



Tremau and User Rights: A Partnership to Strengthen Independent Remedies and Risk Mitigation under the DSA

[Tremau](#) and [User Rights](#) have formed a strategic partnership to strengthen the protection of user rights under the Digital Services Act (DSA) and **enhance the interaction between Tremau's Trust & Safety platform, [Nima](#), and User Rights' appeal systems.**

The collaboration aims to make independent remedies more accessible and more reliable for users across the EU while **supporting platforms in meeting their obligations under [Article 21 DSA](#) by reducing the operational burden of data exchange and enabling more efficient dispute resolution processes.**

By aligning legal, technical, and procedural expertise, **the partnership sets a new benchmark for high-quality, scalable, and rights-based content governance.**

Seamless Data Exchange

To ensure a seamless user experience and reduce compliance burdens for platforms, **Tremau and User Rights will collaborate to enable direct data exchange between their respective technical infrastructures.**

This integration will preserve full institutional independence: Tremau and User Rights remain entirely separate, with **the review process conducted exclusively by User Rights and Tremau facilitating the information flow process.**

However, **this technical integration will significantly reduce the effort required by platforms to comply with the DSA's Article 21 obligation of good faith cooperation.** It will also streamline the appeal process for users, enabling faster decisions on whether a moderation action was justified.

Reducing the Cost of Inadmissible Disputes

User Rights will also work with Tremau and its clients to minimize the number of inadmissible cases submitted to Article 21 bodies that fall outside their mandate. **The partnership will help inform users early on about whether and where to file specific types of complaints. This enables inadmissible cases to be resolved quickly and without cost.**

Swift Resolution of Enforcement Errors

Platforms will be given an opportunity to re-review disputed content moderation decisions before User Rights begins its formal decision-making process. **This allows for rapid correction of enforcement errors and quicker resolution for users, while reducing procedural costs for platforms.**

Quality Assurance

User Rights will provide Tremau and its clients with detailed information about its review procedures, the training and expertise of its reviewers, and share aggregated data to demonstrate the high quality of its decisions. High-quality, well-reasoned decisions reduce uncertainty and operational workload for platforms, as they can rely on the outcome and minimize the need for further internal review before implementation.

High Implementation Rates and Improved Risk Mitigation

The high quality of User Rights' decisions, combined with transparent communication and collaboration, is expected to result in high implementation rates—benefiting both users and platforms by correcting enforcement errors. In addition, **User Rights will share aggregate insights with platforms, contributing to the refinement of their moderation practices and systemic risk mitigation strategies.**



About Tremau

[Tremau](#) is a Trust & Safety solution provider that combines cutting-edge technology with expert advisory services to help online platforms - large and small - scale their T&S operations.

Founded in 2021 by a team of tech entrepreneurs, former regulators, and policy experts, Tremau has grown into a 30+ team of international experts, bringing together deep technical knowledge with solid understanding of online safety, compliance, and risk management.

At the core of its tech offering is [Nima](#), an AI-powered Trust & Safety orchestration platform that streamlines content moderation processes by integrating diverse data signals, automating detection processes, enhancing human in the loop and facilitating complex investigations. Nima also automates a number of complex compliance tasks, from transparency reporting to risk assessments, easing the regulatory burden for platforms.

On the [advisory](#) side, Tremau supports platforms in building robust T&S operations and meeting regulatory requirements. In recent years, the company has played a hands-on role in helping services navigate the EU's Digital Services Act, the UK's Online Safety Act, and other emerging frameworks, offering guidance on everything from risk mitigation strategies to compliance.

As online platforms strive with the competing challenges of user safety, harmful content, and regulatory scrutiny, Tremau is building the solutions needed to make the internet a safe and beneficial place for all.

About User Rights

User Rights is **one of the EU's first dispute resolution bodies for content moderation on social media platforms**. Certified under Article 21 of the Digital Services Act (DSA) in August 2024, it handles complaints from individuals and organizations whose posts have been deleted, restricted, or otherwise moderated. It also addresses cases where content reported by users or civil society organizations was not removed by the platform.

Unlike any other out-of-court dispute settlement (ODS) body, User Rights stands for high-quality and efficient decision-making. **It uses innovative technologies to conduct swift and consistent reviews while ensuring transparency and robust reasoning in its decisions.** As an independent organization—and the first ODS body to establish automated data exchange with platforms and to have its decisions implemented by them—User Rights has established itself as a leader in the field.

Its tech-driven approach enables seamless and rapid communication with platforms, allowing it to deliver high-quality decisions at scale. **With deep expertise in content moderation, User Rights is uniquely positioned to integrate into the broader regulatory ecosystem and complement platform-internal processes.** User Rights is setting best practices for the emerging landscape of out-of-court dispute resolution. It has established the Article 21 Academic Advisory Board to **help resolve open legal and procedural questions, to promote high standards, and to ensure that both users and platforms derive lasting value from its services.**