

# AGIR Project Proposal

## 2025-2026

Title (titre):

Provide a title of your project / Donnez le titre de votre projet

Data Collection and CGU Mapping for Socio-Behavioral Abuse Classification in the Collaborative Economy

Partner/Client (partenaire/client):

Provide the name of the partner/client of the project (association, company, community, research lab, department, etc.) / Donnez le nom du partenaire/client de projet (association, entreprise, communauté, laboratoire de recherche, département, etc.)

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Dimensions (dimensions):

TECHNIQUE / SOCIETALE / SCIENTIFIQUE / METHODOLOGIQUE / ARTISTIQUE / AUTRE

Highlight the dimensions of your project. Several dimensions can be specified. If you select "Other" (AUTRE), please specify / Soulignez les dimensions de votre projet. Plusieurs dimensions peuvent être spécifiées. Si vous sélectionnez "Autre", veuillez préciser

Summary including Objectives and Deliverables (résumé y compris les objectifs et les livrables):

Provide a short summary of your project clarifying the main objectives and deliverables / Ecrivez un court résumé du projet, en précisant les objectifs et les livrables attendus

The main goal: Mapping Platform Moderation Practices to Terms of Service: A Foundation for Classifying Socio-Behavioral Abuses in the Collaborative Economy.

The collaborative economy—encompassing peer-to-peer platforms such as Airbnb, BlaBlaCar, Uber, and Vinted—has fundamentally transformed how individuals access accommodation, transportation, and marketplace services. However, these platforms face persistent challenges related to user misconduct, including fraud, discrimination, harassment, and trust violations.

Despite growing regulatory attention, no comprehensive, standardised taxonomy exists for classifying socio-behavioral abuses specific to collaborative economy platforms. Existing frameworks either focus on social media content moderation (which differs substantially from P2P transactional contexts) or remain platform-specific without cross-platform applicability.

The EU [DSA \(Digital Services Act\)](#) , fully applicable since February 2024, introduces unprecedented transparency requirements for online platforms. Platforms submit "statements of reasons" (SoRs) explaining content moderation decisions to the DSA Transparency Database.

The DSA Transparency Database provides 17 high-level violation categories, ranging from "Scams and Fraud" to "Unsafe Products" and "Discrimination." However, academic analyses reveal significant limitations:

- **99.8% of moderation decisions** cite Terms of Service violations rather than illegal content determinations (Kaushal et al., 2024)
- Platforms submit **standardised 50-character explanations** that "add no transparency value" (Trujillo et al., 2025)
- The **one-size-fits-all schema** fails to capture platform-specific moderation processes, particularly account-level actions common in collaborative economy platforms (Ebers et al., 2025)

This project establishes the empirical foundation for developing a cross-platform socio-behavioral abuse taxonomy by:

1. Collecting and analysing moderation data from collaborative economy platforms via the DSA Research API
2. Systematically mapping reported moderation reasons to actual platform Terms of Service (CGU) clauses
3. Identifying gaps between DSA reporting categories and platform-specific abuse conceptualisations
4. Producing a structured dataset enabling Phase 2 taxonomy development

This project employs a mixed-methods approach combining:

- Quantitative analysis of DSA Transparency Database records
- Qualitative content analysis of platform Terms of Service documents
- Systematic mapping using semantic similarity and manual annotation

## References (références):

(If known) Provide references including articles, websites, software, etc. / Donnez la liste bibliographique y compris les articles, sites web, logiciels, etc.

## Project Team (groupe-projet):

(If known) List people involved in the project / Donnez les noms de personnes impliquées dans le projet.

Provide their affiliation / Donnez leur affiliation.

Give the name of the team coordinator (contact person) and specify if the team is open for new members and if yes, how many / Donnez le nom de personne qui porte le projet et précisez si l'équipe est ouverte à accueillir de nouveau membres et si oui, combien.

