



To whom does the **Platform-to-Business** regulation apply?

Are the sellers on the platform located in the European Union?

No

The platform does **not fall within the P2B Regulation**

Yes

Are the products and services on the platform offered to consumers in the European Union?

Yes

Does the platform offer products and services B2B, B2C or C2C?

B2C / C2C

B2B

Does the platform have a contractual agreement (like general terms and conditions) with the sellers?

No

No

The platform does **not fall within the P2B Regulation**

Yes

The platform falls within the P2B regulation

Requirements for the terms and conditions

- Written in plain language, transparent and easily available
- Clarify to which (personal) data a seller will have access
- Modifications of the terms and conditions require 15 days notice
- Clarify when a seller may be suspended, restricted or terminated

Rules for rankings

- Transparency into the parameters used for rankings
- Clarify how payments could contribute to improved rankings
- Goods offered by the platform owner may not have a differentiated treatment compared to products of third parties

Dispute resolution

- Internal complaint-handling system for larger platforms with 50+ employees or with an annual turnover of 10+ million
- Larger platforms appoint two or more mediators
- In case of a lawsuit, a non-profit organisation can speak on behalf of the sellers