[NL] The Netherlands Authority for Consumers and Markets launches an investigation into Roblox under the Digital Services Act

IRIS 2026-3:1/24

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On 30 January 2026, the Netherlands Authority for Consumers and Markets (*Autoriteit Consument en Markt* - ACM) launched an investigation into Roblox, an online game platform and game creation system, in relation to possible risks faced by minors on this platform in the EU. In its investigation, ACM will assess whether the game platform complies with Article 28 of the Digital Services Act (DSA), which requires providers of online platforms accessible to minors to put in place appropriate and proportionate measures to ensure a high level of privacy, safety and security of minors, on their service.

Roblox has approximately 150 million daily active users globally, most of whom are children. However, there are widespread concerns about the safety of its young audience, which include exposure to illegal or harmful content, grooming, and unfair commercial practices. Although Roblox claims to have introduced safeguards aimed at enhancing child protection, such as an age-verification system and parental controls, the effectiveness of these safeguards remains questionable. The ACM has received reports regarding the risks faced by underage users of Roblox and obtained information from the platform as part of a preliminary investigation. Based on its findings, the ACM considers there to be sufficient grounds to launch a formal investigation.

The ACM has been officially designated as the Digital Services Coordinator (DSC) for the Netherlands (see IRIS 2025-3:1/14). In this capacity, it is responsible for the effective and consistent supervision and enforcement of the DSA with regard to providers of intermediary services whose main establishment or legal representative is located in the Netherlands. If the ACM’s investigation shows that Roblox has violated its obligations under the DSA, it is authorised to impose an effective and proportionate penalty, such as a binding instruction or a fine.

In October 2025, the Dutch Ministry of the Interior and Kingdom Relations commenced a Children’s Rights Impact Assessment of Roblox to determine whether it is suitable and safe for a younger audience. The inquiry was initiated following questions from the children’s news channel *NOS Jeugdjournaal*, which related to concerns regarding the availability of harmful, violent and sexual games to underage users of the platform. Currently, Roblox is also facing legal

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scrutiny in many jurisdictions, both within and outside the EU, including Spain, France, the United States, and Australia.

In July 2025, the European Commission published guidelines on measures to ensure a high level of privacy, safety and security for minors online, setting out a non-exhaustive list of proportionate and appropriate measures to protect children from a wide range of online risks (see IRIS 2025-8:1/6). While not binding, the guidelines serve as a reference point in evaluating online platforms' compliance with Article 28 DSA and can inform enforcement actions at the domestic level.

ACM start onderzoek naar Roblox in verband met risico's minderjarigen

https://www.acm.nl/en/publications/acm-launches-investigation-roblox-connection-risks-minors-are-facing

ACM launches investigation into Roblox in connection with risks to minors

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