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| Contribution by Andorra | |
| ANDORRA’S DIGITAL WELLBEING IMPROVEMENT PLAN FOR CHILDREN AND TEENAGERS | |
| **Purpose**  Share the strategy and development of the National Plans to improve the digital wellbeing of children and teenagers, making a special focus in Child Online Protection.  **Action required**  This report is transmitted to the Council Working Group on child online protection **for information**. | |

In a world that is quickly and constantly changing, our relationship with technology is evolving at an unprecedented rate. This offers new possibilities but also presents new challenges and dangers if misused. Digital wellbeing is a shared responsibility that requires public policies to protect user privacy and promote competency with digital skills. This will ensure that the benefits of digital transformation are not overshadowed by its potential threats.

Children and teenagers are in key phases of development, and they are essential for the digital future of society. This demographic has a unique firsthand opportunity to learn skills and good habits, since they are growing up surrounded by technology in a way that previous generations did not. It’s also important to remark that they are more vulnerable to digital risks due to their immaturity and impressionability.

Therefore, the Government of Andorra has developed a plan that merges actions that were already being carried out and promotes new ones with a common governance. Later this year an Office will be created to put plans into action, from a gender perspective, with an expert point of view, and establishing relationships with other countries.

Considering the principles of guaranteeing the rights of access and participation, child privacy and protection, training and awareness through the education system, the family responsibility and the implication of the whole society, the plan considers actions in 4 key areas: Governance and regulation, Digital skills, awareness and training, Telecommunication and devices and Support channels

Governance and regulation

As stated, an Office with a multisector board of experts will be created that will lead the actions, monitor key indicators, involve the children and teenagers in policy development and cooperate internationally on child data protection, pursuing cybercriminals and removing illegal content. The Office will also review the current regulation framework to ensure that the plan’s principles are taken into consideration and that they are up to date with the needs and the trends of the environment. On this regard, we are evaluating establishing official procedures for authenticating age online and requesting age authentication on certain websites.

Digital skills, awareness and training

We have recently presented a plan for the didactic use of technology in education that will ensure the correct use of the ICT in the classroom. Moreover, we are evaluating including in the formation curriculum digital skills such as online security and privacy, and the identification of missuses, addictions and digital violences, adapted into each grade level. We believe that these skills are basic to guarantee the full insertion of students in the digital society.

The task of educating the children into good digital habits must be shared between the education system and the families. On this regard we will accompany families to create a healthy environment at home. The plan includes promoting the awareness about safe and appropriate use of technology at every age, developing resources to help parents to assess their children’s online safety.

Telecommunications and devices

We have carried out a campaign to push back the age at which children receive their first smartphone, keeping the child’s skill level in mind when making the decision and promote the “technology use contract” in which parents and children agree to allow and limit the hours of use, type of use and devices, along with establishing parental control measures.

To make the parental controls easier, the national telecommunication carrier has created a SIM card and a router configuration service that blocks websites on the carrier’s side so that minors are not able to access inappropriate content. The plan also considers the distribution of manuals for setting up parental controls on popular devices and the creation of an in-person support.

Support channels

Finally, we will review, upgrade and promote the current support and reporting procedures for children, families, teachers and healthcare professionals. Our goal is to give people a convenient channel to address their concerns about digital violence, misuse, and addiction, appropriate for every collective and where they can report digital violence in a safe and confidential way. We will also guarantee that the public healthcare system has the resources to treat minors who misuse technology or have an addiction, or who have experienced digital violence.

In conclusion, the Government of Andorra has developed a comprehensive plan to address the challenges and opportunities presented by the digital age, particularly for children and teenagers. By focusing on governance, digital skills, awareness and training, telecommunications and devices, and support channels, the plan aims to create a safe, inclusive, and empowering digital environment. The plan emphasizes the shared responsibility of public institutions, families, and individuals in promoting digital wellbeing and protecting user privacy. Through a multi-faceted approach, the Government of Andorra seeks to ensure that the benefits of digital transformation are realized while mitigating its potential risks, ultimately fostering a thriving and responsible digital society.

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