

Last updated: May 2025

Service name: TikTok Direct Messaging (“**DMs**”)

Service Provider: TikTok Technology Limited (“**TikTok**”), The Sorting Office, Ropemaker Place, Dublin 2, Dublin, D02 HD23, Ireland.

Contact: TikTok Technology Limited (“**TikTok**”), The Sorting Office, Ropemaker Place, Dublin 2, Dublin, D02 HD23, Ireland. You can contact us here: [Share your feedback](#).

- This summary for European Economic Area (EEA) residents provides the main elements of this service offer, as required by EU law([1]).
- It helps users to make a comparison between service offers.
- Complete information about the service is provided in other documents. See TikTok’s [Terms of Service](#) and our pre-contract information for further information in our [Direct Messaging Contract Information for EEA Residents](#).
- We recommend keeping a copy of this document for your records (by downloading or printing it for future reference).

Service

We provide ways for you to communicate with your friends and community on TikTok via DMs. With DMs, you can send and receive messages with other users.

Price

We do not charge for using DMs.

Duration, renewal and termination

You may end your relationship with TikTok at any time by simply closing your account and stopping your use of the Platform. Instructions for how to do this and help with your queries, please see our [Help Center](#). For more information on your rights, including dispute resolution and our [Privacy Policy](#), see our [Terms of Service](#).

Features for end-users with Disabilities

Our features are compatible with mobile accessibility functionality, including the ability to remove photosensitive videos and text size options. You can learn more about the features and technologies that help, and any updates to our features, on our [Accessibility](#) page.

Other relevant information

For further details on this service, please see our [Direct Messaging Transparency Information for EEA Residents](#).

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([1]) Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).