

# Rules on measures against unlawful content in comments

## 1. Introduction

**1.1** We Love Budapest Kft. (hereinafter: "Media Service Provider") – in accordance with the obligation stipulated in Article 20/A of Act CIV of 2010 on press freedom and the fundamental rules of media content, complying with the recommendations issued by the National Media and Infocommunications Authority's Media Council on this matter, and in line with the guidelines of the Hungarian Content Providers Association – has created and adopted this Rules (hereinafter: "Rules") regarding the procedure to be followed after the publication of unlawful content-related comments on the contents of We Love Budapest (<https://welovebudapest.com>) and its English version (<https://welovebudapest.com/en>), and We Love Balaton (<https://welovebalaton.hu>) (hereinafter collectively: "Publications").

**1.2** By providing the opportunity for users to post comments related to the contents of the Publications, the Media Service Provider offers a service in accordance with Article 3(g)(iii) of the European Parliament and Council Regulation (EU) 2022/2065 of October 19, 2022, on the Digital Services Act (DSA Regulation), specifically a web hosting service.

**1.3** According to the DSA Regulation, the Media Service Provider is not required to continuously monitor or actively investigate facts or circumstances related to the content of the comments posted on the Publications.

**1.4** Furthermore, under the DSA Regulation, the Media Service Provider is not liable for unlawful comments posted in relation to the Publications unless it has actual knowledge of unlawful activities or content, and with regard to claims for damages, unless it is aware of facts or circumstances that would clearly indicate unlawful activities or content; or, once such knowledge is obtained, the Media Service Provider must promptly act to remove the unlawful content or disable access to it.

**1.5** This Rules does not apply to comments violating copyright or related rights, which are governed by Section 13 of Act CVIII of 2001 on Electronic Commerce Services and Certain Issues Related to Information Society Services (Eker Act).

**1.6** By posting a comment related to the contents of the Publications, the user visiting the Publication's platforms accepts the provisions contained in this Rules.

## 2. Data of the Media Service Provider

Company Name: We Love Budapest Kft.  
Headquarters: 1036 Budapest, Lajos utca 48-66. E building  
Company Registration Number: 01-09-174253  
Tax Number: 24381383-2-416  
Email: support@inda.hu

## 3. Commenting Platforms

**3.1.** The Media Service Provider enables the publication of comments related to the contents of the Publications on the following platforms:

- On the We Love Budapest social media platforms:  
<https://www.facebook.com/WeLoveBudapest>  
<https://www.instagram.com/welovebudapest/>  
<https://www.tiktok.com/@welovebudapest.com>
- On the We Love Budapest English version social media platforms:  
<https://www.facebook.com/welovebudapest.en>  
<https://www.instagram.com/welovebudapest.en/>

- On the We Love Balaton social media platforms:

<https://www.facebook.com/weheartbalaton>

[https://www.instagram.com/we\\_love\\_balaton/](https://www.instagram.com/we_love_balaton/)

<https://www.tiktok.com/@we.love.balaton>

#### **4. General Provisions**

**4.1.** A comment is an accepted form of expressing opinions and civilised communication, which promotes the shaping of public opinion and the social discussion of important issues.

**4.2.** The Media Service Provider may consider any comment unlawful that violates any prohibition listed in this Rules. It is the Media Service Provider's right to determine whether a comment is deemed unlawful.

**4.3.** The subsequent moderation of comments related to the contents of the Publications does not imply editorial responsibility for the user-generated content appearing on these platforms.

**4.4.** The Media Service Provider reserves the right not to allow comments on certain content, to suspend, or to terminate the ability to post comments.

#### **5. Prohibited Content in Comments**

**5.1.** It is prohibited to post any comment that violates the binding laws in effect in Hungary at the time of publication, or that calls for or incites a criminal act or other legal violation.

**5.2.** It is prohibited to post any vulgar, aggressive, or threatening comments! Comments must not encourage violent behaviour.

**5.3.** It is prohibited to post comments that insult, defame, or make personal attacks against others, including journalists, or express opinions in an offensive or derogatory manner about them.

**5.4.** It is prohibited to post comments that offend good taste, incite hatred, or are intended to intimidate. Comments cannot be racist, incite racial, national, religious, gender, or political conflicts, or contain hate speech. It is prohibited to post comments that contain links, references, images, etc., leading to websites with such themes.

**5.5.** It is prohibited to post defamatory comments that aim to harm the honour or reputation of others, or comments that are disrespectful.

**5.6.** It is prohibited to post comments that violate personal rights. Comments cannot harm human dignity, the right to privacy, or the right to one's image or voice recordings.

**5.7.** It is prohibited to post comments aimed at spreading extremist religious views.

**5.8.** A comment must not violate the dignity of national symbols or religious beliefs.

**5.9.** A comment must not encourage the use of harmful substances to health.

**5.10.** It is prohibited to post any comment that could be harmful to the development of minors.

**5.11.** Open political propaganda and agitation are prohibited. The Publication naturally includes public content, which may contain political facts and topics related to them. We value the opinions of our readers regarding such matters. However, we do not wish to provide a platform for open political propaganda, agitation, or unwanted political advertisements.

**5.12.** A comment must not contain trade secrets or unlawfully obtained data, nor engage in unauthorised data processing.

**5.13.** It is prohibited to post comments containing commercial announcements or advertisements.

## **6. Reporting Unlawful Comments**

**6.1.** Anyone who believes that a comment posted in connection with the contents of the Publication is unlawful or violates any prohibition stated in this Rules may report it to the Media Service Provider. If the unlawful comment infringes on personal rights, only the affected person and/or their representative are entitled to file a report.

**6.2.** Requests for information, expressions of opinion, suggestions related to the Publication or its contents, or any other requests not related to the above do not constitute a report under this Rules. A report also does not include obviously unfounded or malicious reports.

**6.3.** Reports must be submitted in writing, by email to the address provided in point 2 of this Rules. The report must at least specify the content to which the complained comment was posted, identify the comment that is deemed unlawful (in an identifiable way), and briefly explain why the reporter considers the comment unlawful.

## **7. Procedure for Unlawful Comments**

**7.1.** The Media Service Provider will not review the report substantively – except in obviously unfounded cases – but will remove or make the reported comment unavailable within 24 hours of receiving the notification, depending on the platform.

**7.2.** Regardless of the report, the Media Service Provider is entitled to remove or make any comment unavailable if it deems that the comment is unlawful based on the provisions of this Regulation.

## **8. Remedy**

**8.1.** Any user may file a complaint against any action taken by the Media Service Provider.

**8.2.** The complaint must be sent to the Media Service Provider's email address provided in point 2 of this Regulation. The complaint must include the complainant's details (at least the complainant's name and email address), the Media Service Provider's action being complained about, the content related to the posted comment deemed unlawful, the unlawful comment itself (in an identifiable manner), and a brief explanation of why the complainant considers the Media Service Provider's action to be in violation of the rules. The complainant may also attach any additional documents or evidence related to the case.

**8.3.** The Media Service Provider will examine the received complaints within 30 days of receipt and will notify the complainant in writing (via email) of the outcome.

**8.4.** The Media Service Provider keeps a record of the received complaints, which includes the complainant's name and email address, the subject of the complaint, the date of the examination, the result of the examination, and the date the response was sent to the complainant.

## **9. Miscellaneous Provisions**

**9.1.** The language of this Rules is English.

**9.2.** The provisions of this Rules will remain in effect from March 31, 2025, until revoked or until amendments come into force.

**9.3.** The Media Service Provider reserves the right to unilaterally modify this Rules at any time. The modified Rules will be published on the Media Service Provider's platforms.

**9.4.** In relation to any claims regarding this Rules, the user may approach the court with appropriate jurisdiction and competence.