



ZAMBIA INFORMATION AND COMMUNICATIONS TECHNOLOGY AUTHORITY

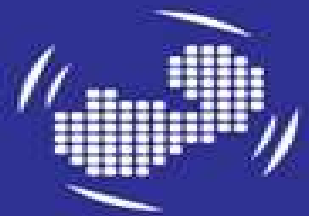
CHILD ONLINE PROTECTION IN ZAMBIA

Annual Human Capacity building workshop on Child online safety
Malawi, 18-20 July 2016

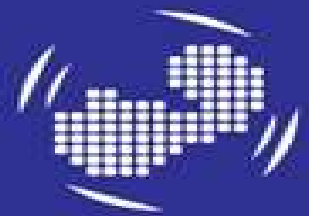


Hendrix James Miyoba
Economist
ZICTA

Outline



- ❑ **Country Profile**
- ❑ **ICT Sector Profile**
- ❑ **Research Findings: 2013 & 2015**
- ❑ **COP Strategy Framework**
- ❑ **COP Initiatives**
- ❑ **Zambia COP: Going Forward**
- ❑ **Conclusion**



Country Profile

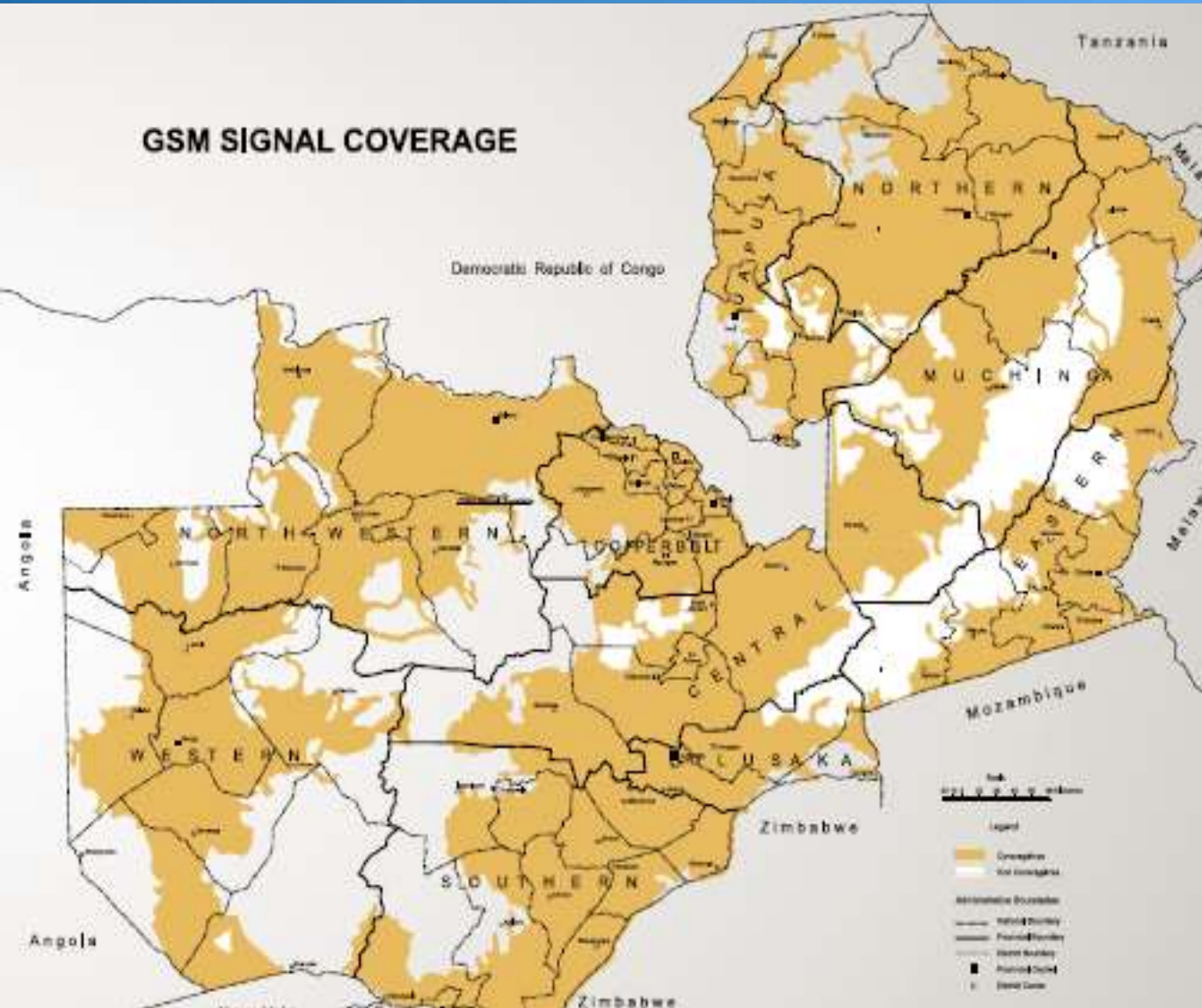
Land 756,000 sq. km

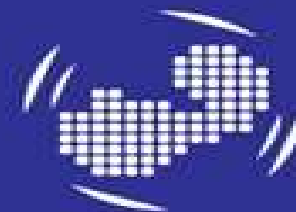
10 Provinces

Est. Pop 16m

M Geo. Coverage
80% (map)

Pop Coverage +90%





ICT Sector Profile

2015 ICT Sector Performance

Mobile Telecommunication

Number of
Subscribers
11.6 Million

Penetration Rates
74.3%

Mobile Data

Number of Users
6.1 Million

Penetration Rates
39.0%

PSTN

Number of
connections
116,165

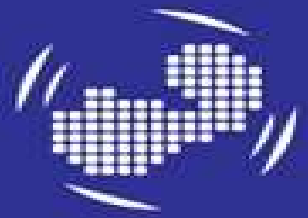
Penetration Rates
0.7%

Internet Service Providers

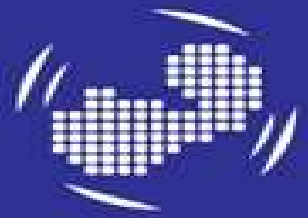
Number of
Subscribers
(fixed internet)
38,316

Penetration Rates
(fixed internet)
0.3%

Key COP Considerations.....



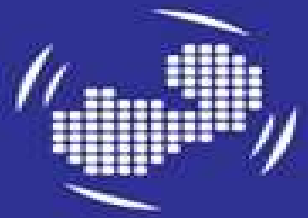
- ❑ Growth in the use of the internet and an increasing number of children are now using the Internet
- ❑ Mobile phones and the Internet are now major channels for education, creativity, entertainment and self-expression for children
- ❑ Technology has removed social barriers posing challenges for the traditional structure of Child Protection
- ❑ ITU launched the Child Online Protection (COP) Initiative in November 2008 to ensure a safe and secure online experience for children everywhere
- ❑ In line with ITU COP Strategy, COP Zambia aims to address COP through the proposed 5 Pillars relating to **legal, technical, organisational** issues as well as **capacity building** and **international cooperation**



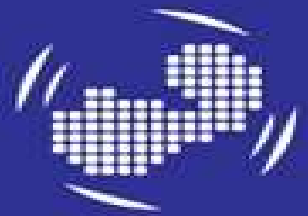
☐ **Internet Technology risks**

- ✓ **Content risks** – illegal activities, harmful content, harmful advice
- ✓ **Contact risks** – cyberbullying, online harassment, content sharing, online dating
- ☐ **Commercial related risks** –online marketing, age restricted products, online scams
- ☐ **Information privacy and Security risks** – revelation of personal data, identity theft, sharing passwords

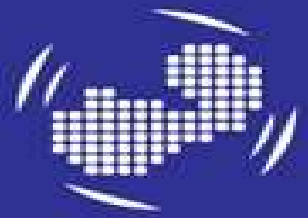
Zambia COP Goals



- ☐ Promotion of awareness on the importance of child safety in the online world
- ☐ To enhance the experience of children in the country and enable future generations to grow up safely using the Internet and new technologies
- ☐ To develop practical tools that will assist Governments, industry, educators, parents/guardians to ensure a safe and secure online experience for children

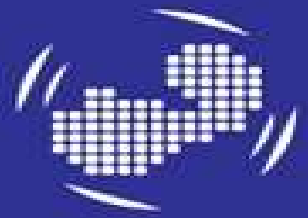


- ❑ Information and Communications Technology ACT number 15 of 2009
- ❑ Electronic Communication and Transactions Act number 21 of 2009
- ❑ Consumer Protection guidelines of 2013



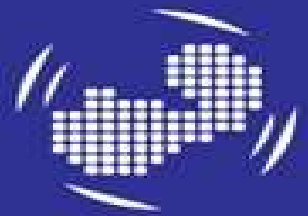
Survey on assessment of Online risks and prevalence of illicit content among internet users in Zambia

- ❑ Online risks and illicit content are concepts that are increasingly common in the Zambian community as the usage of ICTs and the Internet increases
- ❑ In order to develop a comprehensive strategy based on empirical data
- ❑ ZICTA in collaboration with Central Statistics Office undertook a national ICT survey in 2013 and 2015 on Online risks and illicit content

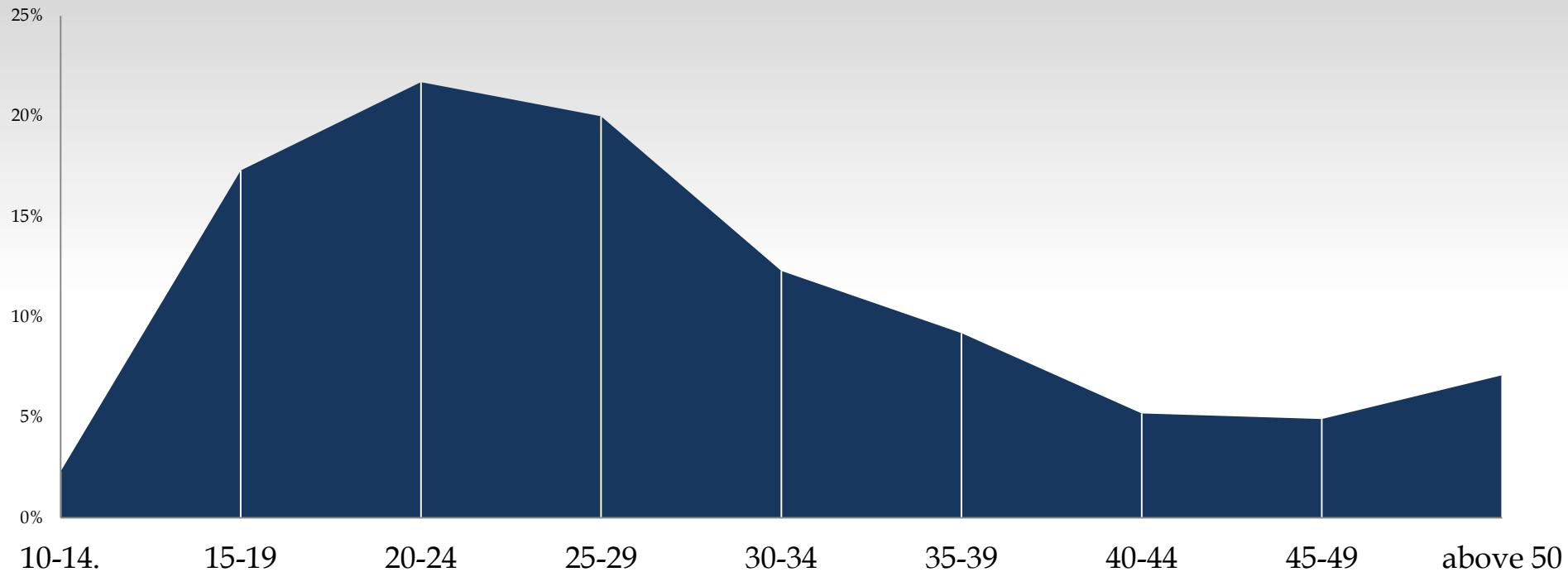


Access to Mobile Phones

- ❑ Around **64.5 percent** of the households in the country have access to a mobile phone determined by at least one member of the household owning a mobile phone
- ❑ **51 percent** of people aged above 10 years in Zambia are active users of mobile phones
- ❑ About **71 percent** of individuals that own smartphones use the devices to access Over The Top (OTT) applications like WhatsApp, Viber, Facebook, Skype and Twitter for communication using instant messaging or voice calling

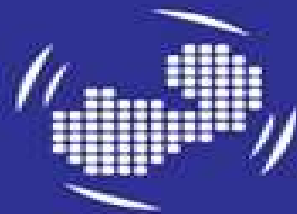


Distribution of Internet users by Age

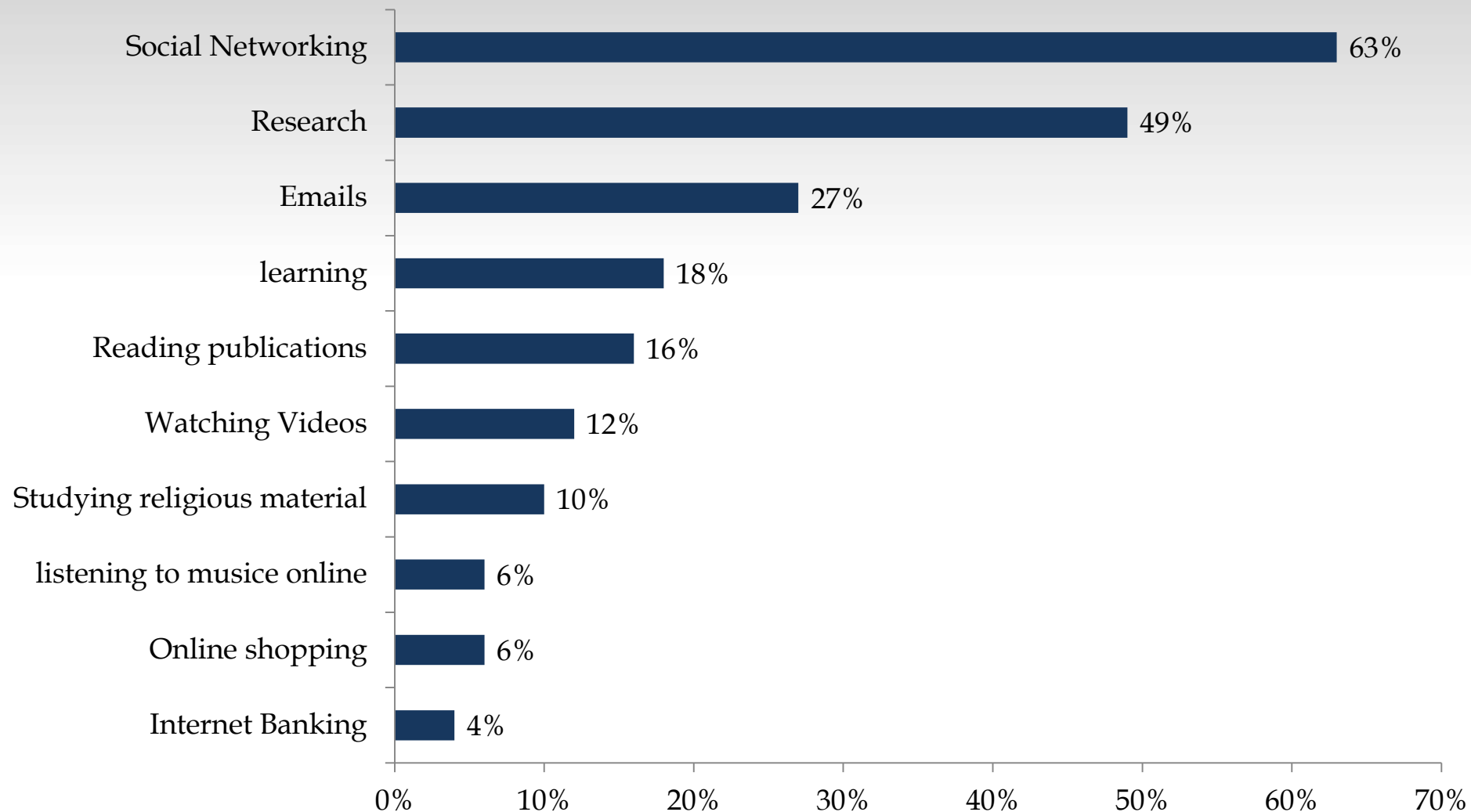


❑ 70% of internet users below the age of 35 years

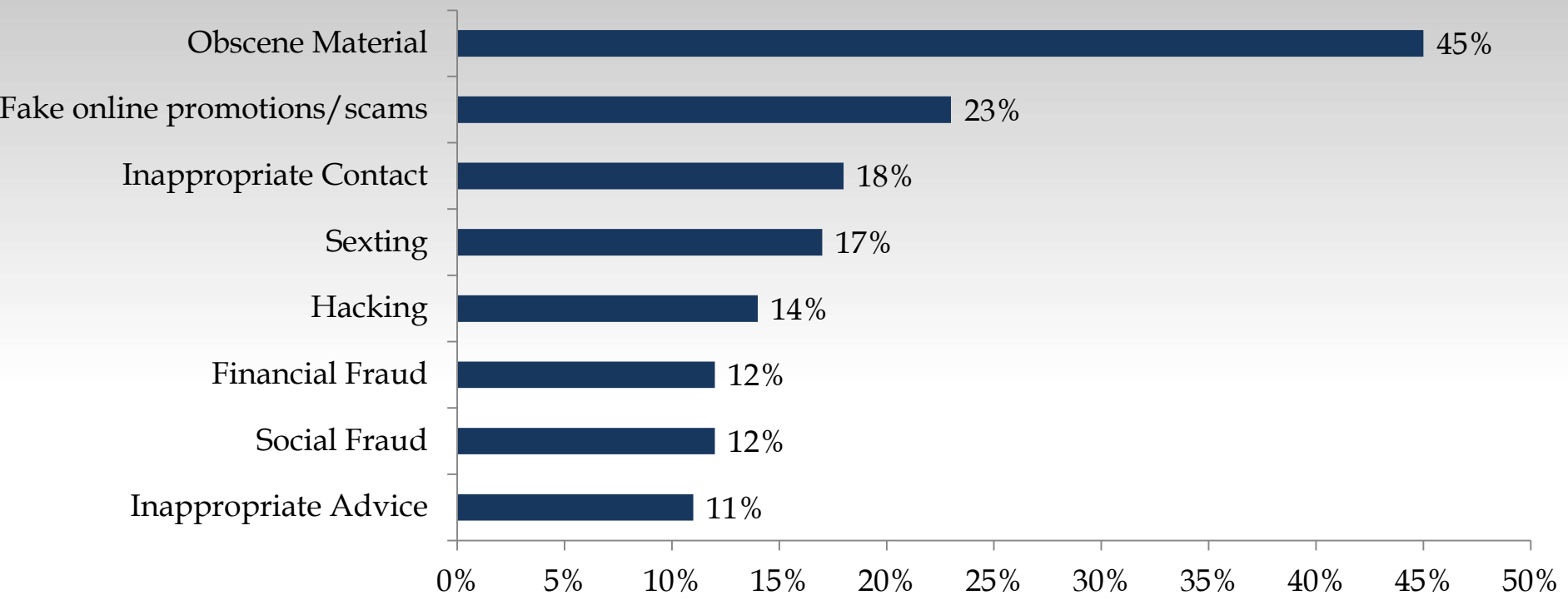
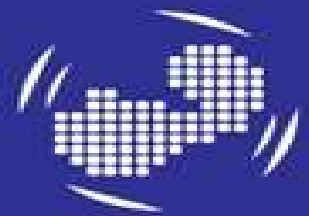
❑ 41.3 % of internet users are below the age of 24 years



Activities of Internet users Online

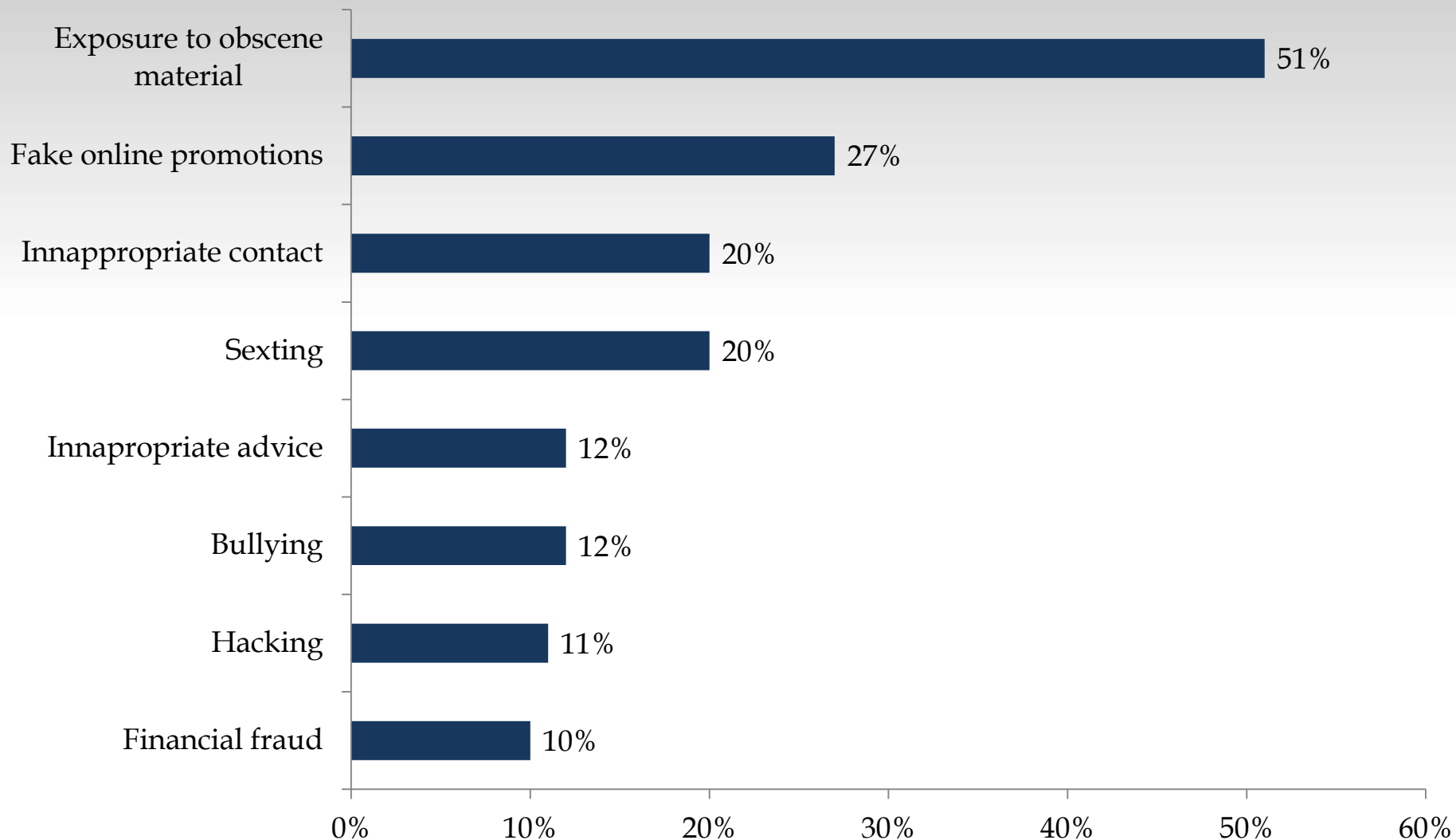
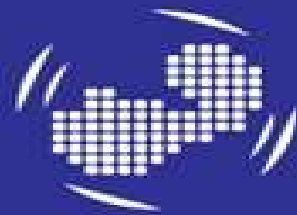


Victims of Internet Risks as a Proportion of Individuals aware of the Existence of Online Risks

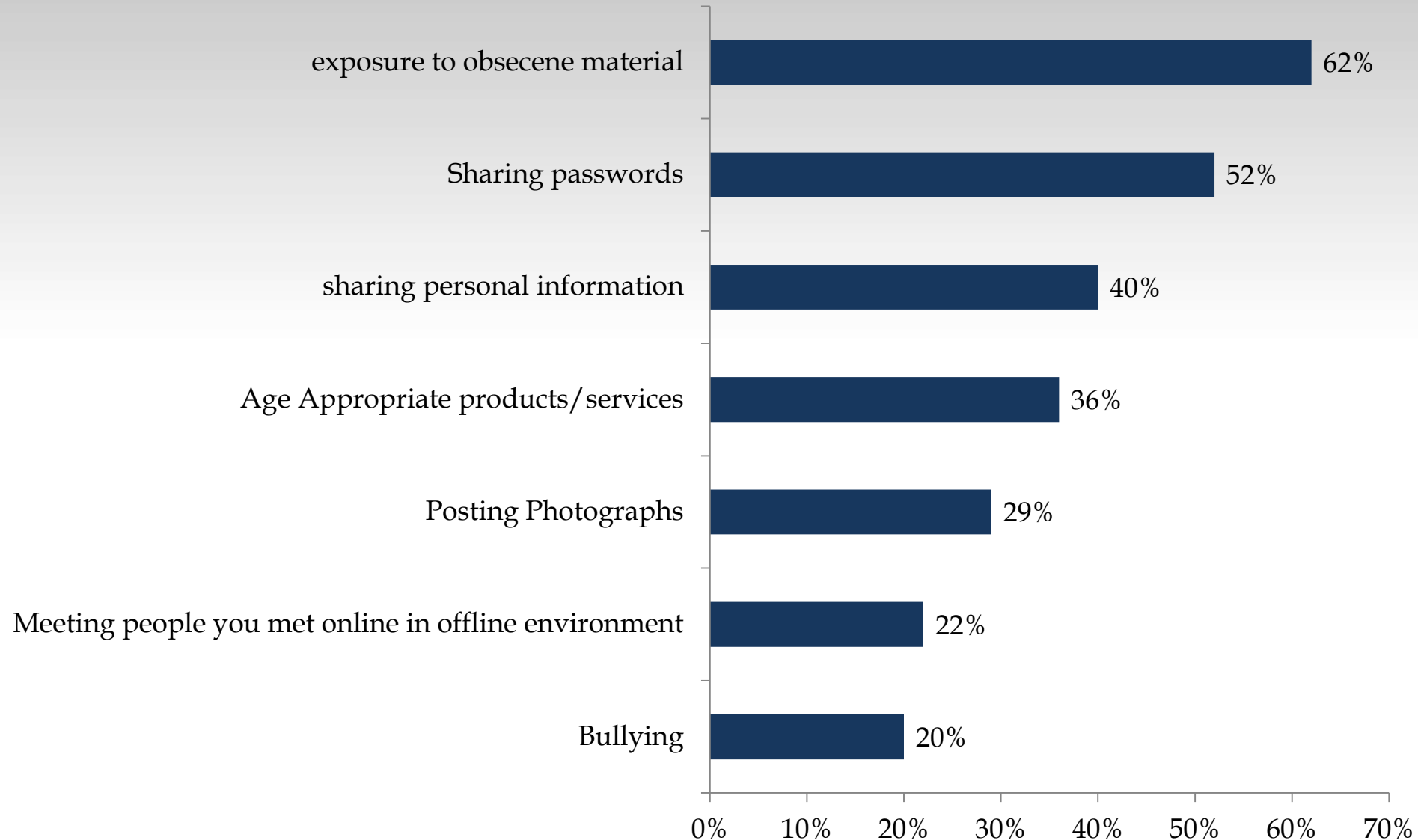
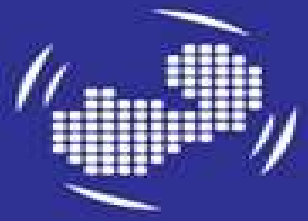


- ❑ 51% of Internet users are aware of online risks and presence of illicit content
- ❑ 45% exposed to obscene materials
- ❑ 23% exposed to fake promotions

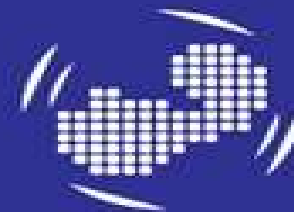
Victims of Online Risks Encountered in the course of using Social Media



MITIGATION: Household Rules about Internet Usage by Perceived Online Risk

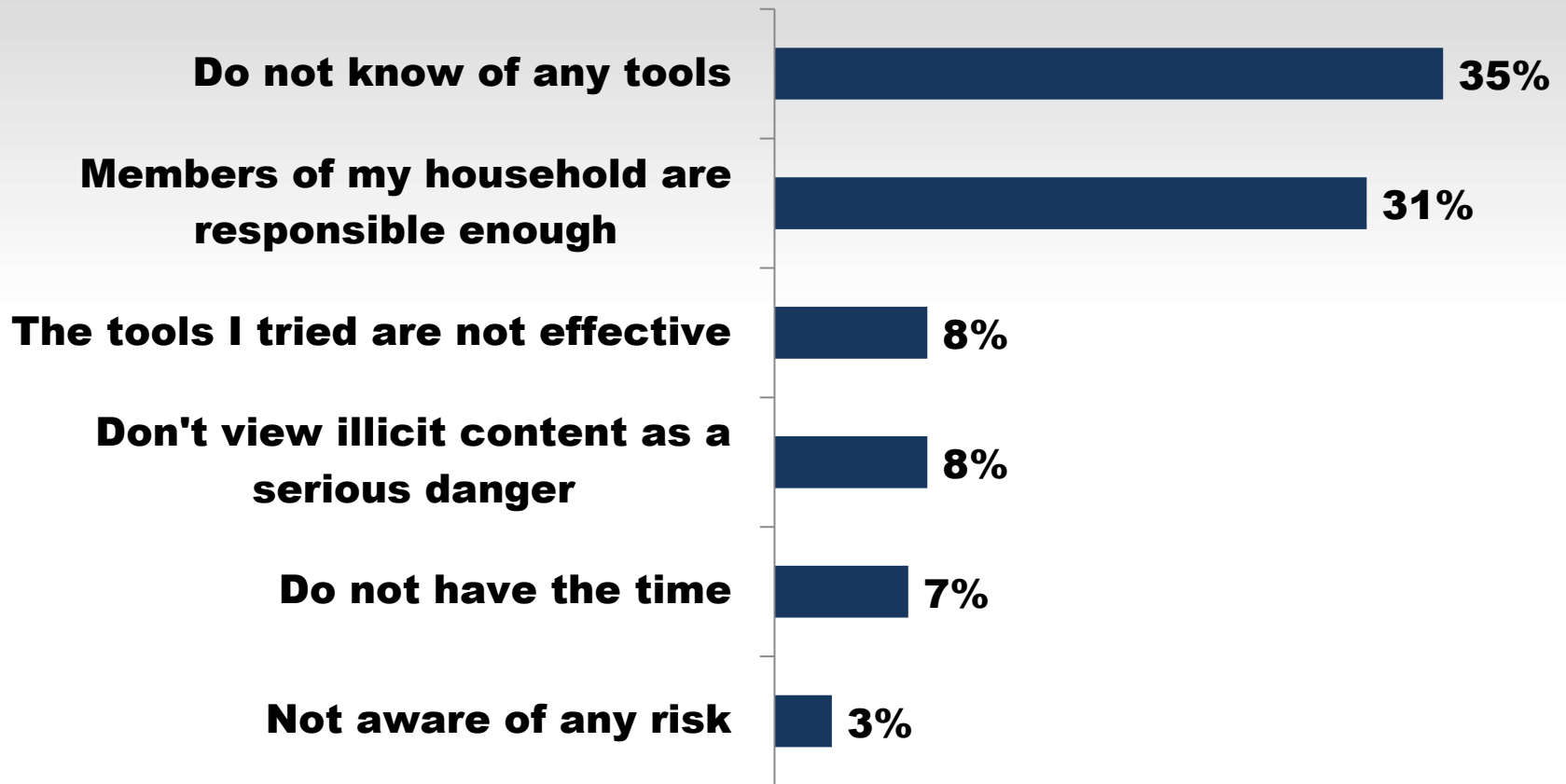
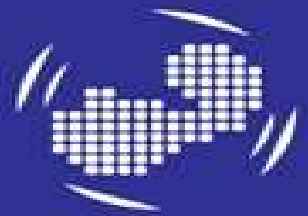


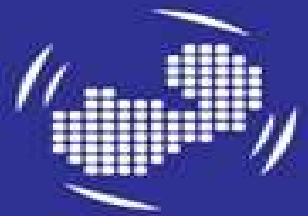
Household Monitoring of Internet Usage



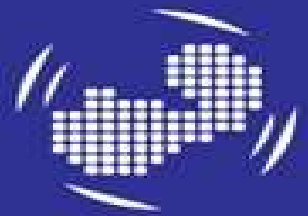
INDICATOR	2013	2015
% of Households that monitor internet usage	31%	23%
% of Households that have mitigation measures to protect household members	14%	36%

Limitations to the Use of Online Risk Mitigation Measures



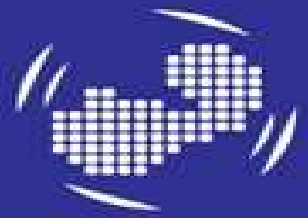


- ❑ In order to address these issues highlighted in the survey Our Line Ministry, ZICTA (ITU-IMPACT), organised a Child Online Protection (COP) Framework Workshop in 2013
- ❑ Primary objective to develop a sustainable Action Plan to be implemented in the country
- ❑ The Strategy Framework and Action Plan developed is based on the five work areas (pillars) of COP
- ❑ Ministry of General Education key in the implementation process



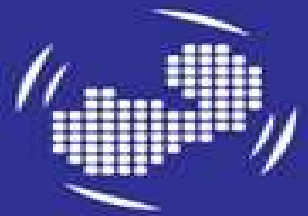
- ❑ To develop effective approaches and strategies to protect children and young adults online
- ❑ To consolidate the initiative not only on the national scale, but also on a global scale
- ❑ The framework has been classified into short and long term goals in order to develop the hierarchy of activities

National COP Strategy



- ☐ To address possibilities for partnership and cooperation:
 - ❖ Ministry of General Education
 - ❖ Industry
 - ❖ Law Enforcement
 - ❖ academia
 - ❖ UNICEF
 - ❖ International partners
- ☐ Important to have a coherent strategy taking into account the role of different stakeholders and existing initiatives

Initiatives



❑ National Child Online Protection Framework to be launched soon. This will be launched together with the Country COP Strategy

❑ Formation of ICT clubs in Schools

❑ **Connecting learning institutions**

✓ Established computer labs with internet connectivity

✓ Promote e-learning in schools

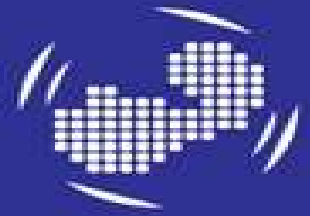
❑ Trained 150 Teachers in Cybersecurity and Child Online Protection(COP)

❑ Partnering with Churches and PTAs

❑ Included Module on COP in training for Police Recruits

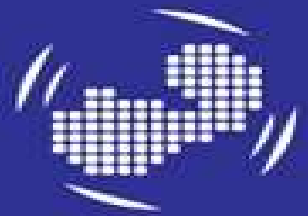


Initiatives



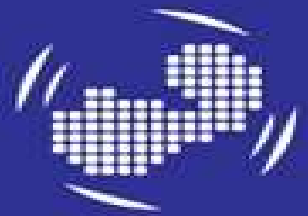
- ❑ Allocation of short code 116 to mobile operators for COP messages
- ❑ Partnered with Lifeline/Childline Zambia to tackle issues of cyberbullying & child sexual abuse materials
- ❑ Developed number of educational and promotional material with COP messages
- ❑ Partnerships with FACEBOOK and Microsoft
- ❑ ECT Act section 61, “take down notification” directs service providers to pull down any unlawful content when reported
- ❑ Section 16 of Consumer Protection Guidelines also directs service providers not to publish as well as take down any illicit content
- ❑ Appointment of Catherine Phiri African Light Weight WBC, as COP Ambassador





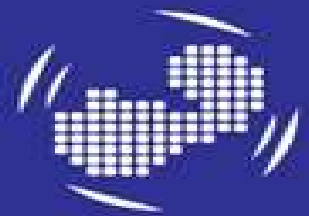
- ☐ involvement of Education sector critical to protection of Children
- ☐ Inclusion of CERT and available platforms to champion Cybersecurity and COP
- ☐ To conduct train the trainer capacity building programs
- ☐ Teachers to be appointed as COP champions
- ☐ Use of Parents Teachers Association meetings
- ☐ Establishment of Inter-Institutional committee on COP

Way forward



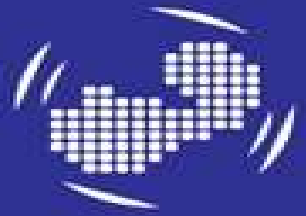
- ☐ **Use of School report forms to disseminate information**
- ☐ **Holding of ICT annual quiz**
- ☐ **Formation of ICT associations for Teachers**
- ☐ **Domestication of ITU COP guidelines: Policy Makers, Industry, Parents, Children.**

Way forward



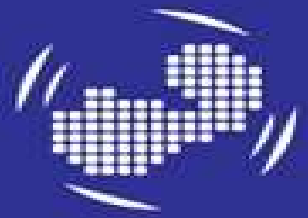
- ☐ **Set school rules and polices –e-safety**
- ☐ **Set Acceptable use policy –age appropriate**
- ☐ **Appoint e-safety coordinator**
- ☐ **Filtering/monitoring product**
- ☐ **E-safety education**
- ☐ **Single point of contact in school. Collecting e-safety incidents**
- ☐ **Reporting of cases to relevant Authorities**

Conclusion



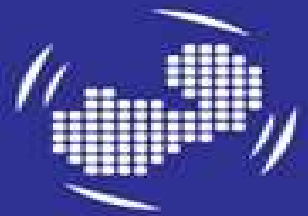
- ☐ involvement of Education sector critical to protection of Children
- ☐ National COP strategy must be coherent ,create synergies and minimize duplicity
- ☐ Mainstreaming of COP activities in order raise awareness

Conclusion



- ☐ **Conducting periodic research on COP is critical**
- ☐ **Involvement of Children, youths and Teachers in COP programs**
- ☐ **Continuous review of Legislation to make laws relevant and address COP issues**

THE END



THANK

YOU

For further information:

www.zicta.zm

info@zicta.zm

