

Monitoring report 7-8/2026: User reviews from a DSA perspective; new obligations under the AI Act; what if complications occur in the pick-up box

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Prague, 25. 08. 2026 - In the holiday monitoring report, we look at user reviews from a DSA perspective, recall the new obligations applicable from 2 August 2026 under the Artificial Intelligence Act (AIA) and advise the public on what to do if something is withheld while picking up a consignment from a self-service box. We also provide a regular overview of enquiries and complaints.

User reviews in the context of the DSA

User reviews have become one of the most important features of online shopping in recent years. They are often a key source of information for consumers when deciding whether to purchase a product or a service. According to Article 16 of the DSA, the provider of a hosting service must put in place mechanisms to enable users to easily report illegal content on the service. In doing so, the DSA responds to the long-standing practice of some entrepreneurs to use false positive or negative reviews as a tool to influence consumers' purchasing behaviour. In the case of fake reviews, this mechanism can in particular be used when a specific review constitutes illegal content, for example because it qualifies as an unfair commercial practice under the Consumer Protection Act or unfair competition under the Civil Code. Read more from the cover page of the Monitoring Report.

New obligations under the AI Act

From 2 August 2026, the transparency rule under Article 50 of Regulation (EU) 2024/1689 of the European Parliament and of the Council, known as the Artificial Intelligence Act (AIA), came into effect. The Czech Telecommunication Office (CTU) warns both providers and users of AI systems that the new requirements may apply to a wide range of entities developing or using AI systems in their operations. CTU recommends the entities concerned to first evaluate their role, then identify the obligations applicable to them and then set up the corresponding internal processes and measures. See page 4 of the Monitoring Report.

Complications in picking up consignments from boxes

Picking up a consignment from a pick-up box may not always happen without complications. The CTU recommends how to proceed in case of empty box, damaged consignment or other irregularity and why it is important to secure evidence immediately. See page 7 of the Monitoring Report.

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