

Digital Services Act — Xiaomi statement

Generated: 2025-09-19 (UTC)

This page includes information published under Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market for Digital Services (Digital Services Act).

Xiaomi is committed to comply with the regulatory framework applicable in every jurisdiction where we offer products or services and continuously monitors potential obligations to ensure a high standard of compliance.

In this respect, Xiaomi has carried out an exhaustive review of the services that it provides and are susceptible of falling within the scope of the Digital Services Act and the corresponding legal obligations to which each of these services may be subject depending on their qualification.

Information on Average Monthly Active Recipients

In accordance with Article 24(2) of the Digital Services Act, the average number of monthly active users of our online platforms in the European Union within the scope of that Article, GetApps and Xiaomi Community, calculated as an average over the period of the past six months until 31 January 2025, was less than 45 million. This calculation has been conducted based on relevant guidance published by the European Commission.

Xiaomi will continue to monitor and publish updated information on the average monthly active recipients in accordance with the Digital Services Act.

Designated Points of Contact

Pursuant to Article 11 of the Digital Services Act, Xiaomi has designated a Single Point of Contact with Authorities for communications with Member State authorities, the European Commission and the European Board for Digital Services ([click here to contact](#)). Such communications should be in English or German.

Recipients of the services, including users and consumers, should not use this channel but rather send their communications to the Single Point of Contact with Recipients designated for the purpose of Article 12 of the Digital Services Act. Communications sent to the inappropriate channel may not be processed in due time.

For recipients of the services, the Single Point of Contact is as follows:

GetApps: getappsservice@xiaomi.com

Xiaomi Community: xiaomi-feedback@xiaomi.com

For other intermediary services, the above communication by recipients of the services can be done through the "Feedback" option in the "Settings" menu of any Xiaomi device through which you access our digital services.

If this channel is not available for the specific digital platform, recipients of the services may use the general Single Point of Contact with Recipients available through the "Services & feedback" option in the "Settings" menu of any Xiaomi device through which they access Xiaomi digital platforms. If recipients of the services do not have access to any Xiaomi devices, they may use the general support email: support.global@support.mi.com.

Recipients of the services are requested to resort to the aforementioned channels in that order of priority to avoid that their complaints are not processed in due time.

Source: Xiaomi — Digital Services Act page (web): ref_id turn1view0 — ref_id: turn1view0