



Report by Andorra Digital, Govern d'Andorra

ANDORRA'S DIGITAL TRANSFORMATION PROGRAMME

Purpose

Provide an overview of existing measures, challenges, and opportunities on child online safety protection in Andorra, including a well-being digital Plan aligned with ITU's Child Online Protection Guidelines for Policymakers

Action required

This report is transmitted to the Council Working Group on child online protection **for information**.



ANDORRA
DIGITAL

Programa de Transformació Digital d'ANDORRA

Council Working Group on Child Online Protection
12 February 2025



Contents

- 1. Overview of digital wellbeing in Andorra**
- 2. Digital wellbeing improvement plan for children and teenagers**

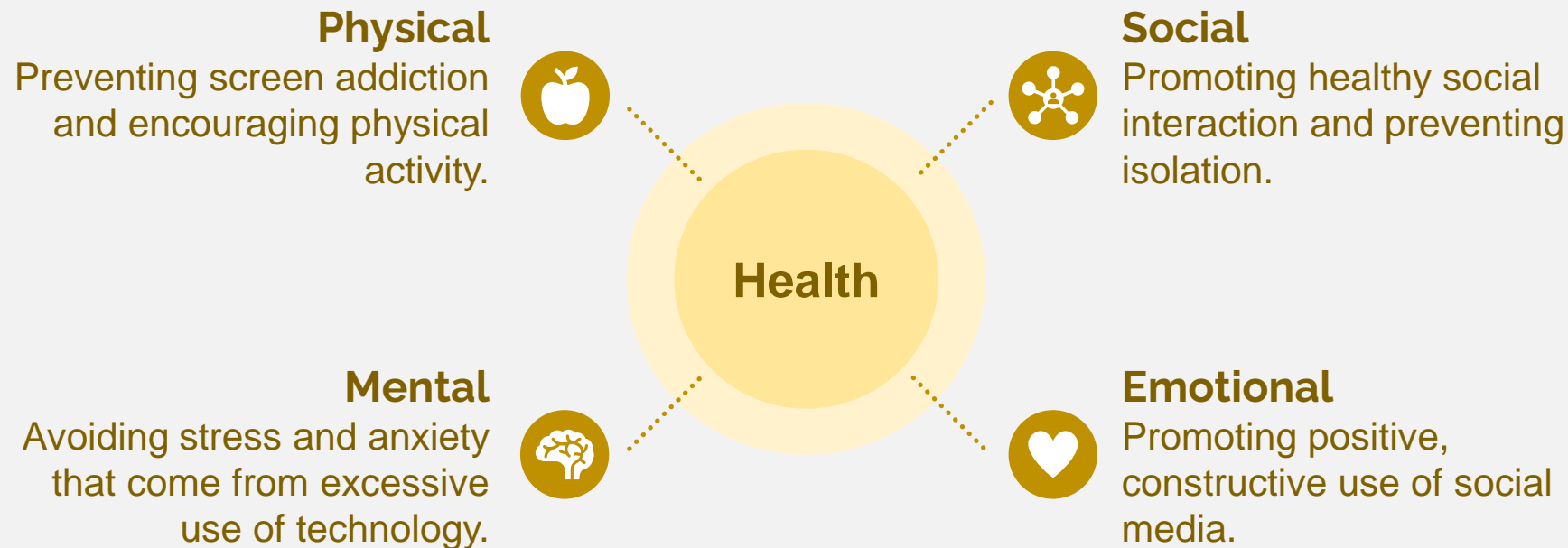


Andorra has a broad approach to child online protection, considering other aspects that could affect their digital wellbeing



What do we consider as **digital wellbeing**?

Digital wellbeing refers to a person's **health** as it relates to their **use of technology** and electronic devices.



The creation of the Digital Skills and Wellbeing Center will constitute a key element in promoting actions to improve digital wellbeing and child online protection

Establishing a **Digital Skills and Wellbeing Office** will allow for an organisation to have nationwide view that:



Takes action

This will be the organisation responsible for implementing initiatives meant to improve digital wellbeing .



Provides an expert point of view

The agency will be focused on digital wellbeing and skills throughout the country, from an expert point of view.



Liaises with experts and other countries

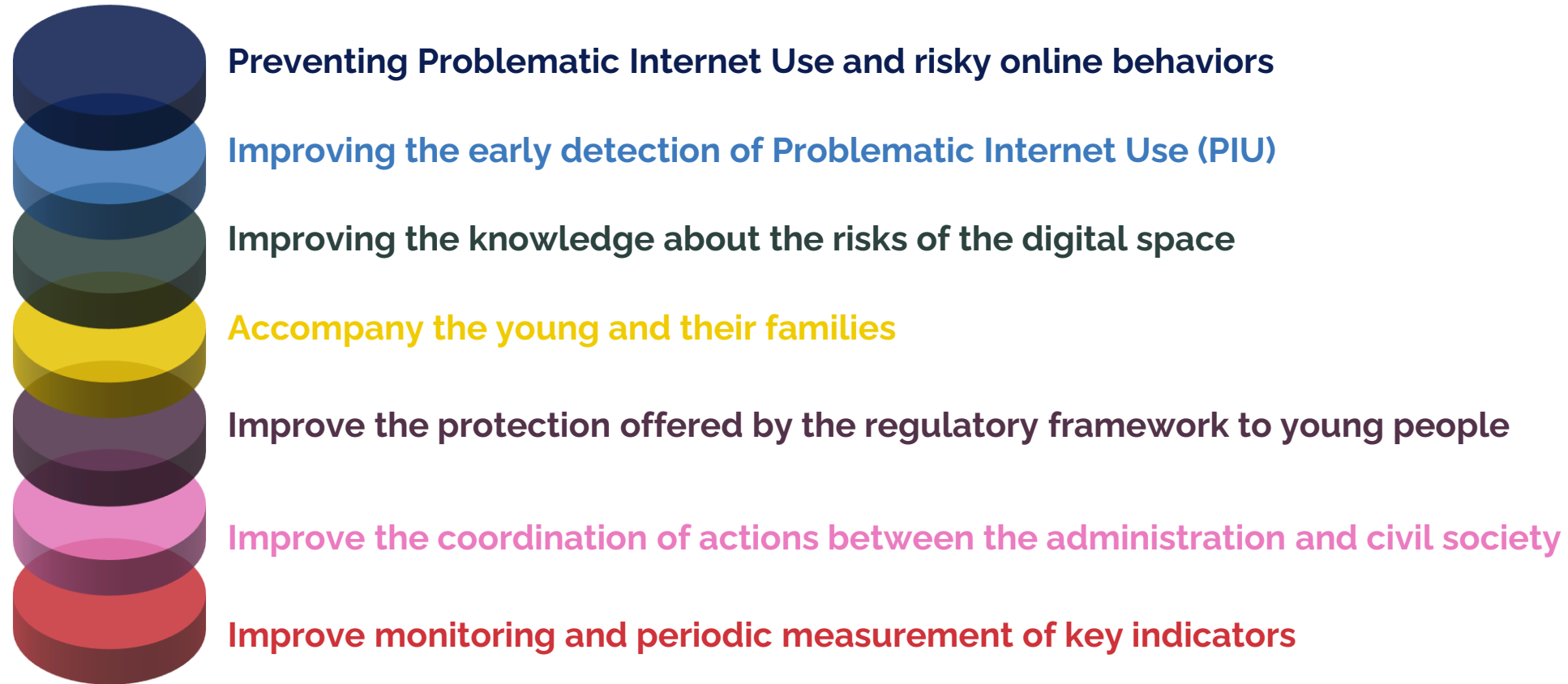
The agency will coordinate with experts in the field and build relationships with other countries in order to fulfil its objectives

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A plan to improve the digital wellbeing of children has been defined, considering a common governance of the actions to achieve the following objectives



The reference framework defined for improving digital child wellbeing considers six areas



Governance and regulation

Governance

Regulation



Building skills, awareness, and training

Education

Health

Family



Telecommunications and devices

Social media control

Device control



Support channels

Reporting procedures

Support procedures

In December 2024, a National Assessment on COP was carried out with the following key findings and recommendations for our situation

1 Establish the Digital Skills and Wellbeing Office

Defining their roles and responsibilities, developing operational guidelines and building partnership with international organisations

2 Develop a Comprehensive Regulatory Framework

Aligning regulations with international best practices, addressing emerging challenges and considering the country specific needs

3 Expand Teacher Training and Certification

Designing and delivering trainings for the school personnel and certifying school devices to meet digital safety standards

4 Launch Tailored Public Awareness Campaigns

Collaborating with community leaders, influencers, and media to design segmented campaigns addressing cultural diversity



5 Enhance Technical Tools and Support Channels

Addressing privacy challenges through coordinated measures with ISPs and developing innovative solutions

6 Foster Governance and Stakeholder Collaboration

Establishing a governance board to oversee child online protection initiatives and ensuring the alignment of stakeholders

