Protecting an Online Generation. Mission of INHOPE network of hotlines

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Ukrainian Internet Governance Forum
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Our mission:

To support and enhance the performance of Internet Hotlines around the World; ensuring swift action is taken in responding to reports of illegal content making the internet a safer place.

To achieve this mission, INHOPE has five specific objectives:

• **To establish** policies and best practice standards for hotlines and encourage exchange of expertise

• **To ensure** rapid and effective response to illegal content reports around the world

• **To expand** the network of INHOPE Hotlines around the world by identifying and supporting new Hotlines to become members by providing consultation and training

• **To promote** a better understanding of the work of hotlines to policymakers at an international level, including government, law enforcement and other related bodies, with the aim of achieving better co-operation internationally.

• **To raise awareness** of INHOPE and member hotlines
Who we are

Global Membership Association
Established in 1999
Hotline Cooperation

Dutch charitable organisation
Established in 2010
Hotline Development

Secretariat Office in Amsterdam
Where our member hotlines are
Core focus

• Child sexual abuse material (images and videos)

• Many people find it difficult to imagine pornographic images of children, and therefore do not understand what is meant by "child pornography" (Детская порнография). In many countries this is referred to as "child sexual abuse material" to reinforce that behind images of child pornography there is sexual abuse of real children.

• Child pornography has different legal definitions in different countries. The minimum defines child pornography as a picture that shows a person who is a child and engaged in or is depicted as being engaged in explicit sexual activity.

• One of the issues that causes disagreement is the age of consent to sexual relations which differs from country to country. In addition, legislation differs on whether possession of child pornography is a crime, whether an actual child had to be involved and whether artificially created images constitute child pornography.
Victim profiles

Removing Child Sexual Abuse Material from the Internet helps protect abused children from further victimisation.

<table>
<thead>
<tr>
<th>Age Group</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
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<tbody>
<tr>
<td>Pubescent</td>
<td>15</td>
<td>19</td>
<td>21</td>
</tr>
<tr>
<td>Pre-pubescent</td>
<td>76</td>
<td>71</td>
<td>72</td>
</tr>
<tr>
<td>Infant</td>
<td>9</td>
<td>10</td>
<td>7</td>
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<table>
<thead>
<tr>
<th>Gender</th>
<th>2012</th>
<th>2013</th>
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<tbody>
<tr>
<td>Female</td>
<td>75</td>
<td>81</td>
<td>81</td>
</tr>
<tr>
<td>Male</td>
<td>13</td>
<td>11</td>
<td>13</td>
</tr>
<tr>
<td>Both</td>
<td>12</td>
<td>8</td>
<td>6</td>
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</tbody>
</table>
Collaboration allowing faster removal of content from the internet
HOW ONE SINGLE REPORT TO A HOTLINE MAKES A WORLD OF DIFFERENCE

Digital citizen ➔ Hotline ➔ Law enforcement ➔ Content Service Provider ➔ Removal of CSAM

Hotline reports to law enforcement in 2014

IN EUROPE*
98% was reported to law enforcement within 24 hours.

WORLDWIDE
95% was reported to law enforcement within a day.

Removal of CSAM from public access in 2014

IN EUROPE*
93% was removed from the Internet in less than 72 hours.

WORLDWIDE
91% was removed from the Internet in less than three days.

*Europe is defined as all 28 EU Member States with the addition of Iceland, Bosnia-and-Herzegovina, Serbia, Russia and Turkey.
Key work streams

Technology & Data

INHOPE URL Report Management System

Content categorisation & hashing tool

Information & Statistics

Training & Quality Assurance

Network Development
Different countries → Different solutions
Resources to assist in setting up a national hotline

Hotlines: Responding to reports of illegal online content
A guide to setting up an Internet Hotline
August 2014

Guidelines for Industry on Child Online Protection
2014 edition

www.itu.int/cop
Thank you. Questions? Comments?

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European approach – Safer Internet Centre

- Awareness Raising
- Helpline
- Hotline
- Youth Coordination
Poland

- Run by national CERT Team
- Strong national industry support
- Co-funded by European Commission under the Connecting Europe Facility Program for Better Internet for Kids
- Part of Safer Internet Centre in Poland
Bulgaria

- Run by national Applied Research and Communications Fund
- Co-funded by European Commission under the Connecting Europe Facility Program for Better Internet for Kids
- Part of Safer Internet Centre in Bulgaria
Kazakhstan

- Technical support
- Access to INHOPE Report Management System
- Capacity building
Colombia

- Start-up hardware and software
- Stakeholder dialogue
- Capacity building
- Access to INHOPE report management system
- Cooperation at regional expert meetings