

## Digital Services Act Transparency Report

**Date of publication:** 14 February 2025

**Reporting Period:** 1 February 2024 to 31 December 2024

In accordance with Square Enix Limited's ("Square Enix") obligations under the EU Digital Services Act, Square Enix has set out below its transparency report in relation to its live service game, *FINAL FANTASY XIV* Online, covering its EU player base.

*FINAL FANTASY XIV* Online is a Massively Multiplayer Online Role-Playing Game available for PC, Mac, PlayStation and Xbox platforms.

*FINAL FANTASY XIV* Online is committed to tackling any illegal content on its platform swiftly and robustly under the guidelines set out by its terms and conditions.

Players can report illegal content within *FINAL FANTASY XIV* Online via its in-game reporting system, and on the *FINAL FANTASY XIV* Online Forums and The Lodestone community website via the reporting functions set out on the webpages. Square Enix internal teams review such reports and accordingly take actions against offending players. Square Enix does not carry out any automated moderation.

### Member state orders

Square Enix has received 0 orders from EU Member states during the Reporting Period to act against and/or provide information in relation to illegal content.

### Content moderation via notice

Square Enix investigates all player reports. Player reports are acknowledged between 1 to 24 hours. Player reports are actioned and resolved within 2 to 14 days.

Certain reports may take more than 14 days to be resolved, depending on the complexity of the player report and follow up investigation.

Following an investigation, where a player report relates to an actual infringement of the *FINAL FANTASY XIV* Online terms and conditions, Square Enix takes action by issuing infringing players' accounts with one of the following: a caution, warning, suspension, or ban. Where Square Enix deems a player report vexatious or does not find enough evidence to substantiate the claims set out in the player report, no action will be taken. Any actions taken are on the basis of the *FINAL FANTASY XIV* Online terms and conditions which can be found [here](#).

Detail of player reports and actions can be found below:

Category of Illegal Content	# of Reports received and investigated	# of Reports action taken against
<b>February</b>		
Disclosing PII of another player	0	0
Inappropriate or offensive language (including encouraging self harm and suicide)	1381	177
Impersonation	3	0
Phishing	0	0
Protection of minors	0	0
Public Safety Concern	0	0
Stalking behaviour	18	0
Threat towards another player	3	1

Other violations of terms and conditions	19	4
<b>Total</b>	<b>1424</b>	<b>182</b>
<b>March</b>		
Disclosing PII of another player	7	0
Inappropriate or offensive language (including encouraging self harm and suicide)	1439	183
Impersonation	0	0
Phishing	0	0
Protection of minors	0	0
Public Safety Concern	0	0
Stalking behaviour	28	0
Threat towards another player	1	0
Other violations of terms and conditions	29	11
<b>Total</b>	<b>1504</b>	<b>194</b>
<b>April</b>		
Disclosing PII of another player	2	0
Inappropriate or offensive language (including encouraging self harm and suicide)	1579	159
Impersonation	0	0
Phishing	110	53
Protection of minors	0	0
Public Safety Concern	0	0
Stalking behaviour	26	0
Threat towards another player	0	0
Other violations of terms and conditions	23	4
<b>Total</b>	<b>1740</b>	<b>216</b>
<b>May</b>		
Disclosing PII of another player	2	0
Inappropriate or offensive language (including encouraging self harm and suicide)	1432	162
Impersonation	1	0
Phishing	210	82
Protection of minors	0	0
Public Safety Concern	0	0
Stalking behaviour	6	0
Threat towards another player	0	0
Other violations of terms and conditions	23	6
<b>Total</b>	<b>1674</b>	<b>250</b>
<b>June</b>		
Disclosing PII of another player	3	0
Inappropriate or offensive language (including encouraging self harm and suicide)	1517	160
Impersonation	0	0
Phishing	199	85

Protection of minors	0	0
Public Safety Concern	0	0
Stalking behaviour	9	0
Threat towards another player	3	0
Other violations of terms and conditions	34	7
<b>Total</b>	<b>1765</b>	<b>252</b>
<b>July</b>		
Disclosing PII of another player	6	0
Inappropriate or offensive language (including encouraging self harm and suicide)	2811	261
Impersonation	1	0
Phishing	344	149
Protection of minors	0	0
Public Safety Concern	0	0
Stalking behaviour	18	0
Threat towards another player	1	0
Other violations of terms and conditions	51	18
<b>Total</b>	<b>3232</b>	<b>428</b>
<b>August</b>		
Disclosing PII of another player	1	0
Inappropriate or offensive language (including encouraging self harm and suicide)	2246	218
Impersonation	0	0
Phishing	284	94
Protection of minors	0	0
Public Safety Concern	0	0
Stalking behaviour	18	1
Threat towards another player	0	0
Other violations of terms and conditions	49	15
<b>Total</b>	<b>2598</b>	<b>328</b>
<b>September</b>		
Disclosing PII of another player	1	0
Inappropriate or offensive language (including encouraging self harm and suicide)	1263	128
Impersonation	0	0
Phishing	315	92
Protection of minors	0	0
Public Safety Concern	0	0
Stalking behaviour	8	0
Threat towards another player	1	0
Other violations of terms and conditions	28	7
<b>Total</b>	<b>1616</b>	<b>227</b>
<b>October</b>		

Disclosing PII of another player	2	0
Inappropriate or offensive language (including encouraging self harm and suicide)	1150	133
Impersonation	0	0
Phishing	808	259
Protection of minors	0	0
Public Safety Concern	0	0
Stalking behaviour	7	0
Threat towards another player	0	0
Other violations of terms and conditions	25	8
<b>Total</b>	<b>1992</b>	<b>400</b>
<b>November</b>		
Disclosing PII of another player	1	0
Inappropriate or offensive language (including encouraging self harm and suicide)	1120	113
Impersonation	0	0
Phishing	545	207
Protection of minors	0	0
Public Safety Concern	1	1
Stalking behaviour	12	1
Threat towards another player	3	0
Other violations of terms and conditions	32	11
<b>Total</b>	<b>1714</b>	<b>333</b>
<b>December</b>		
Disclosing PII of another player	2	1
Inappropriate or offensive language (including encouraging self harm and suicide)	1078	109
Impersonation	0	0
Phishing	182	55
Protection of minors	0	0
Public Safety Concern	0	0
Stalking behaviour	6	0
Threat towards another player	1	0
Other violations of terms and conditions	18	6
<b>Total</b>	<b>1287</b>	<b>171</b>
<b>Grand Total</b>	<b>20546</b>	<b>2981</b>

Square Enix has additionally issued cautions, warnings, suspensions, and/or bans against 462 accounts from the *FINAL FANTASY XIV* Online game for other non-illegal violations of the terms and conditions.

During the Reporting Period, Square Enix has also:

- Removed 177 posts on the *FINAL FANTASY XIV* Online Forums in violation of its terms and conditions
- Removed 20 posts on The Lodestone community website in violation of its terms and conditions

### Own initiative moderation

Square Enix may also carry out content moderation off its own initiative in relation to the *FINAL FANTASY XIV* Online game, Forums, and The Lodestone community website. This would often be based on trends and as necessary to keep our community and players safe.