

NOTE FOR THE READER

The English text of the Implementation of Regulation (EU) 2022/2065 on a Single Market for Digital Services (Procedures and Operation of the Digital Services Coordinator) Regulations of 2025 (R.A.A. 218/2025) is an unofficial translation of the Greek text and is provided for convenience only.

It is emphasized that the English translation of the Regulations does not replace the original text of the Regulations since only the Greek text of the Regulations published in the Official Gazette of the Republic of Cyprus is authentic.

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The Implementation of Regulation (EU) 2022/2065 on a Single Market for Digital Services (Procedures and Operation of the Digital Services Coordinator) Regulations of 2025, issued by the Council of Ministers by virtue of article 21 of the Implementation of Regulation (EU) 2022/2065 on a Single Market for Digital Services Law, after being submitted to the House of Representatives and approved by the latter, are published in the Government Gazette of the Republic of Cyprus according to paragraph (3) of article 3 of the Submission to the House of Representatives of the Regulations Issued by Authorisation of Law, Law (L. 99 of 1989 as amended by Laws 227 of 1990 to 3(I) of 2010).

THE IMPLEMENTATION OF REGULATION (EU) 2022/2065 ON A SINGLE MARKET FOR
DIGITAL SERVICES LAW OF 2025

Regulations by virtue of article 21

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| Preamble Official Journal of the EU: L 277, 27.10.2022, p. 1 | For the purposes of implementing, inter alia, article 53 of the act of the European Union entitled “Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market for Digital Services and amending Directive 2000/31/EC (Digital Services Act)”, |
| 122(I) of 2025 | The Council of Ministers in exercising the powers vested in it by virtue of article 21 of the Implementation of Regulation (EU) 2022/2065 on a Single Market for Digital Services Law, issues the following Regulations: |
| Short title. | 1. These Regulations shall be cited as the Implementation of Regulation (EU) 2022/2065 on a Single Market for Digital Services (Procedures and Operation of the Digital Services Coordinator) Regulations of 2025. |
| Interpretation. | 2.-(1) In these Regulations unless the context otherwise requires- |
| Official Journal of the EU: L 119, 4.5.2016, p. 1 | “General Data Protection Regulation” or “GDPR” means the act of the European Union entitled “Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)”; |
| | “person concerned” means any provider of intermediary services or any other natural person or legal entity acting for purposes relating to his/its commercial, business or professional activities, including the persons who fall within the scope of the Implementation of Regulation (EU) 2022/2065 on a Single Market for Digital Services Law, the organisations carrying out the audits provided for in article 37 and paragraph 2 of article 75 of Regulation (EU) 2022/2065 or/and any person reasonably considered by the Coordinator able to provide the requested personal information or data on an alleged infringement of Regulation (EU) 2022/2065, of the Law or/and of these Regulations; |
| | “investigating officer” means any person appointed as such according to the provisions of Regulation 10; |
| | “Law” means the Implementation of Regulation (EU) 2022/2065 on a Single Market for Digital Services Law; |
| | (2) Any other terms included in these Regulations and not specifically defined herein shall have the meaning attributed to them by the Law and Regulation (EU) 2022/2065. |

Object of these regulations.

3. The object of these Regulations is to determine:

- (a) the manner in which the work of the Coordinator is conducted and the procedure followed during the meetings of the Coordinator, including the manner in which minutes are kept;
- (b) the procedure for filing and assessing complaints and/or information;
- (c) the procedure for the ex officio investigation;
- (d) the procedure for collecting, processing, and assessing personal data; and
- (e) the conditions for submitting a request by the Coordinator for the purpose of collecting personal data and/or information.

Conducting the Coordinator's work.

4.-(1) The Coordinator shall exercise its competences according to the provisions of article 5 of the Law.

(2) During the meetings of the Coordinator, any matter falling within the scope of the Coordinator's responsibilities is raised for discussion by the chairman or any other member of the Coordinator and a decision is taken thereon.

(3) Subject to the provisions of paragraph (1) of article 4 of the Law, a member of the Coordinator's staff may submit, orally or in writing, a reasoned request to the chairman for the purpose of convening an extraordinary meeting:

Provided that if the chairman considers that the convening of an extraordinary meeting is justified under the circumstances, he shall convene it no later than two (2) working days from the date of his decision.

(4) During the meetings of the Coordinator, minutes are kept in which the decisions taken by the Coordinator are recorded:

Provided that the minutes may be kept by a member of the Coordinator's staff, who shall be indicated by the chairman.

Processing of personal data.
125(l) of 2018
26(l) of 2022.

5.-(1) Any action by the Coordinator, the Coordinator's staff or a person legally authorized by the Coordinator to fulfil tasks that fall within the Coordinator's responsibilities and/or powers is carried out in accordance with the provisions of the GDPR and the provisions of the Protection of Natural Persons with regard to the Processing of Personal Data and for the Free Movement of such Data Law.

(2) The Coordinator may address the Commissioner for the Protection of Personal Data to provide an opinion on any matter falling within his/her scope of competence and related to the protection of personal data, which the Coordinator collects, manages and/or processes.

(3) Subject to the provisions of the GDPR and the provisions of the Protection of Natural Persons with regard to the Processing of Personal Data and for the Free Movement of such Data Law, the Coordinator, by a circular issued pursuant to the provisions of paragraph (3) of article 5 of the Law, determines the procedures for the accessibility, management and secure processing of the personal data it collects.

Lodging a complaint or/and grievance.

6.-(1) In accordance with the provisions of article 53 of Regulation (EU) 2022/2065, a person established in the Republic may lodge a complaint and/or grievance with the Coordinator against a provider of intermediary services, in any of the following ways:

- (a) By hand delivery or by posting the complaint and/or grievance to the Office of the Coordinator, at the address indicated on its official website;
- (b) By sending the complaint and/or grievance by fax or email to the number and email address respectively indicated on its official website; or
- (c) Subject to the provisions of the GDPR and the provisions of the Protection of Natural Persons with regard to the Processing of Personal Data and for the Free Movement of such Data Law, by lodging the complaint and/or grievance through the Coordinator's official website:

Provided that the form for lodging a complaint and/or grievance is issued by the Coordinator and posted on its official website or/and is available at the Office of the Coordinator:

Provided further that in the event that the lodging form is not available on the Coordinator's official website and/or at the Office of the Coordinator, it may be submitted in any form, provided that the necessary information and documents are included.

(2) The complaint and/or grievance shall include a reference to the actual facts which, at the complainant's discretion, constitute the infringement and/or the offence:

Provided that the complaint and/or grievance may be accompanied by documents or/and evidence which establish whether the complaint or grievance is founded.

(3) The Coordinator shall assess the complaint and/or grievance according to the procedure provided for in Regulation 10 and, where appropriate, transmit it to the digital services coordinator of the Member State of establishment of the provider of intermediary services against whom the complaint and/or grievance is lodged, accompanied, where considered appropriate, by an opinion.

Provision of information and personal data in relation to an alleged infringement.

7.-(1) Subject to the provisions of the GDPR and the provisions of the Protection of Natural Persons with regard to the Processing of Personal Data and for the Free Movement of such Data Law and any other law, the Coordinator may request information and personal data that are absolutely necessary or essential for the purposes of exercising its responsibilities and fulfilling its mission and may require, by written request, the provision, within a specified time limit, of information and/or personal data from any person whom the Coordinator reasonably considers to be able to provide them.

(2) The procedure followed by the Coordinator for submitting a request for the provision of information and personal data is as follows:

- (a) the Coordinator's written request, as provided for in subparagraph (1), shall specify the purpose of the collection of personal data, the provision from which the Coordinator's authority arises, the deadline for the provision of the required information and personal data and the possible sanctions in case of non-compliance;
- (b) the person to whom the Coordinator's written request for the provision of information and personal data is addressed shall be obliged to provide it promptly, completely and accurately, provided that the request does not concern information constituting correspondence, communication, professional or legal confidentiality or information for access to which a court order is required and, in such a case, such person shall have the right to refuse to provide such information to the Coordinator.

(3) Subject to the the provisions of subparagraph (4), information and personal data provided to the Coordinator in the exercise of its powers shall be confidential and used exclusively for the purposes of exercising its competences:

Provided that in the event that during the collection of information and personal data any elements emerge that may constitute an infringement of the provisions of the Law and/or Regulation (EU) 2022/2065 and/or the provisions of these Regulations, such elements may constitute a sufficient basis for taking further measures, as provided for in the provisions of these Regulations.

(4) The Coordinator, in exercising its powers to investigate complaints and collect or process information, personal data or data which, in any way, are brought before it, immediately upon ascertaining an alleged infringement of the provisions of this Law and/or Regulation (EU) 2022/2065 and/or the provisions of these Regulations, shall act as follows:

- (a) in case where the alleged infringement may constitute a criminal offence under the provisions of the Law and/or Regulation (EU) 2022/2065, the Coordinator shall draw up a report and submit it, accompanied by all the evidence in its possession, to the Attorney General of the Republic; and
- (b) in case where the alleged infringement may constitute a disciplinary offence, the Coordinator shall draw up a report, accompanied by all the evidence in its possession, and refer the case to the competent authority or service for a disciplinary investigation, regardless of any criminal liability.

(5) Subject to the provisions of subparagraph (b) of paragraph (4), the obligation to provide information and personal data provided for in this Regulation entails an obligation to produce, present and deposit any kind of written evidence and information, including the minutes of the meetings of any legal person and personal data in any form, which are related to infringements of the provisions of the Law and/or Regulation (EU) 2022/2065 and/or the provisions of these Regulations.

(6) Any person who receives a request from the Coordinator for the provision of information and personal data, pursuant to the provisions of this Regulation, must not disclose the request in any way to any person and must handle the request with complete confidentiality.

(7) Information and personal data shall be provided without delay and in accordance with the timetable and level of detail specified by the Coordinator, through circulars, regulations or other decision.

6(l) of 2022
13(l) of 2024

(8) Subject to the provisions of the Protection of Persons Reporting Breaches of Union and National Law, any person who wishes to provide information to the Coordinator on a matter which, in his/her judgment, falls within the Coordinator's competences in the form of simple information or regarding a complaint under examination, may address the Coordinator in writing in any of the ways provided for in the provisions of paragraph (1) of Regulation 6.

Keeping of registers.

8.-(1) Subject to the provisions of the GDPR and the provisions of the Protection of Natural Persons with regard to the Processing of Personal Data and for the Free Movement of such Data Law, the Coordinator, for the purposes of recording the complaints and/or information submitted to it and/or that come to its attention, as well as the actions it takes during the consideration, evaluation and investigation of the complaints and/or information, keeps the following registers in electronic and printed form:

- (a) Register of Named Complaints/Grievance
- (b) Register of Anonymous Complaints/Grievance
- (c) Register of Named Information

- (d) Register of Anonymous Information
- (e) Register of Ex Officio Actions by the Coordinator; and
- (f) Register of Investigations by the Coordinator

(2) Personal data contained in the registers provided for in the provisions of paragraph (1) shall be kept by the Coordinator for a period not exceeding six (6) years from the date of completion of the investigation and, provided that no relevant judicial, disciplinary and/or administrative proceedings are pending, shall be deleted at the end of this period, unless the Coordinator considers that, in accordance with the provisions of the GDPR, their further retention for a specific period of time is required to serve its mission, as provided for in the provisions of article 3 of the Law:

Provided that the Coordinator shall update the said registers annually and shall delete from them personal data which are not related to any complaint, information and/or ex officio investigation of acts of corruption.

Power of ex officio investigation

9. Without prejudice to the provisions of Regulation 6, the Coordinator may act ex officio and proceed to investigate any information brought to its attention from any source, without a prior complaint having been lodged:

Provided that the procedure followed by the Coordinator in the context of the ex officio investigation is analogous to the procedure provided for in the provisions of Regulation 10.

Procedure of investigation of complaints or/and information.

10.-(1) Without prejudice to the provisions of Regulation 6, the complaint and/or information that comes to the attention of the Coordinator is immediately put into meeting for preliminary investigation in order, inter alia, to decide whether it falls within the provisions of the Law.

(2) In the event that, at the stage of the preliminary investigation and/or at a later stage, the Coordinator considers that the complaint and/or information does not fall within the provisions of the Law or is not within its competence under the provisions of articles 4, 5, 7, 11 and 13 of the Law, it shall terminate any further proceedings and shall record its decision in the case file and in the relevant register which is kept in accordance with the provisions of Regulation 8:

Provided that if the complaint and/or information is a named one, the Coordinator shall inform the person who submitted it in writing, within fifteen (15) days from the date of the decision in question, of the reasons for terminating the procedure.

(3) In the event that, at the stage of the preliminary investigation, the Coordinator considers that the complaint and/or information falls within its competence and requires an investigation, it convenes a meeting, in the context of which it decides on the actions to be taken:

Provided that if the complaint and/or information is a named one, the Coordinator informs the person who submitted it about the progress of its investigation, within a reasonable period of time, which does not exceed three (3) months or, in duly justified cases, six (6) months.

(4) In case the Coordinator decides to carry out any investigation, it shall immediately appoint one (1) or more persons as investigating officers to examine, investigate and assess the complaint or/and information:

Provided that the investigating officer shall receive in writing his/her terms of reference specifying exactly the scope of the investigation and signs them provided that he/she agrees therewith:

Provided further that the investigating officer carries out and completes the investigation the soonest possible and the Coordinator may guide, monitor and

supervise the investigation, as well as set out the period of time within which the investigation must be completed.

(5)(a) In case where the provisions of paragraph (4) apply, the Coordinator, through the investigating officer, notifies the relevant finding to the person under investigation and invites him/her, within a certain period of time, to express his/her views and to comply with the provisions of the Law and/or Regulation (EU) 2022/2065 and/or the provisions of these Regulations.

(b) When drafting his/her report, the investigating officer shall take into consideration the representations submitted by the person under investigation by virtue of the provisions of subparagraph (a).

(c) In the event that the investigating officer at the investigation stage considers that specialized knowledge and/or experience are required for the performance of a specific act, he shall submit to the Coordinator a proposal for the appointment of an expert pursuant to the provisions of Regulation 12.

(d) Upon completion of the investigation, the investigating officer shall prepare and submit to the Coordinator a report, accompanied by all relevant data and documents.

(6) The Coordinator shall convene a meeting for the purpose of examining the report submitted in accordance with the provisions of subparagraph (d) of paragraph (5) and shall decide thereon, justifying its decision:

Provided that the Coordinator may request clarifications regarding the content of the report and refer it to the investigating officer for the purpose of further supplementing it with the new information requested by the Coordinator.

(7) If the Coordinator establishes an infringement of the provisions of the Law, it shall act in accordance with the provisions of paragraph (4) of Regulation 7 and records the result of its decision in the case file and in the relevant register which is kept in accordance with the provisions of Regulation 8.

(8) The investigating officer may, at any stage of the consideration, assessment and investigation process of the complaint and/or information, request clarifications from the person who submitted it and/or from any interested person, in order to facilitate his/her work and, in such a case, send a written request and/or summon the person in question in a form determined by the Coordinator and including the purpose of collecting personal data, the provision from which the Coordinator's authority arises, the deadline for providing the required information and personal data and the possible sanctions in case of non-compliance with the obligation provided for in Regulation 7.

Duty of confidentiality and disclosure of interest.

11.-(1) Before taking up his/her duties, the investigating officer shall sign:

- (a) a confidentiality document in a form determined by the Coordinator;
- (b) a form for the absence of interest in the form determined by the Coordinator, which is recorded in the file of the case under investigation before the commencement of the consideration, assessment and investigation of any complaint or/and information.

(2) In the event that, at any stage of the investigation of a complaint and/or information, the investigating officer establishes the existence of a conflict of interest, he/she shall immediately terminate the investigation and inform the Coordinator in writing, so that it may appoint another investigating officer to continue the investigation of the complaint and/or information.

Assignment of
duties.
73(l) of 2016
205(l) of 2020
74(l) of 2022.

12.-(1) Subject to the provisions of the Regulation of Public Procurement Procedures and Related Matters Law and for the purposes of fulfilling the mission, powers and responsibilities of the Coordinator, as provided for in the provisions of articles 4, 5, 7, 11 and 13 of the Law, the assignment of duties by the Coordinator to persons for services of a specific purpose and limited duration is made in return for a reasonable fee on the basis of an agreement concluded between the Coordinator and the said persons.

(2) The persons referred to in the provisions of paragraph (1), before taking up their duties, sign, where deemed necessary, a confidentiality document and declare in a form, which is determined by the Coordinator, the absence of interest.

Offences.

13. A person who violates any provision of these Regulations is guilty of an offence and, on conviction, liable to the penalties provided for in the provisions of article 20 of the Law.