting categories were not logged in aggregated format due to a configuration issue. These notices are included in the total notice count but could not be retroactively assigned to specific categories.

5.2.3 Notices Submitted by Trusted Flaggers

During the reporting period, Forge Master did not receive any notices from trusted flaggers designated under Article 22 DSA.

Number of trusted flagger notices: 0

5.3 Actions Taken Pursuant to Notices

Not all notices result in enforcement measures. Reported content is assessed on a case-by-case basis by moderation staff in accordance with the enforcement framework described in Chapter 4.

5.3.1 Automated Measures

Between 11 September 2025 and 31 December 2025:

Automated temporary 2-hour communication restrictions applied pursuant to threshold-based reporting mechanism: 3,272

These measures were triggered automatically upon reaching predefined quantitative thresholds and were automatically lifted upon expiry of the defined duration.

Aggregated data concerning the number of unique post-publication message removals triggered by the 20-report threshold is not available in consolidated reporting format.

5.3.2 Manually Imposed Enforcement Measures

Temporary communication restrictions (1-day mute), temporary communication restrictions (7-day mute), permanent communication restrictions and permanent account bans were applied during the reporting period following human review.

However, aggregated statistical data concerning the total number of manually imposed 1-day mutes, 7-day mutes, permanent mutes and permanent account bans during 2025 is not available in consolidated reporting format due to historical logging limitations.

Individual enforcement decisions were recorded operationally at the time of application but were not retained in a system-level aggregated dataset suitable for retrospective statistical reporting.

No retrospective estimation has been made.

Temporary account bans existed as a technical enforcement capability but were not applied during the reporting period.

5.4 Moderation at Own Initiative

In addition to user-submitted notices, moderation activities were carried out at the provider's own initiative through automated systems and limited manual oversight.

Automated pre-publication filtering systems prevented publication of the following during the period from 11 September 2025 to 31 December 2025:

Messages blocked by rule-based profanity filtering: 76,823
AI-supported pre-publication interventions: 124,556

These systems operated exclusively prior to message publication during 2025.

Limited manual own-initiative moderation occurred on rare occasions when moderation staff directly observed content while accessing administrative interfaces. Such review was not systematic monitoring and did not constitute continuous proactive screening of all chat activity.

5.5 Median Time Needed for Taking Action

The exact median time between notice submission and moderation action is not recorded in aggregated statistical format.

In practice, moderation staff review reported content on a recurring basis, typically multiple times per day.

Where automated threshold mechanisms are triggered, action is applied immediately upon reaching predefined quantitative criteria.

6. Complaints and Redress Mechanisms

This Chapter provides information regarding the internal complaint-handling mechanism and complaints received during the reporting period, in accordance with Article 15(1)(d) of Regulation (EU) 2022/2065 (Digital Services Act).

6.1 Description of the Internal Complaint Mechanism

Forge Master provides users who are subject to moderation measures with access to an internal complaints and redress mechanism.

Users may submit complaints through an in-game contact function. Submissions are transmitted via email to Lessmore's moderation team and processed manually.

The complaint-handling process includes:

- Review of the content that led to the enforcement measure
- Review of the specific enforcement action applied
- Consideration of contextual factors
- Consideration of prior moderation history, where relevant

No fully automated decision-making systems are used in the complaint review process.

Submission of a complaint does not automatically suspend, stay or reverse an enforcement measure.

Where requested, users are provided with an explanation of the moderation decision and reference to the relevant content.

6.2 Number of Complaints Received

Between 15 October 2025 and 31 December 2025, a total of 406 moderation-related email appeals were received.

These appeals exclusively concerned moderation measures applied to user accounts or communication privileges.

Aggregated complaint data for the period from 1 January 2025 to 14 October 2025 is not available in consolidated reporting format due to historical logging limitations and infrastructure transition.

The figure of 406 therefore reflects the period for which structured email-based aggregation is available.

6.3 Basis for Complaints

Complaints submitted during the reporting period primarily concerned:

- Temporary communication restrictions
- Permanent communication restrictions
- Permanent account bans

In many instances, complaints involved requests for clarification regarding the reasons for the applied enforcement measure.

Complaints are assessed on an individual basis and may result in enforcement measures being upheld, modified or reversed following review.

Aggregated statistical data concerning the distribution of outcomes (upheld, modified or reversed) during the reporting period is not available in consolidated format. No retrospective estimation has been made.

6.4 Decisions Taken and Median Time to Decision

Complaints are reviewed manually by moderation staff.

The exact median time required to take decisions on complaints is not recorded in aggregated statistical format.

In operational practice, complaints are typically reviewed and responded to within approximately 24 hours, depending on case complexity and operational workload.

No automated systems are used to determine the outcome of complaints.

7. Use of Automated Tools

This Chapter provides information regarding the use of automated means for the purpose of content moderation, in accordance with Article 15(1)(e) of Regulation (EU) 2022/2065 (Digital Services Act).

During the reporting period, Forge Master employed limited automated tools to support the moderation of user-generated content within its in-game chat functionalities. These tools were designed to assist in mitigating potentially harmful or inappropriate content in real time while maintaining human oversight over longer-term enforcement decisions.

7.1 AI-Supported Pre-Publication Filtering

Forge Master operates an internally configured, AI-supported content filtering system that evaluates chat messages prior to publication.

The system functions exclusively at the pre-publication stage. It does not perform post-publication content scoring, ranking adjustment, demotion, shadow restriction or automated permanent account enforcement.

The filtering framework consists of a rule-based word filtering mechanism and AI-supported detection logic operating prior to message transmission. The rule-based component relies on a predefined blocklist and whitelist configuration. The blocklist contains specific words, phrases and certain emojis associated with abusive, inappropriate or otherwise disruptive conduct. The whitelist serves to reduce over-blocking by excluding specific contextual terms from triggering intervention.

If a message contains terms matching predefined blocklist criteria or is identified by the AI-supported system as potentially violating applicable standards, the message is prevented from being published. In such cases, the message remains visible only to the sending user and is not transmitted to other users. A notification is displayed to the sender indicating that the message was blocked by moderation.

Blocked pre-publication messages are not stored within the chat system and do not enter the post-publication moderation workflow.

The blocklist includes terms across multiple languages, including English, German, Spanish, Russian, Traditional Chinese, French, Italian, Portuguese and Korean. The system is rule-based

and statically configured. It does not autonomously learn, retrain or adapt without manual intervention.

Moderation staff may update blocklist entries, adjust rule configurations and modify threshold parameters where necessary.

7.2 Threshold-Based Automated Measures

In addition to pre-publication filtering, Forge Master applies rule-based automated threshold mechanisms based on user reporting activity.

Where a single chat message receives 20 reports from different users, the message is automatically removed from public visibility. The removed message remains accessible within the internal moderation interface and may be reviewed by moderation staff.

Where a user account receives 20 reports from different users within a 20-minute period, a temporary 2-hour communication restriction is automatically applied. This restriction is automatically lifted once the defined duration has elapsed.

These automated measures are strictly rule-based and apply only upon reaching predefined quantitative thresholds. They do not result in permanent account bans or permanent communication restrictions without human assessment.

Moderation staff retain the ability to adjust threshold parameters and to review any automated action.

7.3 Purpose and Scope of Automated Systems

The purpose of automated tools used within Forge Master is to reduce the dissemination of clearly inappropriate content in real time, particularly in high-activity chat environments, and to provide immediate mitigation where reporting activity indicates potential harm.

Automated systems are designed to complement, not replace, human moderation. All permanent communication restrictions and permanent account bans require human review and decision-making.

The automated systems deployed during the reporting period did not involve profiling-based ranking systems, behavioral prediction systems or automated risk-scoring systems affecting gameplay access.

7.4 Accuracy, Error Risks and Safeguards

The automated systems rely on predefined linguistic indicators and rule-based thresholds. As with all rule-based filtering systems, there is a potential risk of false positives, where legitimate content may be blocked, and false negatives, where violating content may not be detected.

During the reporting period, no formal statistical measurement of false positive or false negative rates was conducted in aggregated reporting format.

To mitigate potential risks associated with automated moderation, the following safeguards are in place:

Automated pre-publication blocking does not result in permanent sanctions.
Automated communication restrictions are limited in duration.
Post-publication enforcement measures require human assessment.
Moderation staff may adjust rule configurations and threshold parameters.
Users subject to enforcement measures have access to a complaint mechanism as described in Chapter 6.

The automated systems used during the reporting period were internally configured and operated. No self-learning or continuously retraining models were deployed in connection with chat moderation during 2025.

8. Data Retention and Privacy Considerations

This Chapter provides information regarding the retention of chat data and moderation-related records during the reporting period, as well as planned adjustments to data retention practices.

During the reporting period from 1 January 2025 to 31 December 2025, chat-related data and moderation records were retained within the technical infrastructure without predefined deletion intervals. No formally implemented retention schedule governed the deletion of non-reported chat messages, reported content or moderation logs during that period.

Pre-publication blocked messages, which were prevented from being transmitted to other users by automated filtering systems, were not stored in the chat system and were not retained following the blocking event.

While moderation actions were recorded operationally at the time of enforcement, aggregated system-level datasets suitable for retrospective statistical reporting were not consistently retained in consolidated format throughout 2025. As a result, certain quantitative enforcement statistics are not available for the full reporting period. No retrospective estimation has been made for unavailable datasets.

Following internal compliance review, Lessmore has initiated the implementation of a structured data retention framework. The introduction of defined retention periods is planned for the course of the 2026 operational year. At the time of publication of this report, this structured retention framework has not yet been fully implemented.

The intended retention framework will provide that non-reported chat messages are retained for up to 90 days, reported or removed chat messages for up to 12 months, and moderation logs, including communication restrictions, bans and automated threshold interventions, for up to 24 months.

The implementation of defined retention periods is intended to enhance proportionality, data minimisation and compliance with applicable data protection principles, while preserving the ability to meet transparency and accountability obligations under Regulation (EU) 2022/2065.