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
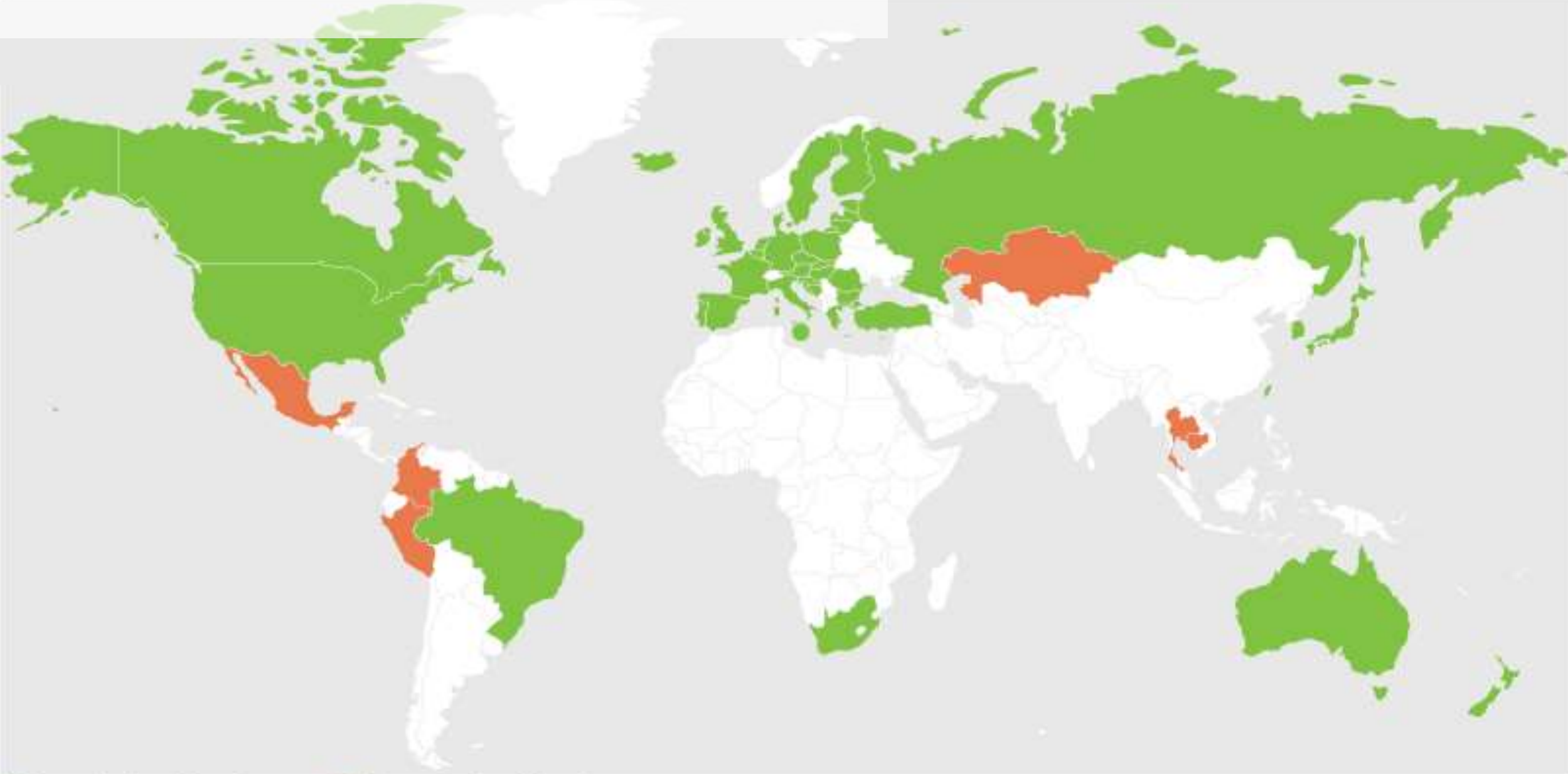
Established in 2010

Hotline Development

Secretariat Office in Amsterdam

Where our member hotlines are

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 %

	2012	2013	2014
Pubescent	15	19	21
Pre-pubescent	76	71	72
Infant	9	10	7

Gender %

	2012	2013	2014
Female	75	81	81
Male	13	11	13
Both	12	8	6
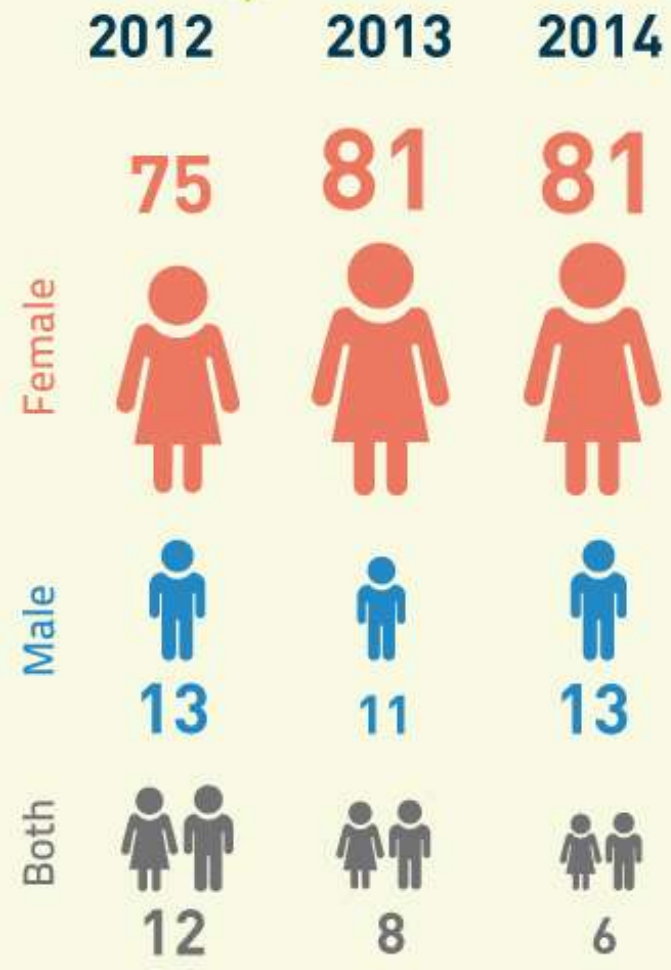
Collaboration allowing faster removal of content from the internet

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

REPORT ILLEGAL CONTENT

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

Hotline reports to law enforcement in 2014

IN EUROPE*
11

98% was reported to law enforcement within 24 hours.

WORLDWIDE
2 3

95% was reported to law enforcement within a day.

● 1 day   ● 2 days   ● 2+ days

Co-funded by
the European Union

Removal of CSAM from public access in 2014

%

93
72 hours
5
2

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

91
3 days
5
4

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

● 1-3 days   ● 4-6 days   ● 7+ 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

URLs

Number of URLs
number of URLs confirmed to contain child sexual abuse material and inserted into the INHOPE Reporting Management System IHRMS

Unique URLs
% of duplicates

+63%

+47%

	2012	2013	2014
	37,404	54,962	89,758
	33,821	48,910	83,644
	10%	11%	7%

www.inhope.org
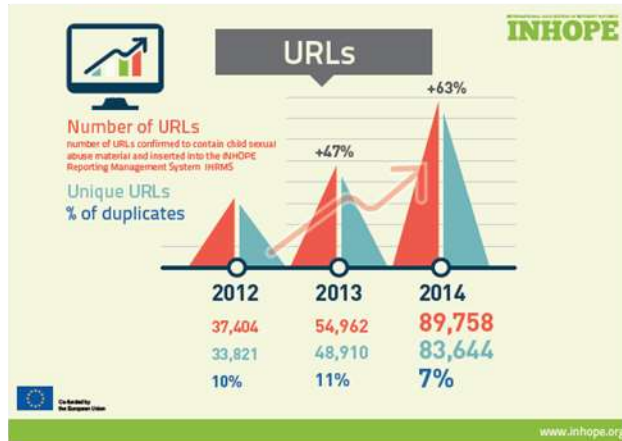
Training & Quality Assurance

INHOPE LEARNING MANAGEMENT SYSTEM

INHOPE Certified Hotline Analyst

Network Development

INHOPE Foundation

Different countries → Different solutions

Resources to assist in setting up a national hotline

Thank you. Questions? Comments?

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European approach – Safer Internet Centre

Awareness Raising

Helpline

Hotline
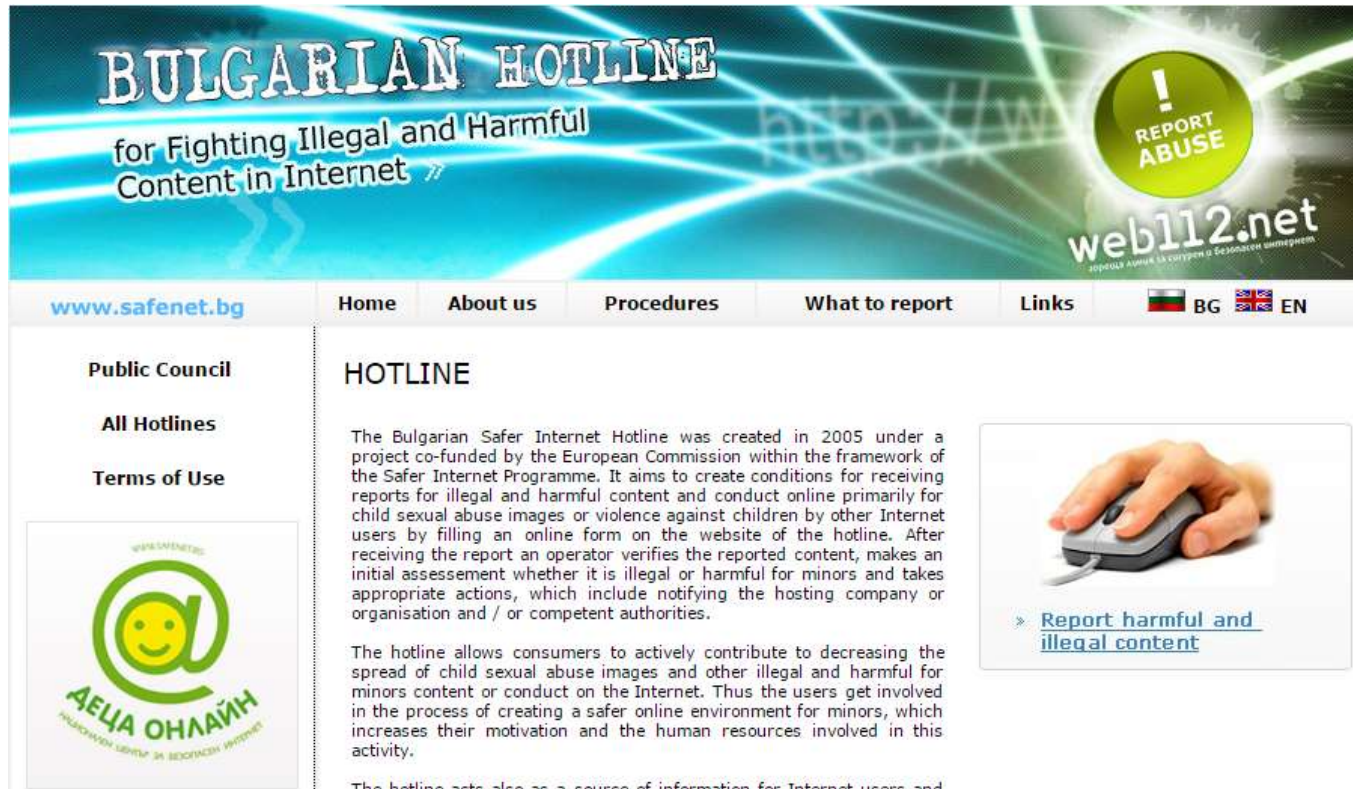
Youth Coordination

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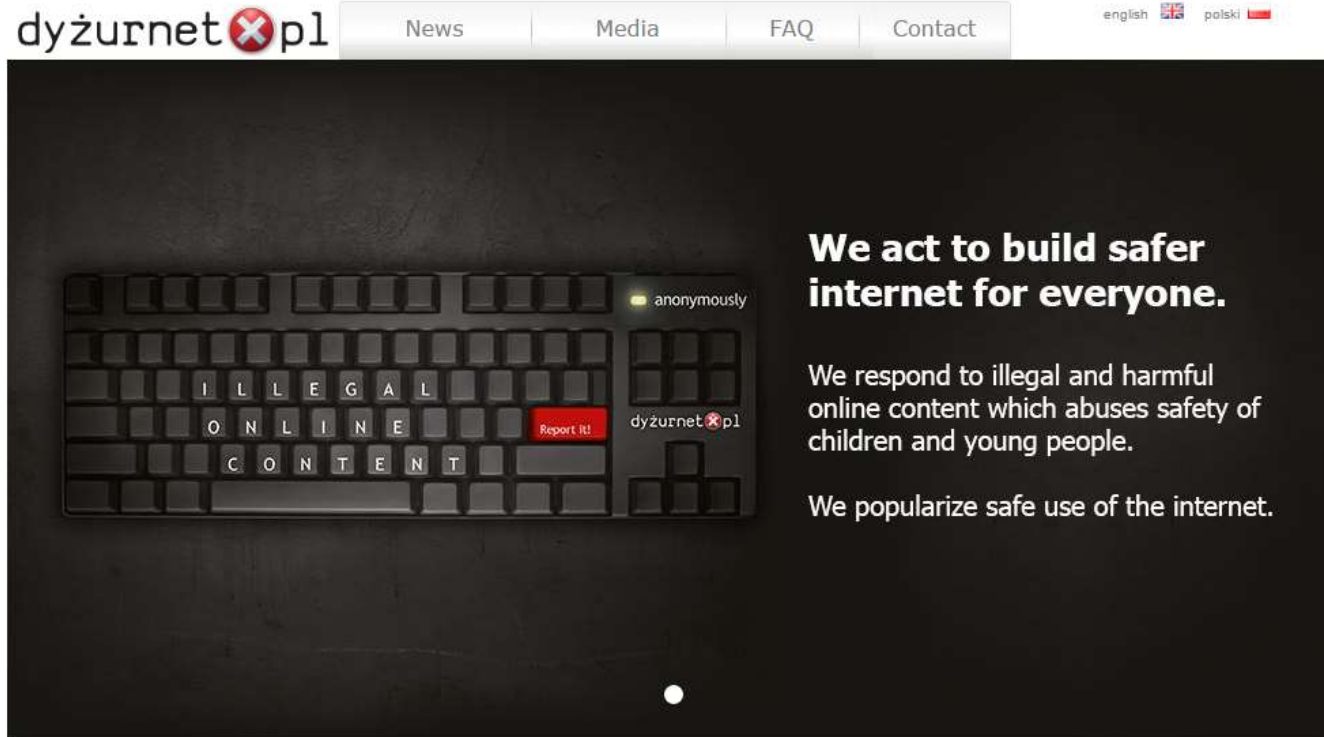
- Run by national CERT Team
- Strong national industry support
- Co-funded by European Commission under the Connecting Europe Facility Program for Better Internet for Kids
- Part of Safer Internet Centre in Poland

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