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Child Online Protection Workshop
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Le Lagon, Port Vila

Digicel

COP: The Role of Industry



Collaboration

- Work closely with Govt. to implement national & international COP objectives
- Provide industry views as part of consultative process
- Work with Law Enforcement to provide Data requests for investigation or flag inappropriate content

Education

- Educate parents/guardians – best placed to protect children
- Parents often require additional ICT education to help protect their children from harmful content
- Operators can provide opportunities for new users to educate themselves, existing users to up-skill
- Operator buy-in to Govt. led ICT education initiatives

Promotion

- Industry lead promotion of safe, responsible internet & mobile usage
- Point of Sale information to parents on parental control software & Apps

Collaboration: Working with Government



1. Defining Objectives

- ITU & UNICEF Guidelines for Industry on COP:
 1. Integrate child rights considerations into all appropriate corporate policies and management processes
 2. Develop processes for handling child sexual abuse content
 3. Develop a safer and age appropriate online environment
 4. Educate children, parents, and teachers about children's safety and responsible use of ICTs
 5. Promote digital technology as a mode to further positive civic engagement

2. Implementing Objectives

- Governmental & Social COP initiatives & Industry support:
 - UK, Dept. of Culture Media & Sport push for parental filters, automatically installed by Dec 2013 and decision request for all existing customers - Sky, BT, Virgin, TalkTalk (9/10 home ISP connections)
 - Japan, Internet Content Safety Association (ICSA) is an NGO 'clearinghouse' which filters & deletes child pornography with buy-in from industry, eg. Yahoo! Japan & Mitsubishi
 - Australia, proposed Children's e-Safety Commissioner – a government appointee rather than NGO position
 - European Internet Services Providers Association (EuroISPA) – mandatory filtering ineffective as it leaves content available online, target should be the removal of offending material

Education: Children & Guardians



1. Understanding Mobile & Internet Child Safety

- ICT Literacy is a critical factor in ensuring children are safe online and on their mobile phones
- Online resources to train parents in COP such as www.insafehands.net.au , www.childcareqld.org.au – localised versions of these free training resources potential to greatly increase parental awareness of COP issues and ability to effectively tackle them
- Child ICT literacy, tripartite approach: schools, parents, industry
- Blocking & Monitoring, safety software or mobile apps parents can use to ensure harmful content kept away from children

2. Mobile Apps to improve Child Safety

- Content Blocking Apps, eg. K9, Net Nanny, AVG – blocks content unsuitable for children
- GPS apps, eg. Footprints, Family Tracker – using GPS to accurately keep track of childrens location at all times
- Geo-fencing Apps, eg. Securafone – provides an alert when children go outside of a set of boundaries marked on a map and tracked via GPS
- Integrated social media apps, eg. MamaBear – linked to facebook page so parents receive alert when child tagged in picture, posts comment, adds new friend, etc.