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|  | **Document CWG-COP-21/INF/5** |
| **16 September 2024** |
| **English only** |
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| Contribution by HAKOM - Croatian regulatory authority for network industries | |
| PROTECTION CHILDREN ONLINE | |
| **Action required**  This report is transmitted to the Council Working Group on child online protection **for information**.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **References**  [*https://www.hakom.hr/UserDocsImages/2024/zastita\_korisnika/Bros%CC%8Cura%20Vodic%CC%8C%20za%20siguran%20internet%20i%20nepromis%CC%8Cljene%20surfere%202024.pdf?vel=2401151*](https://www.hakom.hr/UserDocsImages/2024/zastita_korisnika/Bros%CC%8Cura%20Vodic%CC%8C%20za%20siguran%20internet%20i%20nepromis%CC%8Cljene%20surfere%202024.pdf?vel=2401151)  [*https://www.youtube.com/watch?v=zXxXfCbW0ss*](https://www.youtube.com/watch?v=zXxXfCbW0ss)  [*https://www.youtube.com/watch?v=x-bBzBMlx0w*](https://www.youtube.com/watch?v=x-bBzBMlx0w)  [*https://www.hakom.hr/hr/obiljezen-dan-sigurnijeg-interneta-poslana-poruka-o-vaznosti-edukacije-koja-je-potrebna-svima-i-djeci-i-roditeljima/11616*](https://www.hakom.hr/hr/obiljezen-dan-sigurnijeg-interneta-poslana-poruka-o-vaznosti-edukacije-koja-je-potrebna-svima-i-djeci-i-roditeljima/11616)  [*https://privatnost.hakom.hr/index.php*](https://privatnost.hakom.hr/index.php) | |

HAKOM continuously undertakes activities related to promoting the protection of children when using the internet and electronic communication services. Special attention is given to promoting parental responsibility and establishing obligations for electronic communications network operators, allowing parents to request their operator to block access to content inappropriate for children, limit the use of premium-rate services, and manage spending.

Numerous collaborations and joint initiatives have been realized to raise awareness about the responsible and safe use of the internet in partnership with public institutions, operators, and civil society organizations. The goal is to raise public and parental awareness about this important issue, while also ensuring market conditions in electronic communications that foster a better and safer environment for children.

Every year in February, HAKOM, in cooperation with operators and other interested stakeholders, marks Safer Internet Day. Additionally, updated brochures with key tips for safe internet use are sent to all fifth-grade students in primary schools across Croatia, aimed at both children and parents. Through the child protection on the internet project, HAKOM experts conduct educational programs for parents and students, providing them with the necessary information on responsible behavior on social media, especially as children begin to use the internet independently. HAKOM is also a member of the working group for the development of the National Program for Children and Youth in the Digital Environment for the period from 2024 to 2026.

The free "Privacy Calculator" app is available to children, youth, and schools, enabling them to assess potential risks to their privacy when using the internet and sharing personal data.

Since watching videos is becoming an important way of seeking information, HAKOM has produced a video on protecting children and young people online, which is available on our YouTube channel. The main message of the video is to encourage a trusting relationship between children and adults, with a particular emphasis on the support children should always receive from their parents.

HAKOM, as the Digital services coordinator, also plays a key role in implementing the Digital Services Act by coordinating activities at the national level and cooperating with other competent authorities, as well as the European Board for Digital Services (“the Board”), and the European Commission. Regarding the protection of children, HAKOM is currently a member of the following Board working groups: *Consumers and online marketplaces, Protection of Minors and Orders and criminal issues.*

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