

INTERNATIONAL ASSOCIATION OF INTERNET HOTLINES

INHOPE

Protecting an Online Generation. Mission of INHOPE network of hotlines

Agnese Krike | INHOPE Program Manager

Ukrainian Internet Governance Forum

Kiev, 30 September 2015

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

Dutch charitable organisation

Established in 1999

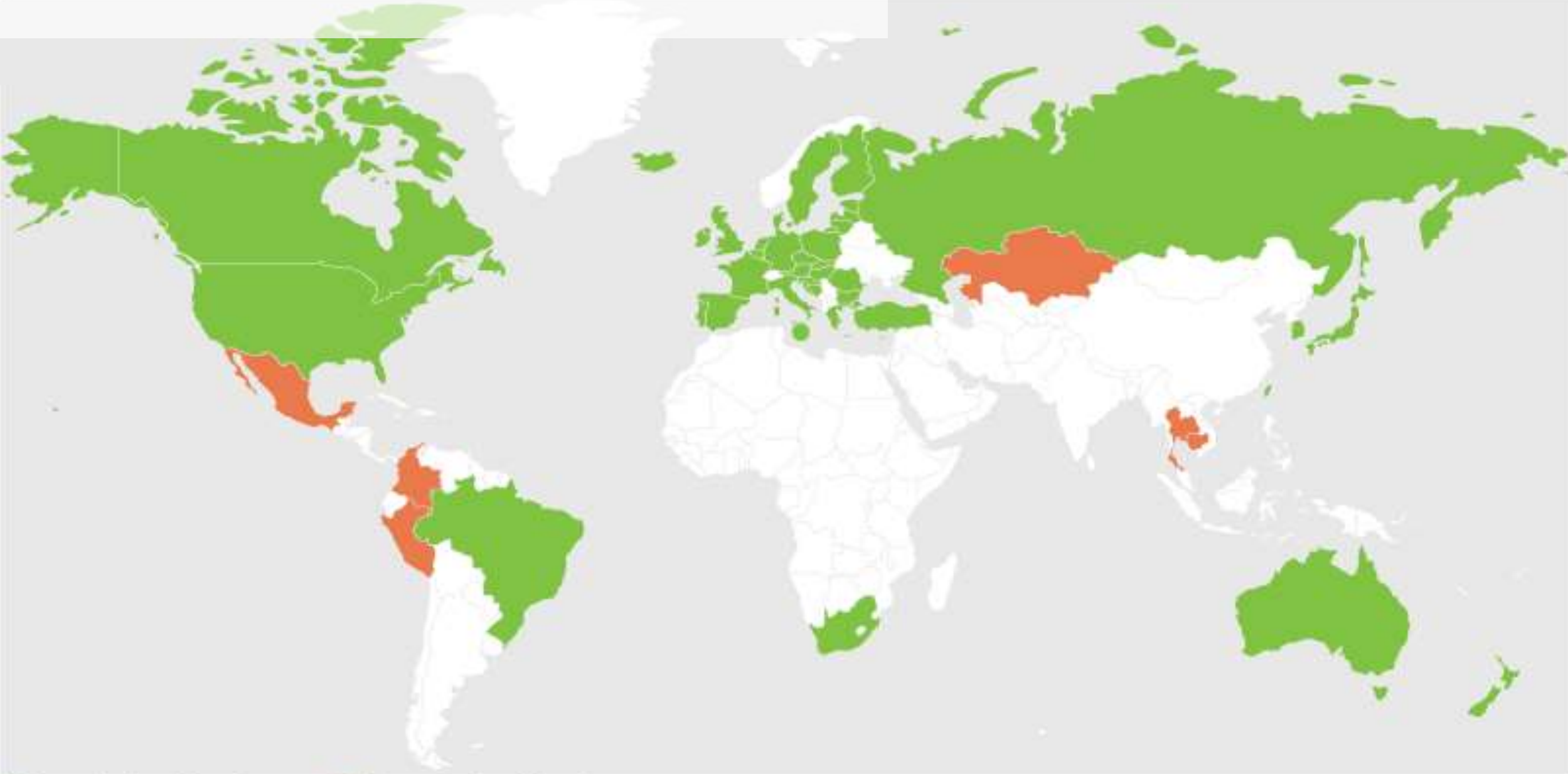
Established in 2010

Hotline Cooperation

Hotline Development

Secretariat Office in Amsterdam

Where our member hotlines are



■ Association Members ■ Foundation Members

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.

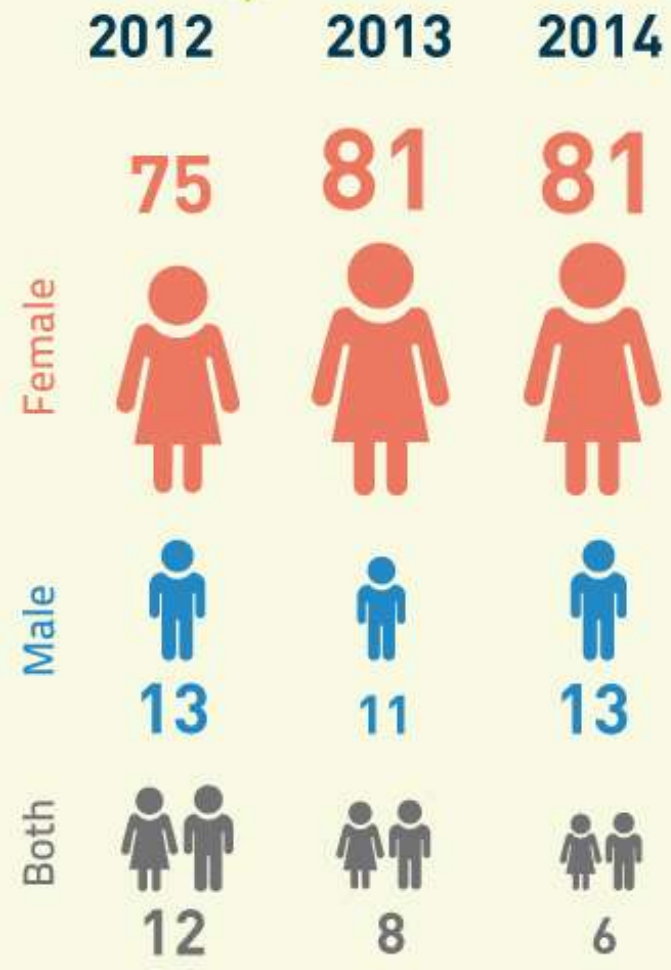
Victim profiles

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

Age Group %



Gender %



Collaboration allowing faster removal of content from the internet

HOW ONE SINGLE REPORT TO A HOTLINE MAKES A WORLD OF DIFFERENCE



Hotline reports to law enforcement in 2014

IN EUROPE*

98% was reported to law enforcement within 24 hours.

11

WORLDWIDE

95% was reported to law enforcement within a day.

23

● 1 day ● 2 days ● 2+ days

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.

● 1-3 days ● 4-6 days ● 7+ days



Co-funded by the European Union

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

Key work streams



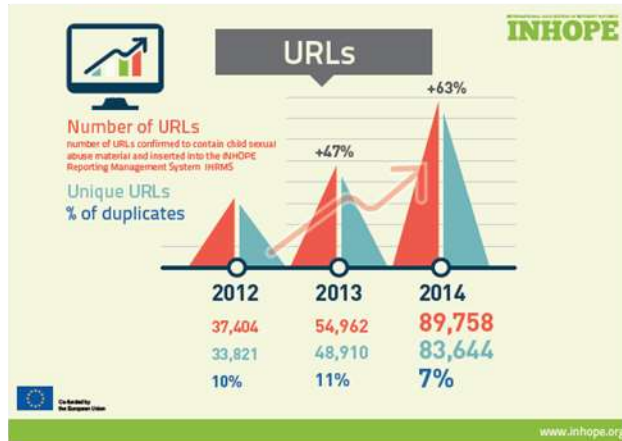
Technology & Data

INHOPE URL Report Management System



Content categorisation & hashing tool

Information & Statistics



Training & Quality Assurance

INHOPE LEARNING MANAGEMENT SYSTEM

INHOPE Certified Hotline Analyst



Network Development



Different countries → Different solutions

Resources to assist in setting up a national hotline

The cover of the report features the GAMA logo (Global Alliance Against Mobile Abuse) and the INHOPE Foundation logo. The title is 'Hotlines: Responding to reports of illegal online content', with a subtitle 'A guide to setting up an Internet Hotline' and the date 'August 2014'. The visual design includes a blue background with a digital cityscape, a signpost with arrows pointing to 'ASSISTANCE', 'MAINTENANCE', 'CONSULTING', 'SERVICE', and 'SUPPORT', and a close-up of hands typing on a laptop keyboard.

GAMA Mobile Alliance Against Child Sexual Abuse Content

INHOPE
INHOPE
Foundation

Hotlines:
Responding to reports
of illegal online content

A guide to setting up an Internet Hotline
August 2014

The cover features a photograph of a man in a purple shirt pointing at a computer screen while a young girl in a blue school uniform looks on. The title is 'Guidelines for Industry on Child Online Protection' and the subtitle is '2014 edition'. The logos for ITU and UNICEF are at the bottom, along with the website 'www.itu.int/cop'.

Guidelines
for Industry on
Child Online
Protection

2014 edition

ITU **unicef**

www.itu.int/cop

Thank you. Questions? Comments?

Agnese Krike

INHOPE Program Manager

E: agnese.krike@inhope.org

T: +31 646 976 155

European approach – Safer Internet Centre



Awareness Raising



Helpline

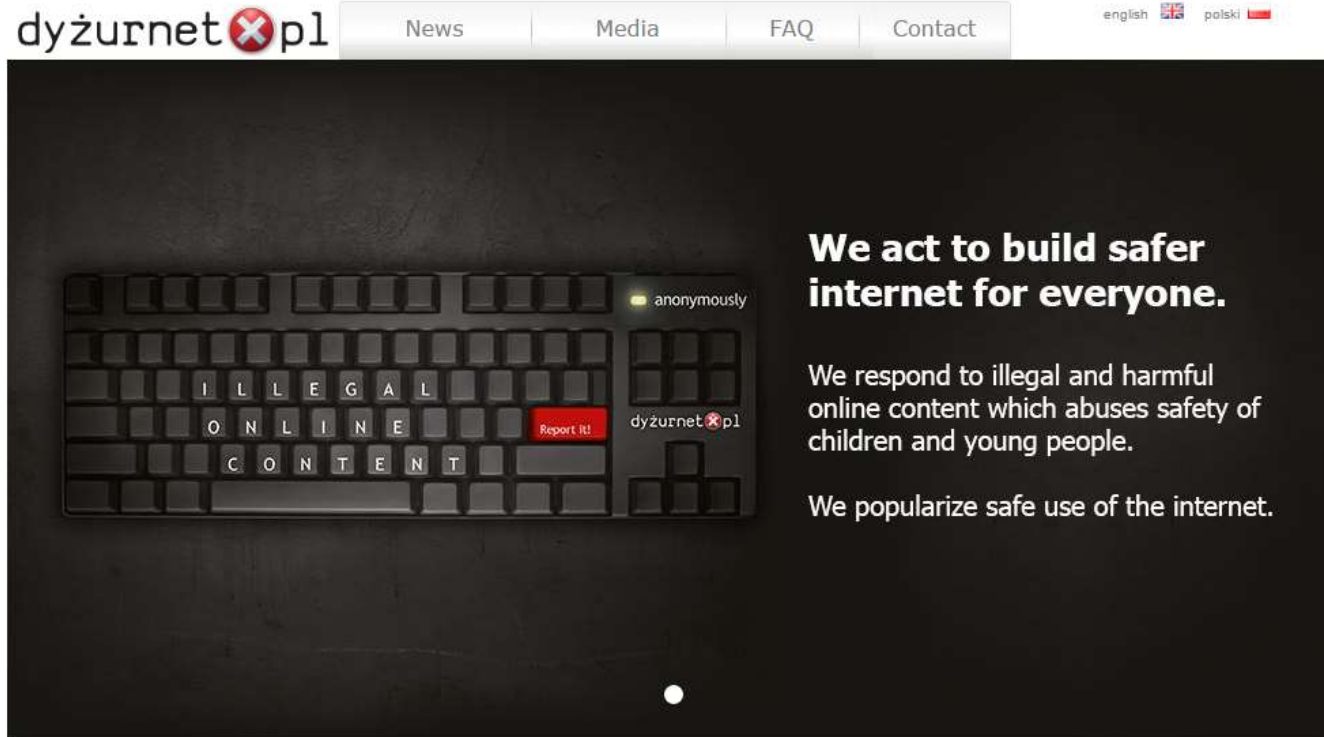


Hotline



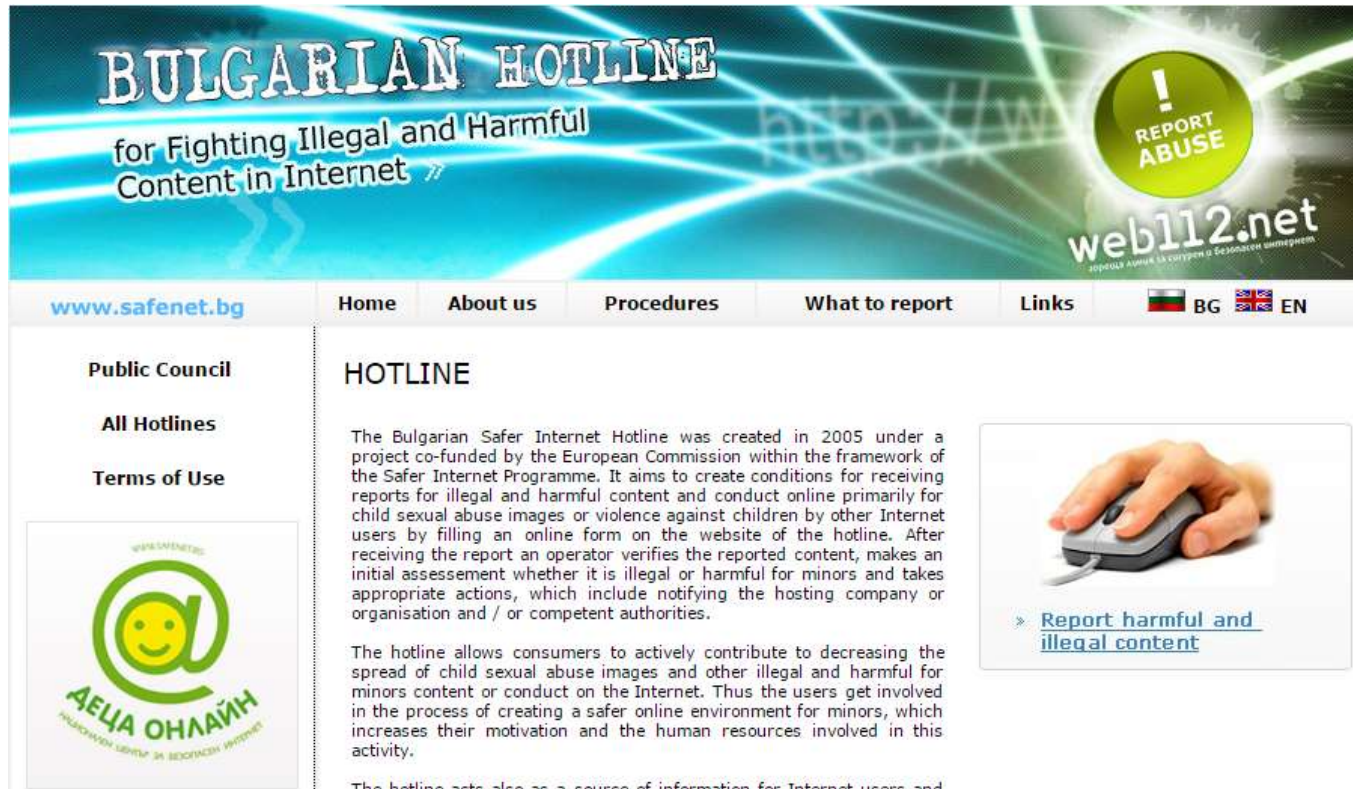
Youth Coordination

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



BULGARIAN HOTLINE
for Fighting Illegal and Harmful
Content in Internet

REPORT ABUSE

web112.net

www.safenet.bg Home About us Procedures What to report Links BG EN

Public Council
All Hotlines
Terms of Use

HOTLINE

The Bulgarian Safer Internet Hotline was created in 2005 under a project co-funded by the European Commission within the framework of the Safer Internet Programme. It aims to create conditions for receiving reports for illegal and harmful content and conduct online primarily for child sexual abuse images or violence against children by other Internet users by filling an online form on the website of the hotline. After receiving the report an operator verifies the reported content, makes an initial assessment whether it is illegal or harmful for minors and takes appropriate actions, which include notifying the hosting company or organisation and / or competent authorities.

The hotline allows consumers to actively contribute to decreasing the spread of child sexual abuse images and other illegal and harmful for minors content or conduct on the Internet. Thus the users get involved in the process of creating a safer online environment for minors, which increases their motivation and the human resources involved in this activity.

The hotline acts also as a source of information for Internet users and

[Report harmful and illegal content](#)

- 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

Hotline for prevention and response to illegal content in Kazakhstan

Counteraction to illegal content within the Kazakhstani segment of Internet.
Illegal content which propagandizes extremism, terrorism, drug addiction,
pornography, cult of cruelty and violence



[Home](#) [Report illegal content](#) [Announcements](#) [Resources](#) [About project](#) [Founders](#) [FAQ](#) [Contacts](#)

Report illegal content

- Русский
- English
- Казахский

You can report the encountered illegal content using the form below. Please indicate
you real personal details, so we could notify you about the status of your report.

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

Colombia



The screenshot shows the homepage of the Te Protejo website. At the top, there is a navigation bar with the logo 'te protejo' on the left and menu items 'Home', 'About us', 'Reports', 'Members', and 'What we do' on the right. Language options for 'Español' and 'English' are also visible. The main content area features a large image of a hand clicking a red 'report' button on a keyboard, with the text 'Te Protejo is an initiative to effectively protect childhood and adolescence in Colombia.' Below this, there are two columns of content. The left column has two red-bordered boxes: 'CHILD SEXUAL ABUSE MATERIAL ONLINE' and 'INAPPROPRIATE CONTENT ON MEDIA'. The right column has a section titled 'Partners and agreements' with logos for 'monster' and 'Tel FUM', and a section titled 'Key facts'.

te protejo

Home About us Reports Members What we do

Español English

Te Protejo is an initiative to effectively protect childhood and adolescence in Colombia.

report
www.teprotejo.org

CHILD SEXUAL ABUSE MATERIAL ONLINE

INAPPROPRIATE CONTENT ON MEDIA

Internet content (photos, videos, etc.) of sexual abuse, commercial sexual exploitation and / or child pornography.

Report inappropriate content on media affecting minors under the age of 18.

Partners and agreements

monster Tel FUM

Key facts

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