Regional Review of National Activities on Child Online Protection in Central and South Eastern Europe

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Regional Initiative for Europe on Building Confidence and Security in Use of ICTs (Adopted by WTDC-14)

- **Objective:** To build trust and confidence in the use of ICTs among children and young people in Europe.

- **Expected Result:** Assistance to the countries in need in the following:

  1. Utilizing the existing knowledge on risk and vulnerabilities to which children are exposed in cyberspace and providing best practices

  2. Providing a platform to raise awareness on child online protection (COP) and safety issues

  3. Developing and implementing roadmaps for national or regional COP initiatives.

Regional Initiative for Europe on Building Confidence and Security in Use of ICTs (Adopted by WTDC-14)

Outcomes 2015

- Conference for Europe on "Keeping children and young people safe online" (September, Poland).
- Conference on "Central European Cybersecurity public-private dialogue platform" (October, Romania).
- ITU ALERT International Cyber Drill Exercise 2015 for the Europe Region (September, Montenegro).
- Assistance and Coordination on CIRTs in South Eastern Europe
- October Awareness Month (Contribution of ITU to ENISA event in Brussels, October 2015).
- Coordination of preparation of national communication campaigns on COP at the national level
- Twinning between Poland and Romania on transfer of materials for national campaigns to be rolled out in schools targeting children and teachers.
- Preparation of 2015 updates of COP guidelines

Actions for 2016

- Benchmark of national initiatives on COP in the Central and Eastern European Countries.
- Celebration of the Safer Internet Day (support to the national campaigns)
- Workshop: Child Online Protection (Postponed to 2017 / Istanbul, Turkey)
- International Conference for Europe on COP (September, Poland)
- Conference on Central European Cybersecurity public-private dialogue platform, September 2016 Sibiu, Romania
- ITU – Council of Europe: High Level Round Table on COP, 10 October 2016
- ITU-ENISA Regional Cybersecurity Forum for Europe, 29-30 November 2016, Sofia, Bulgaria
- Towards 2017: Elaboration of model national strategy for COP

Regional Review of National Activities on Child Online Protection in Central and South Eastern Europe

- Developed in 2016 by ITU in partnership with the Information and Communication Technologies Authority of Turkey

- 19 Countries in Focus:
Albania, Bosnia-Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Greece, Hungary, Latvia, Lithuania, The Former Yugoslav Republic of Macedonia, Montenegro, Poland, Romania, Serbia, Slovak Republic, Slovenia, Turkey

- The questions covered the following areas of interest:
  - Perceptions of online child safety issues.
  - The availability of advice or guidance.
  - The availability of awareness raising and related programmes.
  - National focal points.
  - The legal framework and law enforcement resources.
  - Perceptions of the level of co-operation with industry.
  - What help do you think is needed in your country?
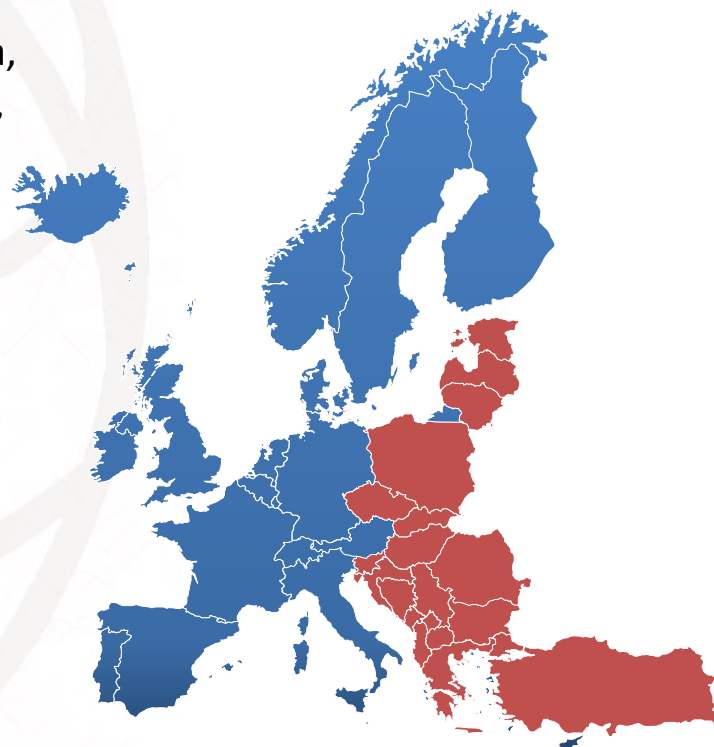
Main Findings

- 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**. However, it is equally apparent that **there are important unresolved issues** that need to be addressed in several Member States.

Main Findings

- There was also substantial evidence that governments recognise the **positive role of the Internet and associated technologies in children's and young people's lives**.

- In addition, the survey illustrated that there was a broad **consensus on the importance of the issues covered in the guidance** that was given, especially how to address:

  – bullying and harassment;

  – legal but harmful content;

  – illegal content;

  – issues connected with over-use or addiction.

Main Findings

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

- However, **only half of the 18 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.

Main Findings

- Only half of the countries **(9)** said they felt their **law enforcement agencies had sufficient forensic resources** to cope with the demands of cyber investigations.

- It was generally noted that **training programmes for law enforcement agencies, teachers, and parents** are becoming more widespread but there were still **noticeable gaps**.
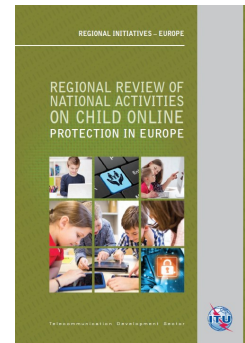
Key Challenges

1. 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.
2. 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)
3. 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)
4. 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)
5. 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)
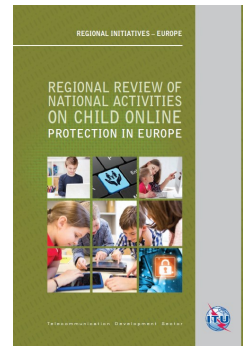
Key Challenges

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

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)

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

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)

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

11. 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)

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

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

Key Challenges

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

15. 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)

16. 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)

17. Countries were asked if law enforcement had sufficient forensic resources. Reponses to this question produced the largest variation as 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.

18. 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)

19. 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)

20. Most countries said they require assistance in several specific areas.
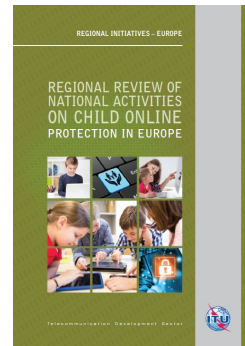
Country	National child protection strategy for the Internet	Drafting model legislation to modernise or update local laws	Education and awareness materials for children and young people	Education and awareness materials for parents	Education and awareness materials for the general public	Education and awareness for local Internet industry	Training courses for teachers and others	Materials for use within schools by	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	√	√	√	√	√	√	√	√	√	√	√	√	√
Poland	√	√	√	√	√	√	√	√	√	√	√	√	
Romania	√	√	√	√	√	√	√	√	√	√	√	√	
Serbia	√	√											
Slovak Republic					√						√		
Slovenia													
Turkey		√	√	√	√		√	√					

Does your country require assistance in preparing any of the following areas

Country Case Studies: Albania

- The BIK platform coordinates efforts to identify and protect child victims, to identify materials with content unsuitable for children on the Internet, to inform parents, teachers, children, etc., 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.

- In the framework of 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 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 about exposure images with sexual content or materials, cyber bulling, mobile bulling, pornography with minors on the in Internet and SMS and other offensive posts to the hotline alo 116. This line also takes reports on missing children.

- 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 developments in public policy, necessary legislative improvements, providing industry best practices, good digital parenting, awareness of children, parents, teachers, and stronger collaboration with law enforcement and protection services.

Country Case Studies: Bosnia-Herzegovina

- Safer Internet activities are carried out by International Forum of Solidarity – EMMAUS (IFS – EMMAUS). The Committee is chaired by the BiH 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 and created for teaches of information sciences and other educators following the needs and requests of teachers for such a communication and information-sharing tool. The portal has been extensively promoted among educators and has accomplished the introduction of the portal as a homepage in information science classrooms in most schools across BiH.

Country Case Studies: 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 use, in conditions for greater security of the Internet and new online technologies. The project is developed through three main components:
    1. Awareness activities and to promote a safer Internet.
    2. An advice line (Helpline – Sigur), problems encountered and harmful content on the Internet.
    3. A reporting line (Hotline – Safernet), for reporting illegal content.

- The project aims:
    1. Raising awareness on the dangers and environmental benefits online.
    2. Managing an advice line and a line reporting that civilian bridge of contact available free target groups.
    3. Providing the general public information, resources and tools needed to create a safer and more responsible on the Internet.
    4. 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:
    1. Child pornography on the Internet.
    2. Adult pornography accessible to minors.
    3. Incitement to discrimination.
    4. Transmission of unsolicited electronic communications (spam).
    5. Harmful content to children (nudity pornography, violence, vulgar language, hazardous materials etc.).

  Resource: http://www.safernet.ro/

Country Case Studies: Romania

- 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 nongovernmental, 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 EC Decision.

- Telefonul Copilului provides the following services:
    1. information in order to promote and respect the child rights;
    2. counselling in order to promote and respect the child rights;
    3. referral to the institutions able to offer the adequate assistance to each case;
    4. cases monitoring;
    5. monitoring that child rights are respected in Romania.

- Resource: http://www.telefonulcopilului.ro/about-us & www.safernet.ro/

Country Case Studies: Serbia

- The Serbian Safer Internet Centre organizes a series of awareness-raising activities twice each 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 RS 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", 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. Main priority in the work of the hotline is countering 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 parenting. Advisory for parents with phone by calling 0800 007 000. Opening hours every day, except Mondays, from 17.00 to 20.00 hours. Parents can call this number can inform, educate, advise or instruct. Conduct that is socially acceptable in an online or digital situation.

Country Case Studies: Slovak Republic

- Slovak Safer Internet Centre (SK SIC) consists of three components: Awareness Centre (Zodpovedne.sk), Helpline (Pomoc.sk) and 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:

  1. 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.
  2. 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.
  3. 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.

- Resource: www.zodpovedne.sk/index.php/en/

Country Case Studies: Slovak Republic

- 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:

  1. 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.

  2. Draw up operating guidelines in compliance with national law, including data protection rules.

  3. Ensure that reporting mechanisms are interoperable both with the core platform and with reporting via service providers such as social networking services.

  4. Provide qualitative and quantitative feedback at European level through the core service platform.

  Resource: 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.

- Resource: 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 i intended primarily for children, but access is also available to adults, parents, relatives, teachers, and health workers.
  Resource: www.ldi.sk/

Country Case Studies: Turkey

- Awareness raising activities on child online protection 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 (guvenliweb.org.tr) and GuvenliCocuk (guvenlicocuk.org.tr) are designed to promote safer use of Internet. These portals are developed with a view to enable children to safely surf the cyber world.

  Resource: guvenliweb.org.tr

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

  Resource: 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.

  Resource: 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"** (an output of Working Group 3 of COST Action ISO801) was translated into Turkish and distributed by ICTA.
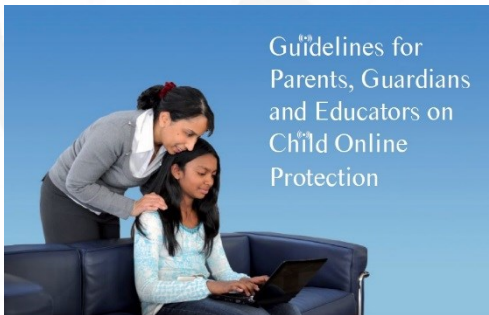
Capacity and Partnership Building for COP Across the Europe Region

Latest update Jan 2016

Latest update Jan 2016

CYBERSECURITY IN ROMANIA CONGRESS
4th Edition

A Central European Public-Private Dialogue Platform

September 14-16, 2016, Sibiu, Romania
https://cybersecurity-romania.ro

- Guidelines in national languages (English, French, Spanish, Italian, Romanian, Serbian, Montenegrin, Croatian, etc.)

- National Campaigns: Italy, Romania, Poland, Serbia

- Physical experts meetings
  - Central European Cybersecurity Public-Private Dialogue Platform (Sibiu, Romania)
  - Keeping Children and Young People Safe Online (Warsaw, Poland)

10th International Conference
Keeping Children and Young People Safe Online
Warsaw, 20-21 September 2016

More Information

- ITU Europe Coordination Office
  - https://www.itu.int/en/ITU-D/Regional-Presence/Europe/
  - EURregion@itu.int
- Child Online Protection @ITU
  - http://www.itu.int/en/cop/Pages/default.aspx
- COP Guidelines
  - http://www.itu.int/en/cop/Pages/guidelines.aspx

THANK YOU FOR YOUR ATTENTION !!!!

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