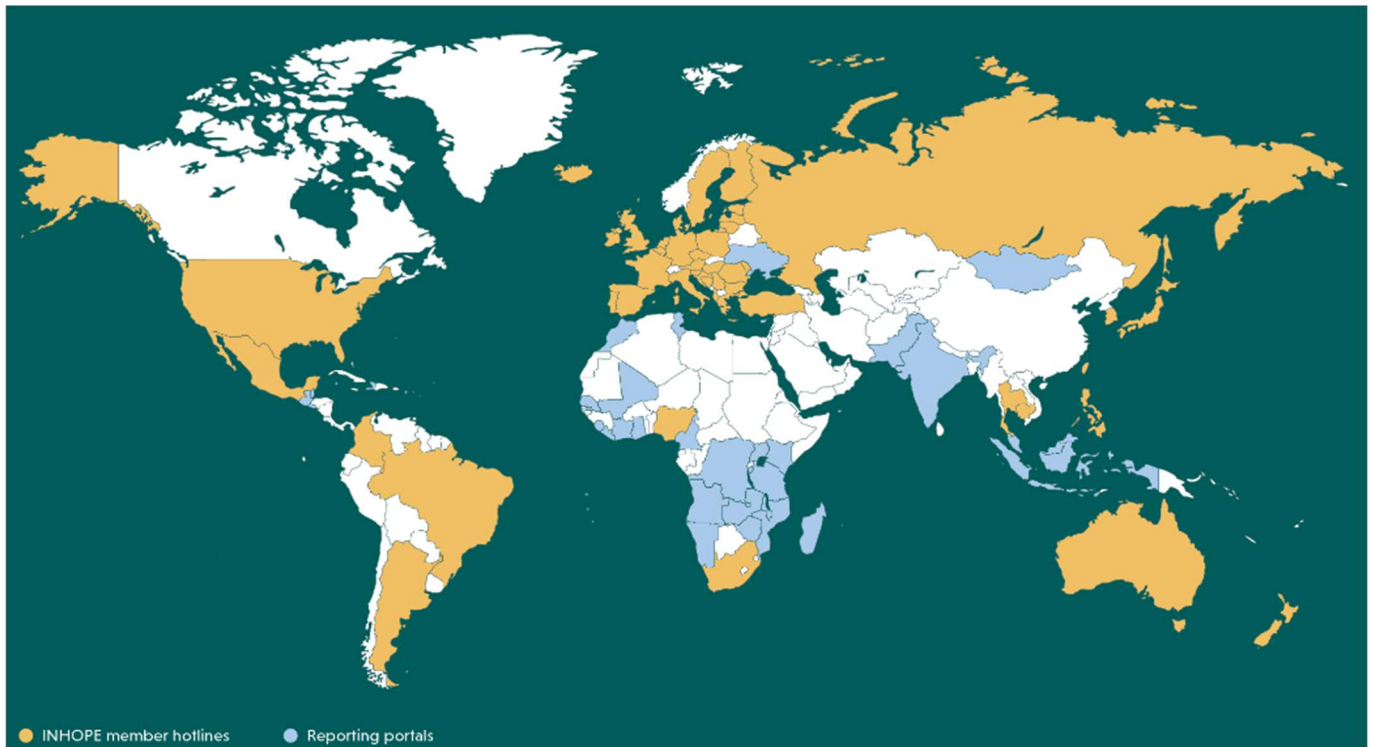


Hotlines & Portals

Differences & Benefits



On our [homepage](#) you'll find a list of countries where you can report suspected child sexual abuse material (CSAM) online. Depending on the country, you may report this content through either a hotline or a portal.

What is a hotline?

Hotlines allow the public to anonymously report online material they suspect to be illegal. To do this, visit your [national hotline website](#) and submit the URL where the material was found. A hotline analyst will then review the report according to local laws. If the content is confirmed illegal, the analyst will act swiftly to have it removed from the internet.

Hotlines are managed by organisations within the respective country, meaning reports are assessed by local analysts who are familiar with the country's laws and regulations.

What is a portal?

Portals enable the public to anonymously report suspected illegal online material in countries where no hotline exists. These reports are reviewed by analysts working for the organisation that operates the portal, which is often outside the country where the report was made.

Currently, all portals listed on our website are operated by the UK-based INHOPE member, the [Internet Watch Foundation](#) (IWF). Analysts at the IWF assess and remove content reported through these portals.

What's the difference?

Portals are a valuable solution for countries without a local hotline, providing a way to report illegal content. However, hotlines offer the advantage of being based within the same country, giving them a deeper understanding of the local and cultural context. This is beneficial for several reasons:

- **Collaboration with local authorities:** Hotlines work closely with national Hosting Providers (HPs), who remove the content, and Law Enforcement Agencies (LEAs), who rescue victims and apprehend perpetrators. These relationships are crucial for efficient coordination and action.
- **Cultural awareness:** Hotlines' familiarity with local laws and customs makes them effective at raising awareness about CSAM and educating the public on how to report it.
- **Stakeholder relationships:** INHOPE member hotlines are encouraged to participate in awareness-raising activities and are required to consult with key national stakeholders, such as the government, law enforcement, internet industry, and child welfare organisations.

To see the full list of criteria which a hotline must meet to join the INHOPE network, see the [INHOPE Code of Practice](#). Or, find out more about setting up a hotline [here](#).