REGIONAL INITIATIVES – EUROPE

REGIONAL REVIEW OF NATIONAL ACTIVITIES ON CHILD ONLINE PROTECTION IN EUROPE

Telecommunication Development Sector

Regional review of national activities on child online protection in Europe

The Regional review of national activities on child online protection in Europe was prepared by the International Telecommunication Union (ITU) in partnership with the Information and Communication Technologies Authority of Turkey (BTK), with special thanks to Dr. Ahmet Kiliç, Vice President; Dr. Mustafa Küçükali, Head of Internet Department; and ICT experts at BTK: Ahmet Çubukcu, Alper Çetinkaya Dr. Şahin Bayzan.

ITU appreciates the cooperation and insights provided by focal points of Albania, Bosnia and Herzegovina, Romania, Serbia, and the Slovak Republic for elaborating current practice. This report would not have been realized without the completeness of responses provided by all the countries surveyed.

ISBN

978-92-61-21901-7 (paper version)

978-92-61-21911-6 (electronic version)

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Foreword

Child online protection (COP) has been addressed as a global concern by the International Telecommunication Union (ITU) for many years with sustained cooperation through a network of partners. ITU is fully committed to putting forward tools and mechanisms to further enhance collaboration and implement actions at the regional and national levels.

The Sustainable Development Goals, especially Goals 4, 5, 9 and 16, cover the issue of child online protection. Goal 9, in particular, on building resilient infrastructure, promoting inclusive and sustainable industrialization and fostering innovation, demands responsible usage of information and communications technologies

The ITU Regional Initiative on "Building confidence and security in the use of ICTs" also provide a robust mechanism to advance the implementation of the World Summit for Information Society (WSIS) action plan, especially Action line C5, which encompasses child online protection.

This review provides the results of a questionnaire that addressed a broad range of issues related to contemporary policy and practice across all technology platforms used by children and young people. It also features the experience of some countries in their ongoing national efforts on online protection.

The report shows that legislative frameworks are broadly in line with international and regional legal instruments and that it is very important for every country to ensure that its legal measures and legislative frameworks stay in step with technological developments and changes in behaviour.

I wish to thank the countries that have participated in this the mapping exercise of child online protection policies.

I commend the Europe region for this report and I encourage other regions of the world to consider preparing a similar report. Together, we need to bring the benefits of the digital world to our children, the citizens of tomorrow, whilst addressing the risks of the new ecosystem where the online and the offline worlds are coming together.

Brahima Sanou

Director

Telecommunication Development Bureau (BDT)

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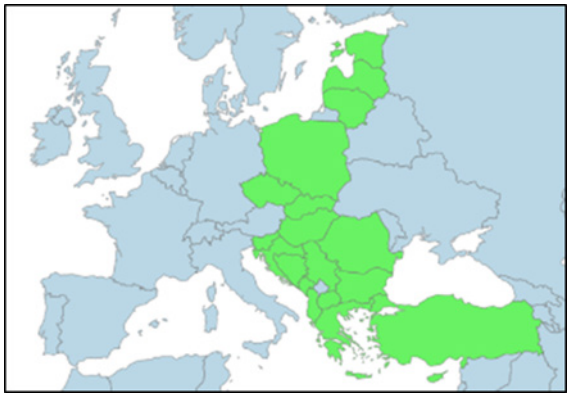
1 Background and purpose

The Child Online Protection (COP)[1] initiative was established by ITU as an international collaborative network for action to promote the online protection of children worldwide. In 2014, the World Telecommunication Development Conference[2] adopted the Regional Initiative for Europe on Building Confidence and Security in the use of ICTs with a specific focus on children and young people[3]. One of the actions of the Regional Initiative was related to the need to develop roadmaps for COP initiatives. In order to implement the membership request, ITU developed a questionnaire to be distributed to national governments that are within the scope of this Regional Initiative.

The questionnaire addresses a broad range of issues connected to contemporary policy and practice across all technology platforms used by children and young people in the digital space. It was first distributed in 2009 when it was submitted for the attention of the 191 Member States of ITU. A revised version was distributed in 2016 to Member States in Central Eastern European, Baltic, and Balkan countries.[4]

Based on the answers received to the latest questionnaire, this report indicates where these countries stand in terms of COP policy development, adoption, implementation and monitoring. In addition, this report provides examples of current practice.

Figure 1: Central Eastern European, Baltic, and Balkan countries[5]



Source: ITU

2 Methodology

To conduct the mapping of COP policies in ITU Member States in Central Eastern European, the Baltic, and the Balkan countries, the research followed two steps:

Step 1: Distribution of a questionnaire to ITU focal points at the national level in the 22 chosen countries, and the compilation and analysis of questionnaire responses.

1 www.itu.int/en/cop/Pages/default.aspx
2 www.itu.int/en/ITU-D/Conferences/WTDC/WTDC14/Pages/default.aspx
3 www.itu.int/lib/scripts/unavailable.php?aspxerrorpath=/pub/D-TDC-WTDC
4 Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, Greece, Hungary, Latvia, Liechtenstein, Lithuania, Former Yugoslav Republic of Macedonia, Monaco, Montenegro, Poland, Romania, Serbia, Slovak Republic, Slovenia, Turkey.
5 The designations employed and presentation of material in this publication, including maps, do not imply the expression of any opinion whatsoever on the part of ITU concerning the legal status of any country, territory, city or area, or concerning the delimitations of its frontiers or boundaries.

Step 2: Desk and literature review, including information given by the countries, in order to build case studies.

The survey was sent to the ITU focal points appointed by national administrations (mostly ministries or the relevant official body with responsibility for Internet, business, or telecommunication policy). All the countries responded to the survey.

Constraints

The findings presented here are an overview of existing policies or policy development processes in the selected countries.

In some instances, the ministry contacted as ITU focal point did not have lead responsibility for online child protection policy. In such cases, the ITU focal point ministry was requested to liaise with their counterparts in the lead ministry for online child protection policy to ensure they were able to answer the questionnaire with up-to-date information.

This report relies solely on the written answers provided.

Areas covered by the questionnaire

The questions covered the following areas of interest:

1. Perceptions of online child safety issues.
2. The availability of advice or guidance.
3. The availability of awareness raising and related programmes.
4. The legal framework and law enforcement resources.
5. National focal points.
6. Perceptions of the level of co-operation with industry.
7. Perceived assistance needed by each country

3 Results of the survey

In every country surveyed advice and guidance on online safety for children and young people had been published, typically on TV or radio, in printed form or on the Internet, and usually in all three.

The survey showed that every country surveyed was active in one way or another in the field of online child protection and therefore provides a very positive indication that governments now generally accept their responsibility to ensure that steps are taken to safeguard children using the Internet and associated digital technologies. The survey showed that governments recognize the positive role of the Internet and associated technologies in children's and young people's lives but that there are important unresolved issues that need to be addressed.

The outcome results of the exercise illustrated that there was a broad consensus on the importance of the issues covered in the survey, especially in topics related to:

- *bullying and harassment;*
- *legal but harmful content;*
- *illegal content;*
- *Internet addiction.*

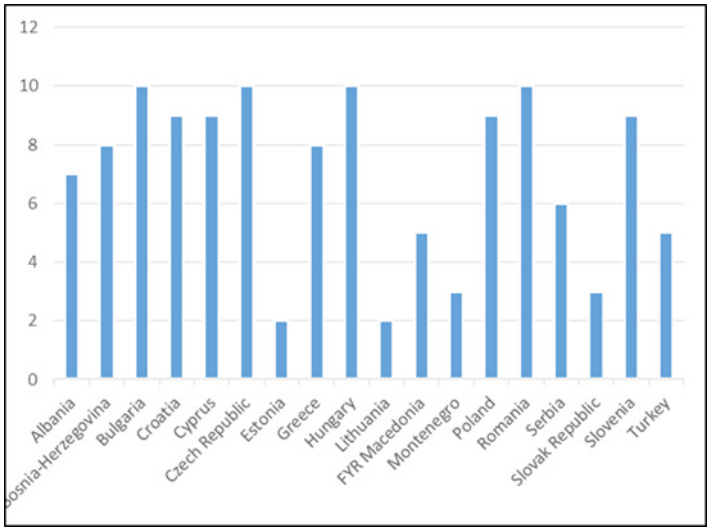
Not all countries confirmed, in so far as it was relevant, that the national legislation dealing with child protection was equally applicable to comparable behaviour in both the real and virtual worlds.

However, only half of the respondents indicated that they had a national focal point or agency with a specific responsibility for promoting safety on the Internet for children and young people. Seven countries indicated they did not have such a focal point or agency, two said they did not know, and a third did not answer the question.

Only half of the countries said they felt their law enforcement agencies had sufficient forensic resources to cope with the demands of cyber investigations.

Training programmes and awareness initiatives for law enforcement agencies, teachers, and parents are becoming more widespread but there are still noticeable gaps.

Figure 2: Variety of concerns faced online by children and the young



Source: ITU

Perception of online child safety issues

There was a substantial consensus around the specific challenges facing children and young people on the Internet. (Question 1)

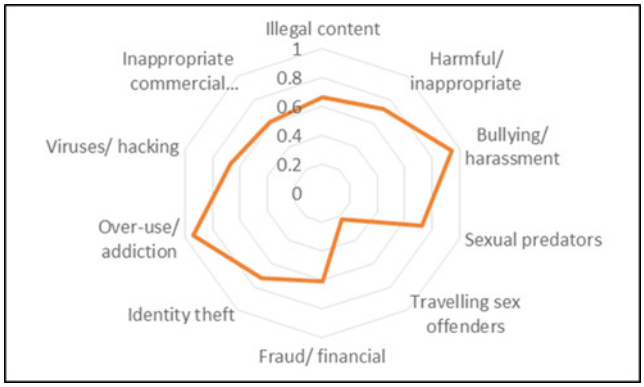
a. Every country referred to online bullying and harassment and most also referred to exposure to harmful, illegal, or age inappropriate content.

b. The over-use of or addiction to technology was the second most common concern (referred to by all but three countries).

c. Identity theft and the perils caused by viruses and hacking were prominent, as was exposure to sexual predators.

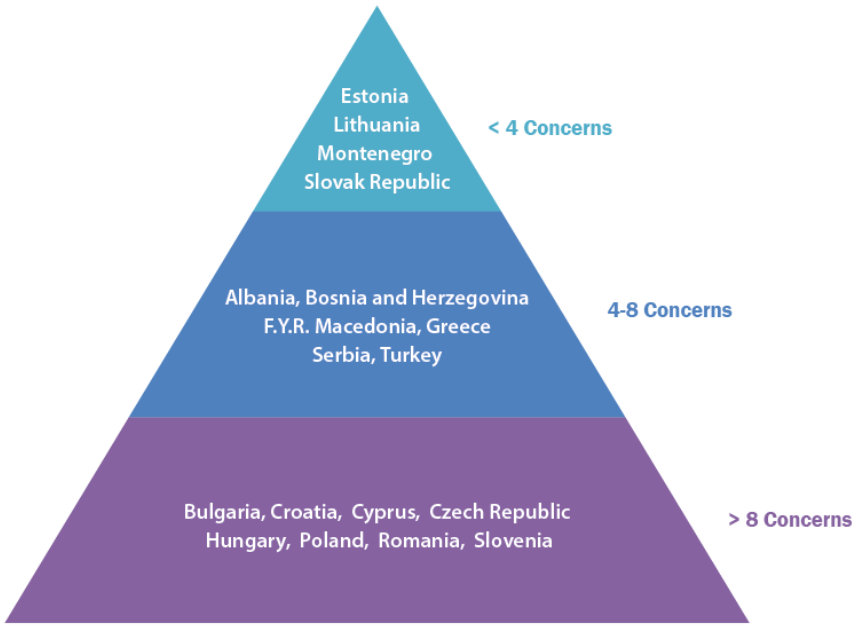
d. Inappropriate commercial activity was mentioned by 11 countries.

Figure 3: Region status - types of concerns faced online by children and youth aggregated for all countries



Source: ITU

Figure 4: Number of concerns faced by country



Source: ITU

Accessibility

In all but two countries it was acknowledged that children's access to the Internet is no longer limited by the high cost of hardware or the availability of connectivity. (Question 2)

Advice and guidance on safety online is being provided through various types of media that target or are used by children. Unified messaging will facilitate and reinforce understanding and reduce potential confusion.

Advice and/or guidance

In every country a range of public and private agencies or companies had published advice and guidance on the safe or appropriate use of the Internet by children and young people. (Question 3)

In every case bar one this material is or had been made available via TV or radio or other public media, on the Internet and in printed form. (Question 4)

There was a broad consensus about the issues addressed in the advice and guidance and in every country advice and guidance was available within schools and other educational institutions on Internet safety related issues. (Questions 5-6)

Awareness raising and related programmes

With only two exceptions, all countries reported that programmes existed in schools that promote safe and responsible use of the Internet. (Question 7)

With only one exception, all countries said programmes were available to help parents understand the issues that children face when they go online. (Question 8)

Every country acknowledged that programmes were available to help teachers understand the issues that children face when online. (Question 9)

Agencies outside of the schools and educational systems were acknowledged to be engaged with the provision of online safety training for parents and children in all except four countries. (Question 10)

With only two exceptions, all countries reported that they were aware of plans to promote online safety initiatives. (Question 11)

Legal framework and law enforcement resources

> *In many countries the legislative frameworks are broadly in line with international and regional legal instruments. However, it is extremely important for every country to ensure its legal measures and legislative framework stays in step with technological developments and changes in behavior.*

Thirteen countries acknowledged that the national legislative framework concerned with child protection applied equally to comparable behaviours in both the real and virtual worlds. The remaining five countries acknowledged that there could be differences. (Question 12)

However, in every country the possession of child abuse images is illegal. (Question 13).

Every country reported that they had a mechanism for reporting illegal content. (Question 19)

With only two exceptions, all countries also had a mechanism for reporting illegal behaviour. (Question 20)

Ten out of 18 countries reported that programmes were available to help law enforcement understand and deal with online safety issues facing children. (Question 14)

Thirteen countries reported that they had law enforcement officers who had been trained to retrieve and analyse digital data. The remaining five either did not answer this question or replied "don't know". (Question 15)

Countries were asked if law enforcement had sufficient forensic resources. Reponses to this question produced the largest variation between countries: (Question 16)

- three said they did not have sufficient forensic resources;
- seven either did not answer the question or said "don't know";
- eight confirmed that they had sufficient forensic resources for law enforcement.

National focal points

National focal points are a key element in effective online protection. All countries should have a well- resourced national focal point that is connected with regional and international initiatives.

Countries were asked if they had a national focal point to promote online child safety. Seven countries said "no" and two answered "don't know". (Question 17)

Co-operation with Internet industry

The majority of countries (15 out of 18) agreed that the main players in the Internet industry co-operated with them in relation to their work on online child safety. Only one country said they did not share this view, one said "don't know" and one did not answer. (Question 21)

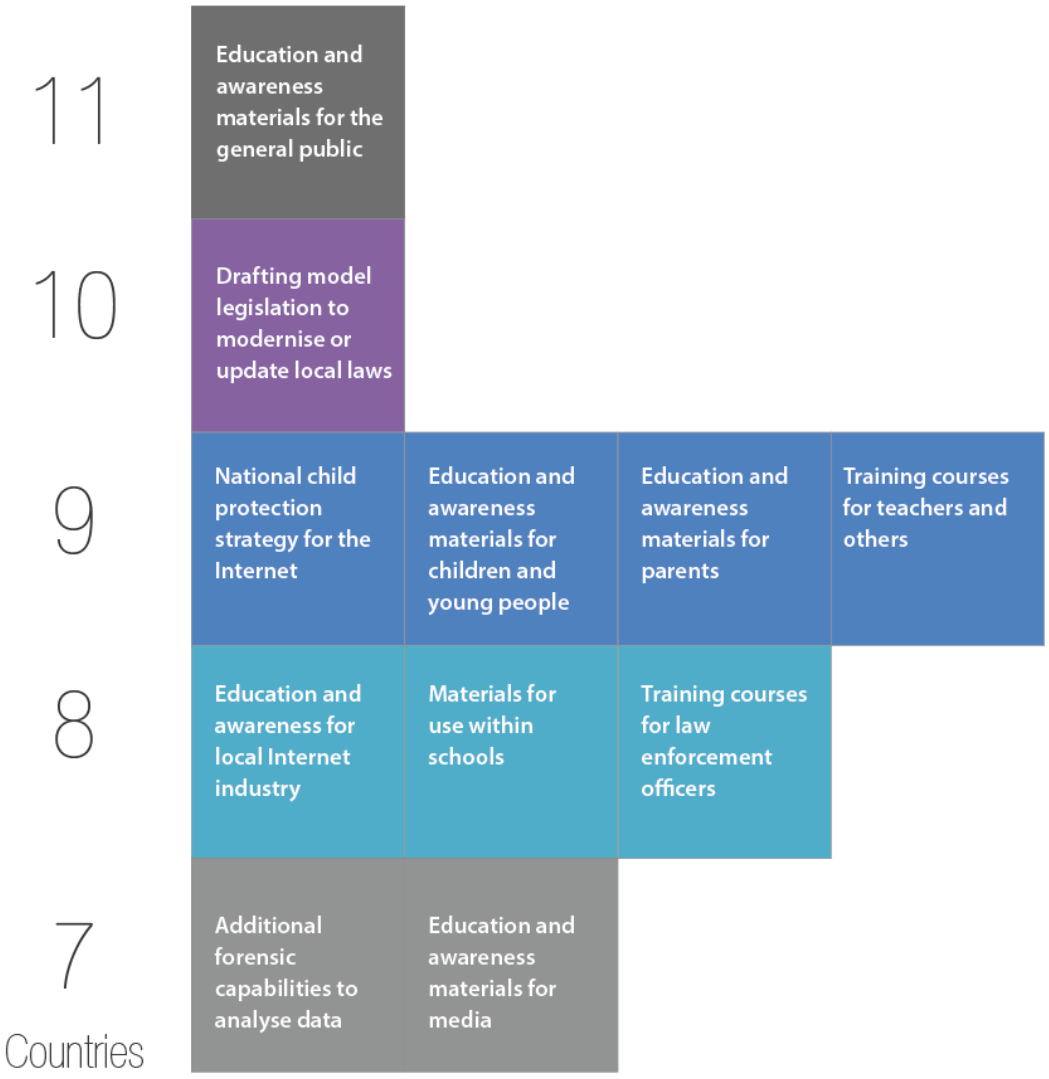
Assistance needed by countries

Asked if they required any assistance in any of several specific areas, most countries said they did. Only four countries did not reply or indicated that no external help was needed. There were marked differences between countries but equally a great many countries felt they had similar needs. (Question 22)

The Guidelines for Industry on Child Online Protection were produced as a result of a multi-stakeholder process and provide advice on how the ICT industry can help promote safety for children using the Internet and its associated technologies as well as guidance on how to enable responsible digital citizenship, learning and civic participation.

The Guidelines are available at: www.itu.int/en/cop/Pages/guidelines.aspx

Figure 5: Number of countries highlighting specific concerns



Source: ITU

4 Current practice

In order to promote, share and advocate positive country case examples of COP policies or strategies that are in line with children's rights and promote a balanced approach between child online protection and promotion of children's digital participation, some countries provided information on their ongoing national efforts.

4.1 Albania

- The Better Internet for Kids (BIK)[6] platform coordinates efforts to identify and protect child victims, to identify materials with content unsuitable for children on the Internet, to inform

[6] https://www.betterinternetforkids.eu/

parents, teachers, children, and to strengthen inter-institutional cooperation. The platform has guidelines for children, parents, teachers, psychologists and social workers and agency guidelines for employees of the law enforcement.

- To commemorate the international Safer Internet Day, the Minister of State for Innovation and Public Administration, Ministry of Interior, Ministry of Social Welfare and Youth, Ministry of Education and Sports with the support of UNICEF signed a Memorandum of Understanding, which aims to increase the efficiency of institutional interaction in addressing children online safety. The agreement aims to enhance and promote child online safety against inappropriate content and protect them from violence, exploitation, abuse, dangers and threats posed by the use of the Internet in Albania.
- Citizens report illegal content such as images with sexual content or materials, cyber bulling, mobile bulling, pornography with minors on the Internet and SMS and other offensive posts to the hotline *alo 116*. Missing children reports can also be made through this line.
- Through the WeProtect Online Initiative sponsored by the United Kingdom Government, UNICEF in Albania is working with the government, the private sector and civil society organizations to make the online world safer for children through appropriate development in public policy, necessary legislative improvements, providing industry best practices, good digital parenting, enhancing awareness of children, parents, teachers, and stronger collaboration with law enforcement and protection services.

4.2 Bosnia and Herzegovina

- Safer Internet activities are carried out by International Forum of Solidarity – EMMAUS (IFS – EMMAUS). The Committee is chaired by the State Coordinator for Combating Trafficking in Human Beings and Illegal Migration, and its members include representatives of the Communication of Regulatory Agency of Bosnia and Herzegovina, IFS-EMMAUS, Save the Children, One WorldSEE and Microsoft BiH. IFS-EMMAUS implements the activities about safe use of the Internet, education and awareness raising of children, youth, parents, educators and the general public.
- IFS-EMMAUS has also implemented the comprehensive programme on prevention of online child abuse and exploitation through the usage of information and communication technologies in cooperation with the BiH Ministry of Security, law enforcement and judicial agencies, ministries of Education and pedagogical institutes, civil society organizations and regional and international actors.
- The hotline for child abuse images is also operated by IFS-EMMAUS.
- IFS-EMMAUS established a web portal available in the local language for teachers of information sciences and other educators in line with their needs and requests for such a communication and information-sharing tool. The portal has been extensively promoted among educators and is the set homepage in information science classrooms in most schools across the country.

More information: www.sigurnodijete.ba

More information: www.isigurt.al/

4.3 Romania

- The Sigur.Info project is being developed by a consortium of Save the Children Romania – National Coordinator, FOCUS – Romanian Center for Missing and Sexually Exploited Children and Positive Media since September 2008. The project is part of the community programme to promote the safe use, of the Internet and new online technologies. The project is developed through three main components:

  a. Awareness activities to promote a safer Internet.

b. An advice line (Helpline – Sigur), problems encountered and harmful content on the Internet.

c. A reporting line (Hotline – Safernet[7]) for reporting illegal content.

- The project aims at:
  a. Raising awareness on the dangers and environmental benefits online.
  b. Managing an advice line and a helpline for citizens.
  c. Providing the general public with information, resources and tools needed to create a safer content and more responsible use of the Internet.
  d. Harmonization of Romanian legislation and working procedures with European trends in the field, in cooperation with state bodies, private and non-governmental organizations.
- Safernet (a member of INHOPE) take reports on:
  a. Child pornography on the Internet
  b. Adult pornography accessible to minors
  c. Incitement to discrimination
  d. Transmission of unsolicited electronic communications (spam)
  e. Harmful content to children (nudity pornography, violence, vulgar language, hazardous materials etc.)

More information: www.safernet.ro/

- The Romania helpline offers counselling one-on-one ONLY on Internet-related issues and problems, through chat, telephone, and email.
- The service 0800 8 200 200 was founded in 2001 within the Phare projects, financed by the European Union and supported by Romtelecom. The successful story of the child helpline activities is due exclusively to the enormous number of callers who have contacted the toll free line and made possible the maintenance of this phone service even after the Phare programmes came to an end. Starting in January 2006, the child helpline continued its activity, becoming a non-governmental, non-profit organization, aiming at protecting and promoting children's rights in Romania. In July 2008, Asociatia Telefonul Copilului in partnership with Romtelecom received from the National Authority for Communication the licence for the implementation of the European harmonized number for children: 116 111. Starting on October 1, 2008, 116 111 is available at the national level. Romania was the third country in Europe to provide children with this facility following the European Commission Decision.
- Telefonul Copilului provides the following services:
  a. information in order to promote and respect the child rights
  b. counselling in order to promote and respect the child rights
  c. referral to the institutions able to offer the adequate assistance to each case
  d. cases monitoring
  e. monitoring that child rights are respected in Romania

More information: www.telefonulcopilului.ro/about-us

[7] www.safernet.ro/

4.4 Serbia

- The Serbian Safer Internet Centre organizes a series of awareness-raising activities twice every year in different towns and cities, primary and secondary schools, for pupils and students, their parents and caretakers, as well as for teachers, school psychologists and local representatives of the Ministry of Education. All the awareness-raising activities provide detailed and clear explanations of threats from child sexual abuse material (CSAM), cyberbullying, phishing, online predators, hate speech, as well as the guidelines on "netiquette"[8], personal data protection, privacy settings and safe use of social networking sites. Both children and their teachers are encouraged to safely use the online contents and ICT resources in the classroom.
- Net Patrola (a member of INHOPE) is the safer Internet hotline established to allow the reporting and processing of submissions of illegal or harmful content on the Internet – child sexual abuse material (CSAM), violence/cyberbullying and hate speech. The main priority of the hotline is to counter the spread of child sexual abuse images, sexual exploitation and physical and psychological attacks against children.
- Children have a line to assist and get help. Calls to all fixed and mobile phone are free and children's line is available 24 hours seven days a week.
- The platform has started a new service from May 2016 to support parents. Advice for parents is offered by calling 0800 007 000 every day, except Mondays, from 17.00 to 20.00 hours. Parents can call this number to get informed, educated, advised or instructed.

More information: http://kliknibezbedno.rs/en/home.1.289.html

4.5 Slovak Republic

- Slovak Safer Internet Centre (SK SIC) consists of three components namely an Awareness Centre (Zodpovedne.sk), a Helpline (Pomoc.sk) and a Hotline (Stopline.sk).
- The Awareness Centre aims to inform children, parents and teachers about better and safer use of the Internet, building on enhanced digital resource centres (repositories), from which specific awareness toolkits and services are adapted and deployed, in cooperation with third parties (schools, industry). More specifically the awareness centre:
    a. Devises awareness campaigns and resources targeting children, parents, grandparents, teachers and social workers on how to give children the digital skills and tools they need to take advantage of the Internet and to navigate safely online, promoting awareness of parents and children about online quality content and experiences, and makes the associated resources available through their services.
    b. Evaluates the impact of the awareness campaigns on the target groups and provides qualitative and quantitative feedback at European level through the core service platform.
    c. Establishes and maintains partnerships and promotes dialogue and exchange of information with key players (government agencies, ISPs, user organisations, education stakeholders) at national level.
- Slovak Safer Internet Centre (SK SIC) has trained over 50 000 adults (teachers, parents, social workers, etc.), 123 000 children / youth and within the empowerment involved over 1 million children /youth. Within the Hotline operation work there have been received over 11 000 reports. SK SIC is also very active in the legislation process concerning the safer Internet issues. SK SIC has received over 20 awards proving of outstanding reach of activities and tools delivered.

[8] Conduct that is socially acceptable in an online or digital situation.

More information: www.zodpovedne.sk/index.php/en/

- The SK SIC has operated a national online helpline service for reporting and dealing with harmful contact (grooming), conduct (cyberbullying) and content since 2008. More specifically, the Slovakia helpline undertakes to:
    a. Offer one-to-one conversations, online and/or by telephone, with trained helpers in real time to give advice and support to parents and children on issues related to their use of online technologies.
    b. Draw up operating guidelines in compliance with national law, including data protection rules.
    c. Ensure that reporting mechanisms are interoperable both with the core platform and with reporting via service providers such as social networking services.
    d. Provide qualitative and quantitative feedback at European level through the core service platform.

More information: https://www.betterinternetforkids.eu/web/slovakia/profile

- SK SIC has also operated the Slovak hotline Stopline.sk (a member of INHOPE) for receiving and managing reports and data on online illegal child sexual abuse.

More information: https://www.betterinternetforkids.eu/web/slovakia/profile

- Child Safety Line is a non-profit organization founded by the initiative of UNICEF. Children can ask for assistance about anything that is bothering them. The line is intended primarily for children, but access is also available to adults, parents, relatives, teachers, and health workers.

More information: www.ldi.sk/

4.6 Turkey

- Awareness raising activities on child online protection are mainly executed by Turkish Information and Communication Technologies Authority (ICTA). The ICTA has promoted the following activities for the conscious, safe and effective use of the Internet:
    – Seminars were held mainly for families and children.
    – Booklets and brochures are distributed to schools free of charge.
    – Web portals GuvenliWeb and GuvenliCocuk () are designed to promote safer use of Internet. These portals are developed with a view to enable children to safely surf the cyber world.

More information: guvenlicocuk.org.tr

More information: guvenliweb.org.tr

    – Internet Hotline IhbarWeb has been established in Turkey and is a member of INHOPE (International Association of Internet Hotlines).

More information at https://www.ihbarweb.org.tr/eng/index.html

    – Safer Internet Service (SIS) is offered by Internet Service Providers. SIS is a discretional and free of charge Internet filtering service. Thanks to SIS, families and children have the opportunity of protection against harmful and illegal content of the Internet.

More information at http://guvenlinet.org.tr/gb/

    – ICTA initiated a project with Ministry of National Education in order to instruct trainers on safer use of the Internet. Under this project, 82 000 teachers have been trained.

– A booklet titled “Guidelines for Preventing Cyber-Bullying in the School Environment: A Review and Recommendations” was translated into Turkish and distributed by ICTA.

5 Conclusion

The review shows that every country in the region acknowledge its responsibility to act to ensure that the internet and its associated technologies are safe for children and young people.

Countries increasingly are integrating awareness of online risks into a broader child protection and parenting agenda.

The idea that the Internet can also be a positive factor in promoting citizenship and learning is also taking hold. However, in a great many instances a shortage of resources and locally available expertise appears to be acting as a brake on development.

In many countries, the legislative frameworks are broadly in line with international and regional legal instruments. However, it is extremely important for every country to ensure its legal measures and legislative framework stay in step with technological developments and changes in behaviour.

Advice and guidance on safety online is being provided through several media that target or are used by children. Unified messaging will facilitate and reinforce understanding and reduce potential confusion.

National focal points are a key element in effective online protection. All countries should have a well-resources national focal point that is connected with regional and international initiatives.

Figure 6: ITU COP Guidelines portal

Source: ITU

Annex: COP survey 2016 list of responses

The problems

Question 1: What are the main problems facing children and young people in your country in relation to the Internet? (Please tick as many as apply).

This question looks at exposure to different types of content and activity.

Country	Illegal content	Harmful/ inappropriate	Bullying/ harassment	Sexual predators	Travelling sex offenders	Fraud/ financial	Identity theft	Over-use/ addiction	Viruses/ hacking	Inappropriate commercial activity	Other (see below)
Albania	√	√	√	√			√	√		√	
Bosnia-Herzegovina		√	√	√		√	√	√	√	√	
Bulgaria	√	√	√	√	√	√	√	√	√	√	
Croatia	√	√	√	√		√	√	√	√	√	
Cyprus	√	√	√	√		√	√	√	√	√	
Czech Republic	√	√	√	√	√	√	√	√	√	√	
Estonia			√					√			
Greece	√	√	√	√	√	√	√	√			
Hungary	√	√	√	√		√	√	√	√	√	√
Lithuania			√					√			
The Former Yugoslav Republic of Macedonia			√				√	√	√		√
Montenegro			√				√		√		

(continued)

Country	Illegal content	Harmful/ inappropriate	Bullying/ harassment	Sexual predators	Travelling sex offenders	Fraud/ financial	Identity theft	Over-use/ addiction	Viruses/ hacking	Inappropriate commercial activity	Other (see below)
Poland	√	√	√	√		√	√	√	√	√	
Romania	√	√	√	√	√	√	√	√	√	√	
Serbia	√	√	√	√				√	√		
Slovak Republic			√	√				√			
Slovenia	√	√	√	√		√	√	√	√	√	
Turkey	√	√				√		√		√	

Question 2: The means by which children can access the Internet is still too limited because:

Country	Cost of hardware is too high	Not available on wide enough basis	Not limited in any way
Albania			√
Bosnia-Herzegovina			√
Bulgaria			√
Croatia			√
Cyprus			√
Czech Republic			√
Estonia			√
Greece			√
Hungary			√
Lithuania			√
The Former Yugoslav Republic of Macedonia			√
Montenegro	√		
Poland		√	
Romania			√
Serbia			√
Slovak Republic			√
Slovenia			√
Turkey			√

Available advice and guidelines

Question 3: Have any of the following agencies, or their equivalents within your country, published any advice or guidelines on the safe or appropriate use of the Internet by children and young people? (Please tick as many as apply).

Country	Ministry of Education	Ministry of Comms, Transpor-tor ICTs	Ministry of Trade or Business	The Telecoms Regulator	ISPs or other providers	Mobile phone network operators	Law enforcement	NGOS or civil society	Ministry of Health or Social Services	Don't know or none	Other
Albania	√				√	√	√	√	√		
Bosnia-Herzegovina					√	√		√			
Bulgaria		√				√	√	√			√
Croatia	√			√	√	√	√	√	√		
Cyprus	√			√	√	√		√			
Czech Republic	√				√		√	√			√
Estonia							√	√			
Greece	√			√		√	√	√			
Hungary				√	√			√			√
Lithuania	√			√				√			
The Former Yugoslav Repub-lic of Macedonia						√		√			√
Montenegro	√	√				√		√			
Poland	√	√		√	√	√		√			
Romania	√					√	√	√			

(continued)

Country	Ministry of Education	Ministry of Comms, Transpor-tor ICTs	Ministry of Trade or Business	The Telecoms Regulator	ISPs or other providers	Mobile phone network operators	Law enforcement	NGOS or civil society	Ministry of Health or Social Services	Don't know or none	Other
Serbia	√	√						√			
Slovak Republic								√			
Slovenia	√			√	√	√	√	√			√
Turkey	√	√		√	√	√	√	√			√

Question 4: Where has this advice or guidance been published? (Please tick as many as apply).

Country	TV or radio or other public media	On the Internet	In printed form
Albania	√	√	√
Bosnia-Herzegovina	√	√	√
Bulgaria	√	√	√
Croatia	√	√	√
Cyprus	√	√	√
Czech Republic	√	√	√
Estonia	√	√	
Greece	√	√	√
Hungary	√	√	√
Lithuania	√	√	√
The Former Yugoslav Republic of Macedonia	√	√	√
Montenegro	√	√	√
Poland	√	√	√
Romania	√	√	√
Serbia	√	√	√
Slovak Republic		√	√
Slovenia	√	√	√
Turkey	√	√	√

Question 5: Is the advice or guidance made available in schools and other educational institutions? Every country answered “yes” to this question.

Question 6: What areas are covered by the advice or guidance? (Please tick as many as apply).

Country	Illegal content	Harmful/ inappropriate	Bullying/ harassment	Sexual predators	Travelling sex offenders	Fraud/ Inappropriate commercial activity	Over-use/ addiction	How to report concerns or incidents	Other (see below)
Albania	√	√	√	√			√	√	
Bosnia-Herzegovina		√	√	√				√	
Bulgaria	√	√							
Croatia	√	√	√	√		√	√	√	
Cyprus	√	√	√	√		√	√	√	
Czech Republic	√	√	√	√	√	√	√	√	√
Estonia	√	√	√	√		√	√	√	
Greece		√	√	√	√	√	√	√	
Hungary	√	√	√	√			√	√	
Lithuania		√	√						
The Former Yugoslav Republic of Macedonia	√	√	√	√			√	√	
Montenegro	√	√	√	√		√	√	√	
Poland	√	√	√	√	√	√	√	√	
Romania	√	√	√	√	√	√	√	√	
Serbia	√	√	√	√				√	

Country	Illegal content	Harmful/ inappropriate	Bullying/ harassment	Sexual predators	Travelling sex offenders	Fraud/ Inappropriate commercial activity	Over-use/ addiction	How to report concerns or incidents	Other (see below)
Slovak Republic	√	√	√	√	√	√	√	√	
Slovenia	√	√	√	√		√	√	√	
Turkey	√	√	√			√	√	√	√

Availability of awareness and training progammes

Question 7: Are there any programmes/policies within schools/educational establishments/youth groups/other bodies, to promote the safe and responsible use of the Internet to children and young people? The Former Yugoslav Republic of Macedonia and Slovenia answered “no” to this question. Every other country answered “yes”.

Question 8: Are there any programmes for parents to help them understand the online safety issues facing their children? The Former Yugoslav Republic of Macedonia answered “no”. Every other country answered “yes” to this question.

Question 9: Are there any programmes for teachers or others who work with children and young people to help them understand and deal with the online safety issues facing their students? Every country answered “yes” to this question.

Question 10: Are there any programmes provided by other agencies, outside of the schools or educational system, which aim to help children and young people or their parents to understand and deal with online safety issues? Two countries said “no” (Hungary and the Slovak Republic). Lithuania and Romania said “don’t know”. Every other country said “yes”.

Question 11: Are there any future planned programme/policy initiatives on Internet safety for children and young people? The Czech Republic and Estonia said “don’t know”. Every other country said “yes”

Legal framework question

Question 12: In principle, and in so far as it is relevant, is it the case that all the laws in your country concerning the protection of children and young people which apply in the real world also apply equally to similar behaviours or actions on the Internet? Bosnia-Herzegovina, Bulgaria, Hungary, Lithuania and the Former Yugoslav Republic of Macedonia said “no”. Every other country said “yes”.

Question 13: Is the possession of child pornography/child abuse images) an offence in your country? Every country answered “yes” to this question.

Law enforcement

Question 14: Are there any programmes for law enforcement agencies to help law enforcement officers understand and deal with online safety issues facing children and young people? Poland did not answer this question. The Czech Republic, Greece, Hungary, Lithuania and the Former Yugoslav Republic of Macedonia said “don’t know”. The Slovak Republic and Bulgaria said “No”. Every other country said “yes”.

National Focal Point

Question 15: Does your country have law enforcement officers who have been trained to retrieve and analyse digital data taken from computers and the Internet? Poland and the Former Yugoslav Republic of Macedonia did not answer this question. The Czech Republic and the Slovak Republic said “don’t know”. Every other country said “yes”.

Question 16: Are the forensic resources available to law enforcement in your country sufficient to meet the volume of Internet-related crimes against children they are required to investigate? Poland and the Former Yugoslav Republic of Macedonia did not answer this question. Albania, Bosnia-Herzegovina and Bulgaria said they did not have sufficient forensic resources. Hungary, The Czech Republic, Lithuania, Romania and the Slovak Republic said “don’t know”. Every other country said “yes”.

Question 17: Do you have a national focal point or agency with a specific responsibility for promoting safety on the Internet for children and young people? The Czech Republic and Greece said “don’t know”. Bosnia-Herzegovina, Bulgaria, Croatia, Hungary, Lithuania, Montenegro and Slovenia said “no”.

Every other country said “yes”. The Former Yugoslav Republic of Macedonia did not answer this question.

Question 18: Many countries provided appropriate details but it would not be possible or appropriate to reproduce them here.

Co-operation with the Internet industry

Question 19: Does your country have a hotline or other specific mechanism for reporting suspected illegal content on the Internet? The Czech Republic answered “don’t know” (but the answer should have been “yes”. The Former Yugoslav Republic of Macedonia did not answer. Every other country answered “yes” to this question.

Question 20: Does your country have a hotline or other specific mechanism for reporting suspected illegal behaviour found or taking place on the Internet? The Czech Republic answered “don’t know”. The Former Yugoslav Republic of Macedonia did not answer. Every other country answered “yes” to this question

Question 21: Do the main players in the Internet industry co-operate with your government and other relevant agencies in promoting the safe and appropriate use of the Internet by children and young people? The Former Yugoslav Republic of Macedonia did not answer. Serbia said “no”. The Slovak Republic said “don’t know”. Every other country said “yes”.

Question 23: Are there any other initiatives in your country or specific child online safety concerns that you would like to bring to ITU’s attention? A number of countries listed various initiatives.

Request for assistance

Question 22: Does your country require assistance in preparing any of the following areas. (Please tick as many as apply).

Country	National child protection strategy for the Internet	Drafting model legislation to modernise or update local laws	Education and awareness materials for children and young people	Education and awareness materials for parents	Education and awareness materials for the general public	Education and awareness for local Internet industry	Training courses for teachers and others	Materials for use within schools	Training courses for law enforcement officers	Additional forensic capabilities to analyse data	Education and awareness materials	Education and awareness materials for media	Other areas
Albania		√				√	√		√	√	√	√	
Bosnia-Herz.	√	√	√	√	√	√	√	√	√	√	√	√	
Bulgaria	√	√	√	√	√	√	√	√	√	√	√	√	
Croatia					√				√				
Cyprus	√	√	√	√	√	√	√	√	√	√	√	√	
Czech Republic													
Estonia													
Greece													
Hungary			√	√	√								
Lithuania	√										√		
The Former Yugoslav Republic of Macedonia	√	√	√	√	√	√	√	√					
Montenegro	√	√	√	√	√	√	√	√	√	√	√	√	√

(continued)

Country	National child protection strategy for the Internet	Drafting model legislation to modernise or update local laws	Education and awareness materials for children and young people	Education and awareness materials for parents	Education and awareness materials for the general public	Education and awareness for local Internet industry	Training courses for teachers and others	Materials for use within schools	Training courses for law enforcement officers	Additional forensic capabilities to analyse data	Education and awareness materials	Education and awareness materials for media	Other areas
Poland	√	√	√	√	√	√	√	√	√	√	√	√	
Romania	√	√	√	√	√	√	√	√	√	√	√	√	
Serbia	√	√											
Slovak Republic					√						√		
Slovenia													
Turkey		√	√	√	√		√	√					

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ISBN 978-92-61-21911-6

Printed in Switzerland
Geneva, 2017