
Every day we fight to free the world
of Child Sexual Abuse Material.

Learn more and get involved
inhope.org



Annual Report

2018.

INHOPE

COLOFON

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Letter from the President

We look back at 2018 and 2019 in this Special 20th Anniversary Edition Annual Report. INHOPE has made changes, elected a new board, and faces new challenges.

Every year we continue to see a steep rise in the number of reports of Child Sexual Abuse Material (CSAM), with a 76% increase from 2017 to 2018. I am also saddened to see a shift in victim profiles from pubescent to pre-pubescent, with now over 89% of victims aged between three and 13 years old.

Those figures say more than words can. This is why INHOPE exists, why we do what we do, and why we and everyone else can always do more!

There remains significant potential for us to improve the efficiency and effectiveness of reporting. Part of our role is to improve coordination, by opening lines of communication to speed up the notice and takedown of CSAM online with industry, police and government support. Growing our relationships with Law Enforcement Agencies (LEAs) and the Internet industry increases our ability to make a real impact and stop victimisation and re-victimisation, and enable prosecution of the perpetrators of these heinous crimes.

"CSAM is a virus and we need to remove it."

We face many challenges. Sexual violence, exploitation and abuse – these are things that shouldn't be, but are inflicted on children across the globe, and online technology is making production and distribution of CSAM easier for even the least technical person.



In addition, we need to consider the impact of new legislation such as GDPR on INHOPE, whose core business revolves around the exchange of sensitive data.

We have grown, with new member hotlines and increased expansion into new regions. We hosted our successful first INHOPE summit at Microsoft HQ in Seattle in 2018, and our second INHOPE summit at Facebook's Menlo Park HQ in California earlier this year. These events brought together representatives from the technology sector, the US Department of Justice, child advocates from both sides of the Atlantic, and law enforcement, to highlight the critical work that the INHOPE network of hotlines does every day.

The public has the power to help victims by reporting what they believe to be CSAM online, and we continue to improve our processes, transparency, and collaborations as we support and create new, innovative solutions that will work today with the aim of bringing a better tomorrow.

INHOPE President

Fred Langford

BEFORE WE START

Background Issues On CSAM

Our lives have been markedly transformed by the advent of the Internet. There are 2.2 billion people globally under the age of 18, making them society's biggest group, and the most vulnerable to online harm (UNICEF DATA 2019). Children in developed countries live within the digital world every day. Children in developing countries are less likely to have "grown up online" in the same way, but children everywhere need help to understand the risks of the online world and to build the resilience to cope with these risks.

According to work by the World Health Organization (WHO), 200 million children are sexually abused every year (Lu, J., 2019). This is an extreme figure that we cannot look away from. Individual countries are contributing to this figure and behind this figure are the victims.

To see how truly prepared your country is to deal with the threat of child sexual abuse and exploitation, you can look at the Economist Intelligence Unit's recent study, "Out of the Shadows" (EIU, 2019). This study reviews 60 countries using a benchmarking index that provides invaluable insight by examining how countries are responding to the threat of sexual violence against children, by reviewing the environment and legal framework set up to protect children, the government's commitment, industry engagement and civil society.

Child sexual abuse is not a new issue, and as we increasingly migrate to a virtual, as well as physical, society, we see a parallel increase in the amount of CSAM captured and distributed.

INTERPOL's Child Sexual Exploitation database holds more than 1.5 million images and videos, collectively recording the abuse of more than 19,400 victims worldwide (Interpol.int., 2019).

Globally, children face the following dangers online:

Cyber bullying, harassment, and online victimisation

Recruitment and radicalisation by extremist groups

Exposure to misinformation, violence, pornography and other age-inappropriate content

Data harvesting and theft

Apps that promote unhealthy habits

Sexual exploitation, abuse and trafficking, which can range from grooming to rape

To combat these harms and abuses requires a coordinated and global approach. Unfortunately, the fight against online child abuse, exploitation and harm is neither unified nor pursued in a consistent way across all countries. Capabilities, legal frameworks, awareness and the will to act all vary widely between agencies and jurisdictions.

The INHOPE network was formed in 1999 to combat online CSAM in response to a shared vision of an internet free of child sexual abuse material with the financial support of the European Commission. In the intervening 20 years, INHOPE has grown to successfully face the ever-expanding scourge of online CSAM which has grown exponentially in numbers, geographical spread and severity. Today INHOPE hotlines are working on the ground on every continent, receiving reports and

rapidly removing CSAM from the internet and sharing data with law enforcement and industry every single day. This has been achieved by teams of committed analysts using a world-class infrastructure which enables reports to be exchanged instantly across borders towards our objective of an internet free from child sexual abuse material. In marking the 20th anniversary of INHOPE's creation, we acknowledge the tasks faced and the success achieved by the hotline network in this mission so far. Equally, as we look to 2020 and beyond, INHOPE is recommitting to its vision of an internet free of child sexual abuse material, but with an even greater commitment to having CSAM removed more rapidly. This will involve technology development, network growth and greater cooperation with law enforcement and industry.

We are proud to celebrate INHOPE's 20th anniversary. Over the past 20 years, INHOPE has been the leading body of cooperation across sectors in the fight against CSAM online. As the international network of internet hotlines, INHOPE works closely with:

Child-rights non-profit organisations

National law-enforcement agencies,
EUROPOL and INTERPOL

Global industry partners

Internet and electronic service providers

Registries and registrars



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CHAPTER 01

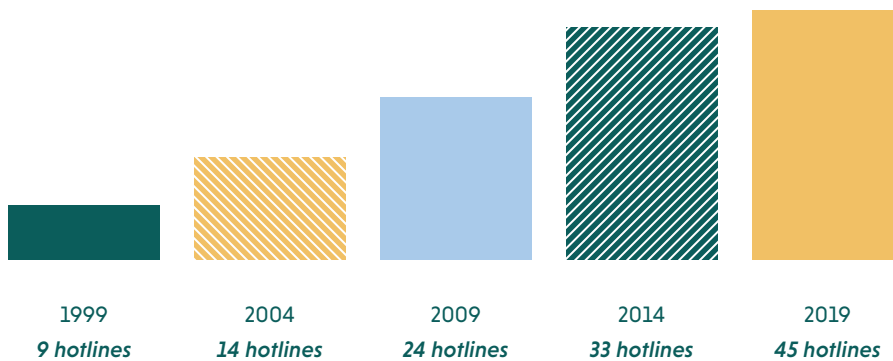
INHOPE

Formed in November 1999 by nine hotlines, the name INHOPE comes from International Hotline Operators of Europe. However, over time we have evolved beyond Europe into a global network. INHOPE now represents the cause and positivity of the name “in hope” and the hotlines that create the hope for an internet free from CSAM.

DESCRIPTION

Who we are

INHOPE is the leading global network combatting online Child Sexual Abuse Material (CSAM). The Network consists of 47 hotlines in 43 countries (as of June 2019) that provide the public with a way to anonymously report illegal content online with a focus on CSAM. Reports are reviewed by content analysts who classify the illegality of the material, which is then shared with local Law Enforcement Agencies, and in many cases the relevant Internet Service Provider will receive a notice and takedown order.



We support hotlines and their partner organisations through training, best practices, quality assurance and staff welfare.

We provide our network with a secure IT infrastructure, "ICCAM" (hosted by INTERPOL), that facilitates the exchange of CSAM reports between hotlines and law enforcement.

We advocate for legislative and policy changes to support our vision of an internet free from CSAM.

INHOPE is based in the Netherlands and our member hotlines operate in all EU member states, Russia, South Africa, North & South America, Asia, Australia and New Zealand.

In a borderless digital world CSAM has global consequences and as CSAM increases so do our efforts and those of our partners to combat it. Join us in the fight! (more about the network on page 28)

Mission

The mission of INHOPE is to support the network of hotlines in combatting online Child Sexual Abuse Material.

Vision

INHOPE's vision is a world free of Child Sexual Abuse Material.

Our Objectives

Raise awareness: we need to inform the public of what to report and where, as well as educate policy makers at the international level, including government, law enforcement and other related bodies, with the aim of achieving better co-operation internationally.

Grow Partnerships: we continue to work with a diverse mix of government agencies, inter-governmental organisations, civil society organisations (including child welfare), industry-sponsored initiatives and other private sector partners.

Expand our global network: the network of INHOPE hotlines around the world by identifying and supporting new hotlines to become members by providing consultation and training to meet best practice standards.

Exchange expertise: establish policies and best practice standards for hotlines and encourage exchange of expertise among members through fostering good working relationships and trust.

Run quality assurance: to ensure effective response to illegal content reports around the world by developing consistent, effective and secure mechanisms for exchanging reports between hotlines internationally, and ensuring a coordinated approach is taken.



Our Values

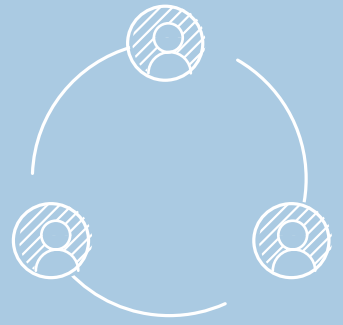
Transparency

Commitment

Collaboration

Responsibility





CHAPTER 02

ICCAM

ICCAM is a secure platform used to collect, exchange and classify reports of child sexual abuse material which supports the rapid removal of the content from the internet. This process is often referred to as "Notice and Takedown."

ICCAM

What Is It & Why Is It Important?

ICCAM enables the secure exchange of illegal material portraying child sexual abuse between hotlines located in different jurisdictions, with the aim of quick removal from the internet. ICCAM also provides a service to hotlines worldwide to classify images and videos according to international legislation (INTERPOL's criteria) as well as national laws – all in one system.

The INHOPE ICCAM platform was developed by Ziuz Forensics with funding from the European Commission under the Safer Internet and Connecting Europe Facility programmes (Digital Service Infrastructure for making a better and safer internet for kids). ICCAM enables multi-stakeholder collaboration between hotlines, Law Enforcement Agencies (particularly INTERPOL) and the industry.

ICCAM is a tool which aims to:

01. Be accessible to all INHOPE member hotlines and other authorised bodies
02. To provide a technical tool for secure exchange of CSAM among different jurisdictions around the world.
03. To enhance hotlines' capacity and efficiently assist in identifying and analysing child sexual abuse images and videos and collation of corresponding intelligence
04. To facilitate image/video hashing/fingerprinting and crawling technologies
05. To streamline hotlines' workflow and content assessment:
 - by reducing content analysts' exposure to known child sexual abuse material
 - by supporting development of robust, comprehensive statistics both at country/hotline and global level.
06. To escalate "new" child sexual abuse material to law enforcement for victim/offender identification purposes
07. To reduce numbers of duplicate investigations.

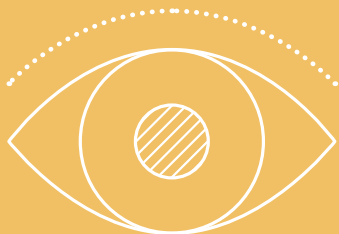
Once a hotline receives a public report, the hotline analyst assesses the reported material, and if it is believed that there is illegal material on that page, the URL is inserted into ICCAM. The system then crawls all information found on that URL and the analyst can classify each picture and/or video separately as baseline (internationally illegal according to INTERPOL's criteria), nationally illegal or not illegal. All images and videos marked as baseline and nationally illegal are made available to INTERPOL through an ICCAM portal specifically designed for them. Consequently, INTERPOL downloads this material and transfers it for insertion into their International Child Sexual Exploitation Image Database (ICSE Database).

The Process

There are many elements and organisations involved in the removal of CSAM from the internet using the process of Notice and Takedown. These include the public reporting the content, hotlines, Law Enforcement Agencies and the Internet Service Providers. The following flow chart shows just how many moving parts are involved.

Note: This flow chart shows the most common scenarios. There are always exceptions to the processes which depend on the national jurisdiction and the collaboration between hotlines, Law Enforcement Agencies and Internet Service Providers.





CHAPTER 03

2018 / 2019

A review of 2018 and 2019, where we look at the INHOPE Network of Hotlines, the environment that it operates in and its global impact on CSAM.

LOOKING BACK

2018 / 2019

During 2018 and 2019, regional development in Latin America has been a focus area for INHOPE. Relationships have been established with organisations in seven Latin American countries as they look to create hotlines to strengthen their national fight against CSAM. This has been achieved with support from Te Protejo, INHOPE's Columbian member hotline which acts as the INHOPE Latin America regional centre of excellence.

Following the success of the regional development in Latin America, 2019 also sees INHOPE hold training in the Philippines, bringing existing and potential members from Asia Pacific together to establish relationships for the development of this region. Looking further down the line, INHOPE will continue to establish key partners in other parts of Asia, as well as the Middle East and Africa.

New members

Initiatives that expand our reach are essential. In 2018/2019, we onboarded four new member hotlines into the Association as part of our goal to expand both in reach as well as regions in the coming years.

Our Training & Service Manager Suzanne Wissenburg, and Network Expansion Lead Samantha Woolfe went to Bogota, Colombia this September to meet with

six prospective hotlines. This is part of our network expansion plan for Latin America. This training day was assisted by our local hotline Te Protejo.

We look forward to growing with our new member hotlines and spreading the inspiring work of all our hotlines. For more details on the entire association of internet hotlines please see country profiles on page 56.

PROVISIONAL MEMBERS

Incibe

from Spain

Linhaalerta

Portuguese Association for Victim Support (APAV)
from Portugal

Biztonságosinternet

International Children's Safety Service
from Hungary

CyberSafetyCy

from Cyprus

FULL MEMBERS

CZ.NIC

from the Czech Republic

KEY FIGURES

2018

INHOPE Hotlines receive reports from the public regarding alleged child sexual abuse material. Each report can contain multiple images and videos. Reports are assessed by a hotline analyst and if found to be CSAM, they are inserted into ICCAM to be exchanged with hotlines in the hosting countries.

Removing CSAM from the internet as fast as possible is the goal of INHOPE's Internet hotlines. The process of removing CSAM involves multiple stakeholders and varies from country to country depending on national notice and take down procedures. Reporting times can be affected by the volume of reports and the response time by Internet Service Providers in removing the material. The graphs following on next page show the Notice and Takedown times recorded in ICCAM in 2018.

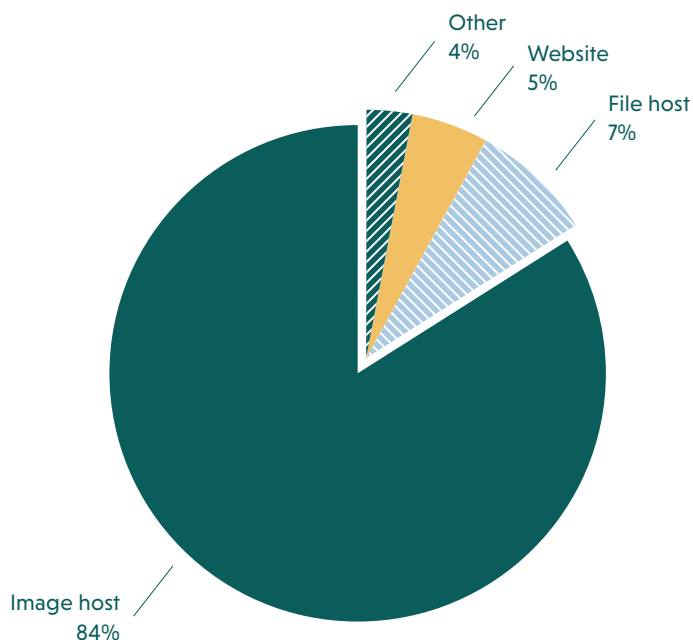
Statistics fact: the number of CSAM related images and videos processed by INHOPE Hotlines between 2017 and 2018 has increased by 51%.



Site Type

84% of CSAM online was found on image hosts in 2018. Other site types, which account for 4% of CSAM found online include social networking sites, forums and banner sites, among others.

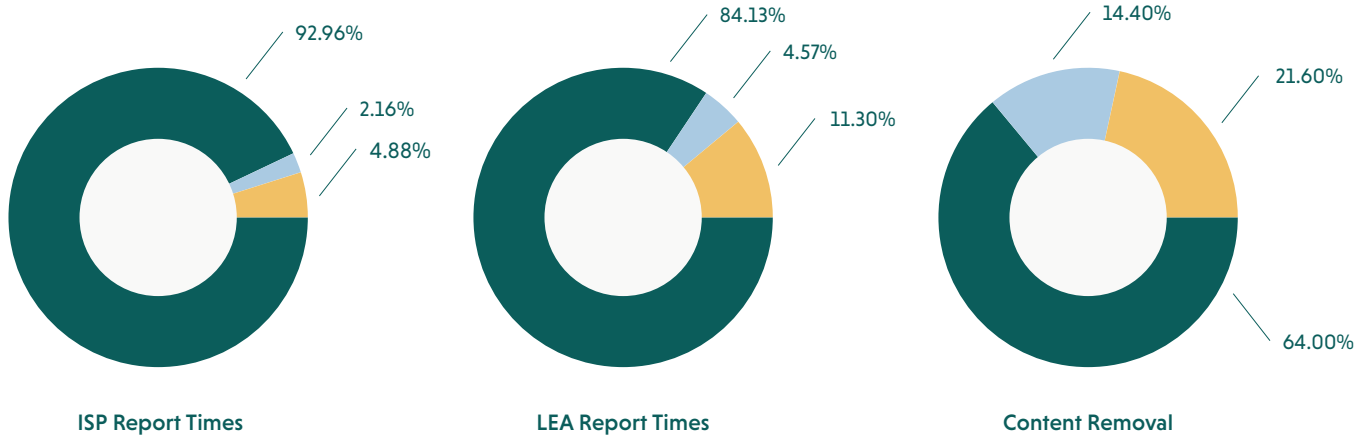
- Image host
- Other
- Website
- File host



2018

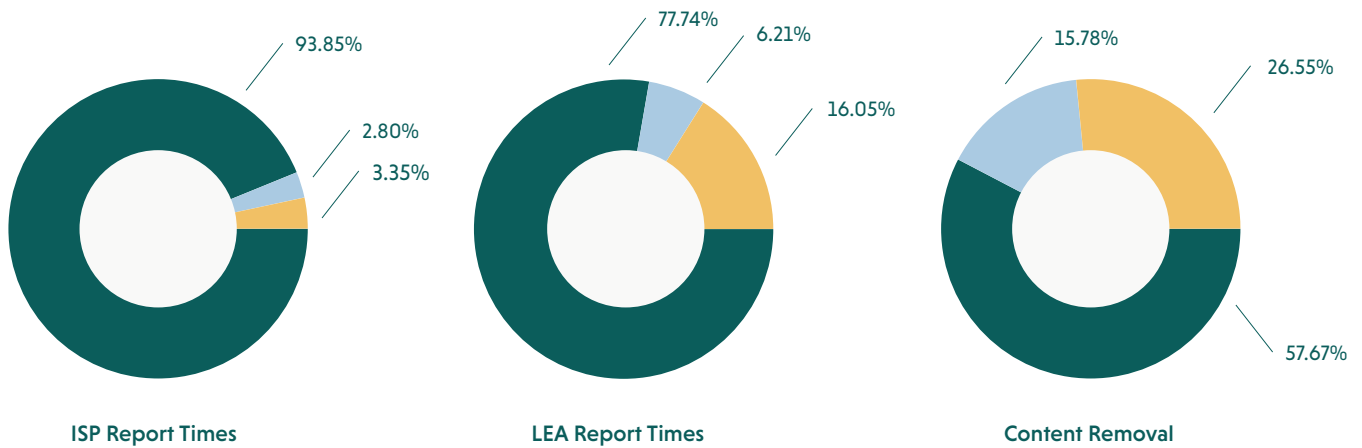
● 0 - 3 days ● 4 - 6 days ● 7 + days

Global



2018

Europe



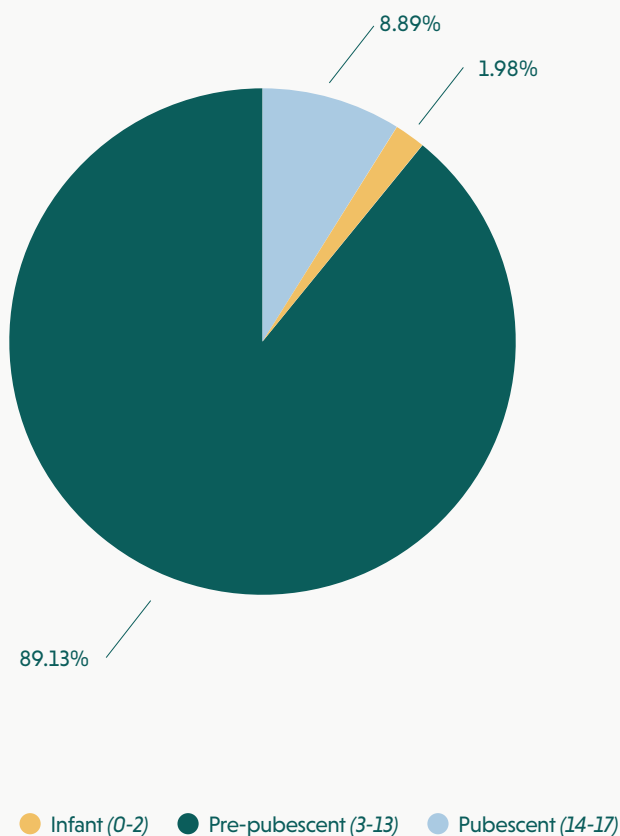
93%

reported to Internet Service
Providers in 72 hours

KEY FIGURES

Ages of victims

The international survivors' survey conducted by the Canadian Center for Child Protection also shows that younger children are at higher risk with 56% of the survivors indicating that the abuse they suffered began before the age of four, and 87% were 11 years of age or younger (protectchildren.ca., 2019).



KEY FIGURES

Gender of victims

80% of victims depicted in reports assessed during 2018 were girls and 17% were boys. Children of both genders were depicted in 3% of assessed reports.



91%

of CSAM assessed in 2018 depicted children under 13 years of age.

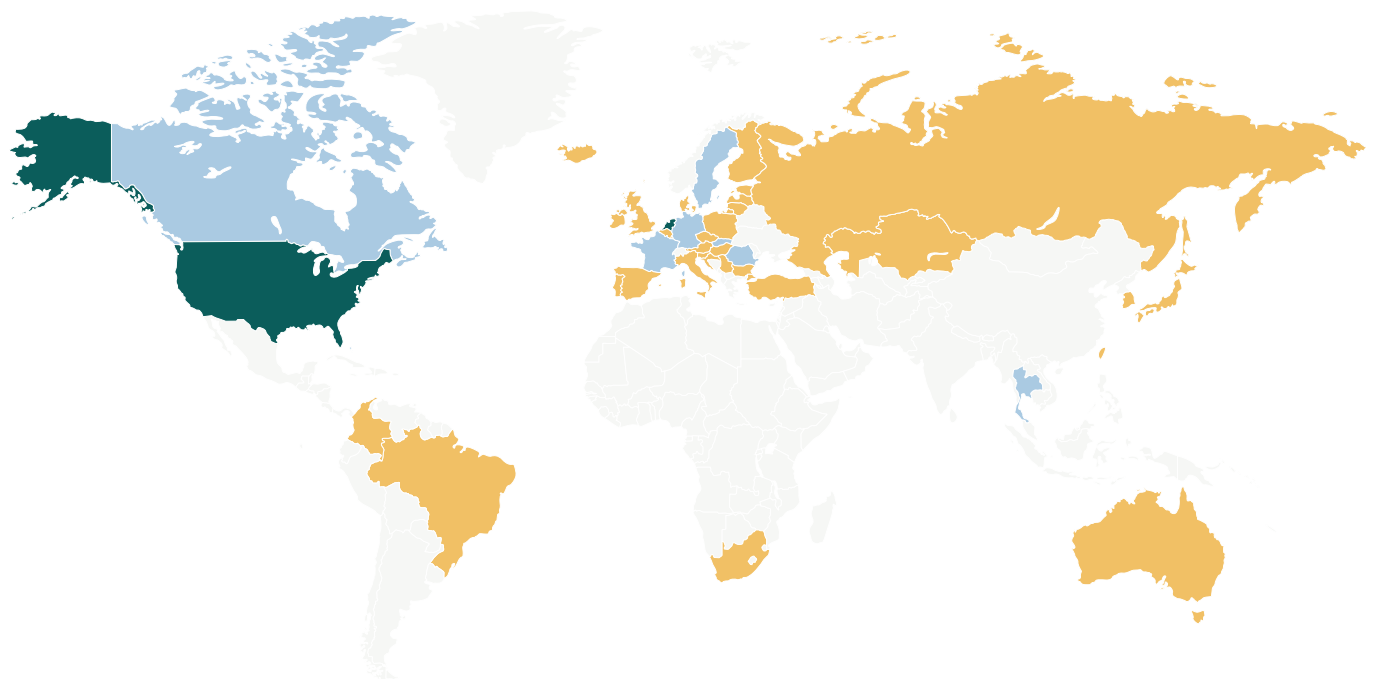


KEY FIGURES

Hosting Patterns Worldwide in 2018

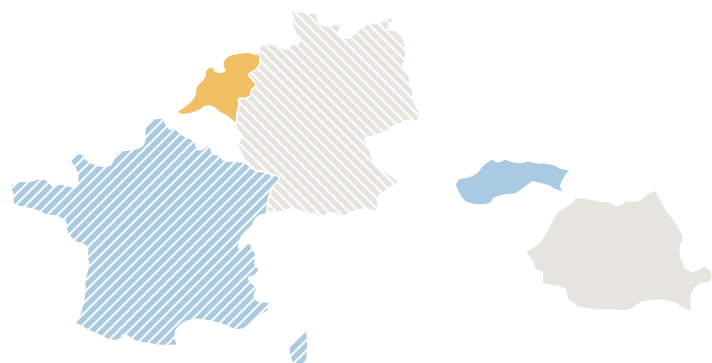
INHOPE has traced CSAM material to more than 60 countries, and of these INHOPE hotlines are present in 41 countries.

● INHOPE: Over 20% ● INHOPE: 1% to 10% ● INHOPE: Less than 1%



Hosting Patterns Europe in 2018

● Netherlands - 75.4%
● France - 10.1%
● Slovakia - 8.4%
● Germany - 1.2%
● Romania - 1.1%



CONCLUSION

Key Takeaways

For every instance of CSAM there is a victim who has been sexually abused, and that abuse has been recorded and shared on the internet. When we review data it is often easy to fall into the statistics, but please remember that behind every number there is a victim.

Summary 2018:

155,240 CSAM related reports were exchanged via ICCAM, an increase of almost 80% on 2017

337,588 alleged CSAM related images and videos were processed via ICCAM, an increase of 30% on 2017

226,999 images and videos were assessed as illegal, an increase of 51% on 2017.

58% were removed from the internet in less than three days

91% involved children under 13 years of age

80% of victims were girls

84% of the content was hosted on image hosting services

Exceptions: NCMEC

United States: In 2018, NCMEC's CyberTipline received more than 18 million reports from US based companies about US hosted CSAM. US based companies search for and remove CSAM from their own services. They then report the CSAM incidents to NCMEC.

This process means that CSAM is often identified and removed before either the public or hotlines ever become aware of it.

NCMEC does not use ICCAM in these instances because the content has already been removed from the internet. These reports are also shared by NCMEC with Law Enforcement Agencies around the world.

Proactive Search

In recent years, there has been an increase of proactive search efforts taken by hotlines where the national jurisdiction allows it. Among INHOPE's network only the Canadian Centre for Child Protection and the Internet Watch Foundation are currently active in proactive search of CSAM online.

KEY FIGURES

Comparison 2017-2019

The following graphs provide an insight into the past two and a half years of ICCAM data – 2017, 2018 and the first half of 2019 (January to June).

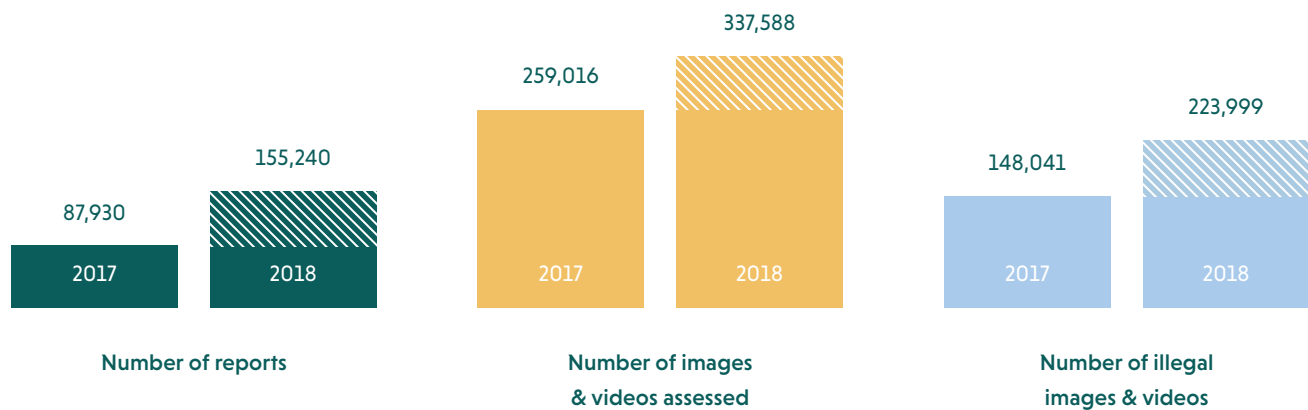
Between 2017 and 2018, the number of illegal images & videos increased by 51%. This rapid rate of increase correlates with the increase in reports collected through ICCAM.

How this compares to 2019 (January to June)

80,929 Reports

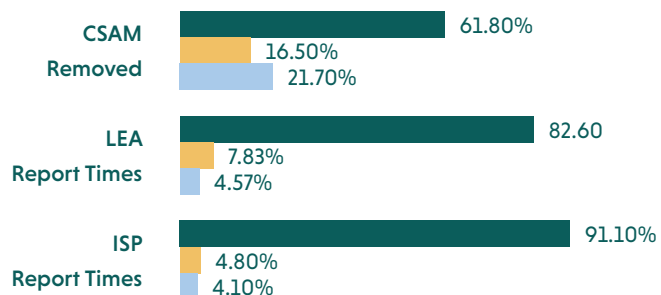
287,970 Images & videos assessed

167,547 illegal images & videos

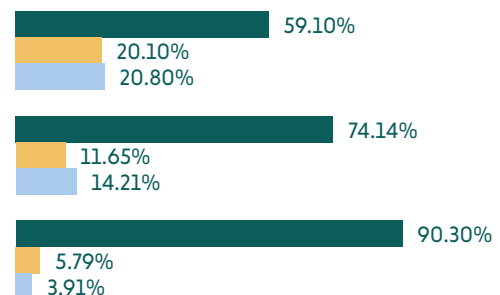


● 0 - 3 days ● 4 - 6 days ● 7 + days

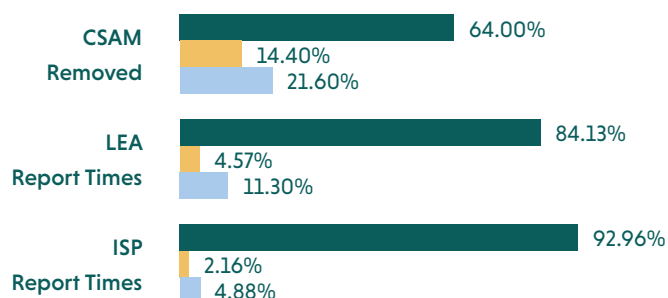
Global, 2017



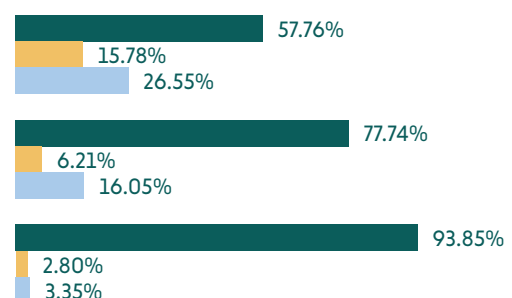
Europe, 2017



Global, 2018



Europe, 2018

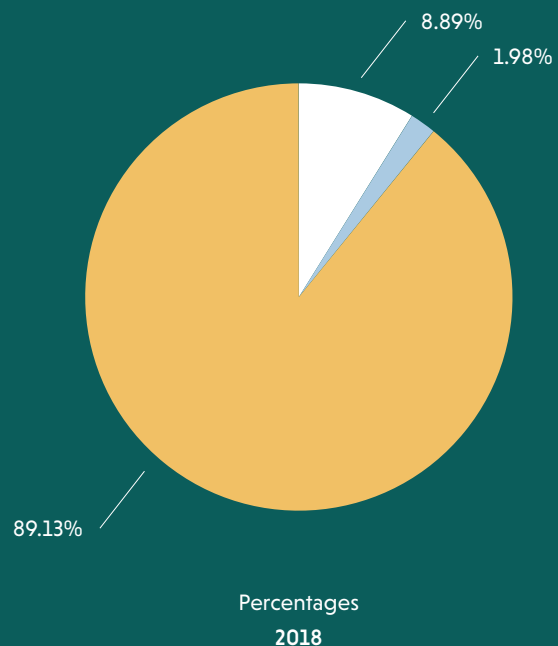
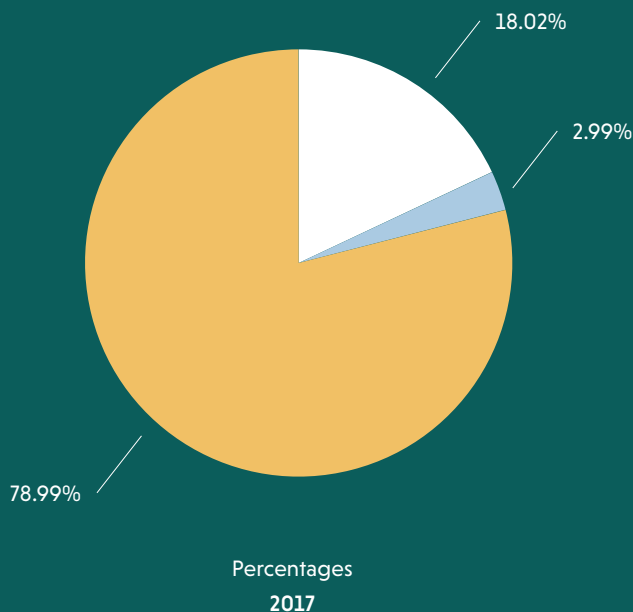


VICTIM PROFILE

Ages of Victims

Since 2017 the proportion of assessed reports with victims aged between three to 13 years has increased. The proportion of assessed reports depicting female victims has declined since 2017. However, girls still represent the majority of victims depicted in CSAM. In the first half of 2019, already over 90% of victims have been registered as pre-pubescent.

- Infant (0-2)
- Pre-pubescent (3-13)
- Pubescent (14-17)



Gender of Victims

From 2017 to 2018 the proportion of victims that were girls reduced from 94,2% to 80,5% while the number of victims that were boys increased from 4,3% to 16,8 %. The proportion

including both genders rose from 1,4% to 2,7%. In the first half of 2019 we see that over 90% of victims depicted in CSAM are girls.

VICTIM RATIO

2017



● Girl ● Boy ● Both

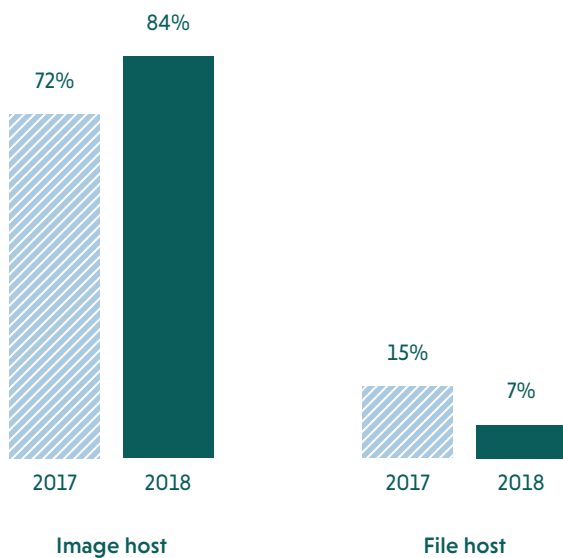
VICTIM RATIO

2018

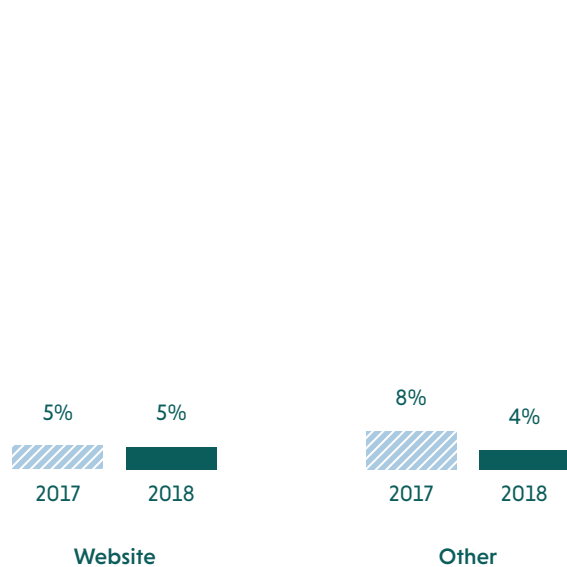


Site Type

The chart below shows the variety of sites used to store CSAM. 84% of the content was hosted on image hosting services.



In the first half of 2019, we see 85% of detected CSAM is hosted on image hosting service.

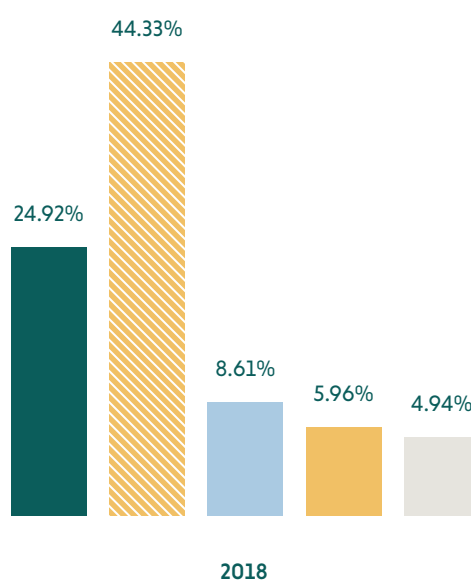
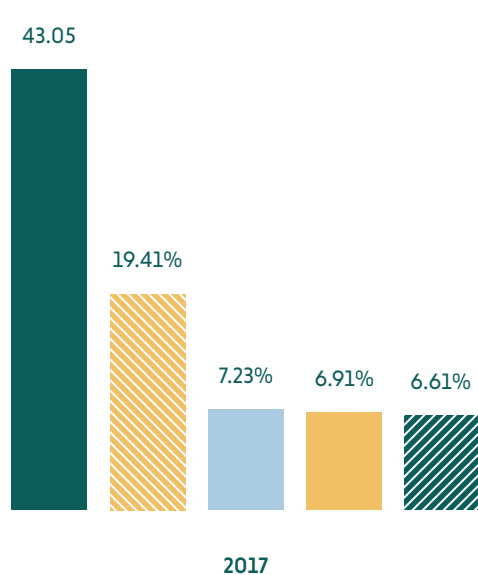


World Wide Hosting Patterns

The maps below show the countries with the highest amount of CSAM hosting in 2018. From the graph below you can see how this changes between 2017 and 2018. In 2019, the majority is hosted in the Netherlands 49%, United States 25%, France 8%, Canada 4% and the Russian Federation 3%

Countries

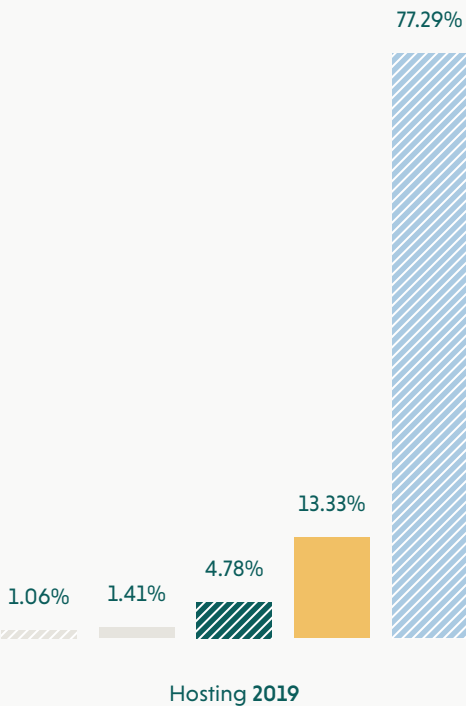
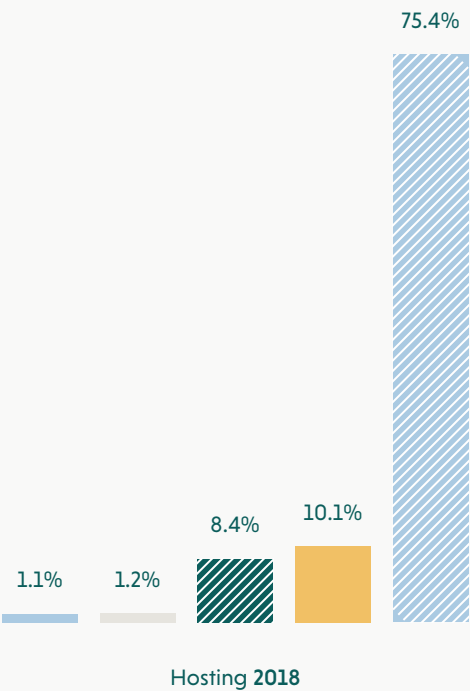
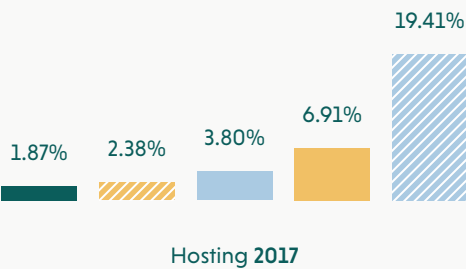
- United States
- Netherlands
- Russian Federation
- France
- Canada
- Slovakia



European Hosting Patterns

Countries

- Bulgaria
- Romania
- Sweden
- France
- Netherlands
- Germany
- Slovakia
- Latvia



How this
compares to 2019
(January to June)



CHAPTER 04

Network

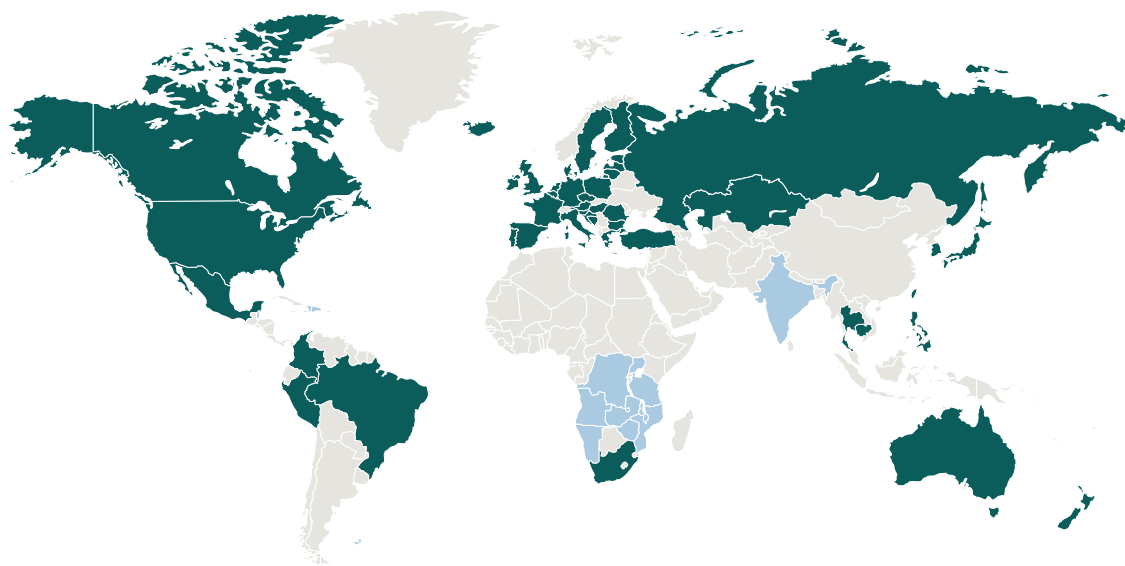
INHOPE is made up of 45 hotlines around the world that operate in all EU member states, Russia, South Africa, North & South America, Asia, Australia and New Zealand.

What is a hotline?

A hotline enables the public to anonymously report online material they suspect may be illegal. A hotline analyst will investigate the report and if confirmed illegal, they act to have the content removed from the internet as rapidly as possible.

- INHOPE member hotlines
- INHOPE members reporting portal

Country profiles on page 56.



The role of our hotlines

INHOPE's hotline members receive reports on child sexual abuse material online, among other types of reports. Hotlines differ across the world and they receive reports on other topics depending on their mandate, including: inappropriate child related images, child grooming activities, adult pornography (accessible to children), extreme adult content, racism and xenophobia, promoting violence against individuals, terrorism, drugs.

The hotline's primary goal is to notify an Internet Service Provider for the swift removal of the content from the internet and to report the case to the relevant law enforcement agency for victim identification purposes. Hotline analysts are trained by INHOPE staff, INTERPOL police officers and national law enforcement agencies. They assess the illegality of the content according to

national and international law. If the content is classified as illegal, the analyst identifies the hosting location of that content. When the hosting is in the same country, the hotline analyst will report it to the national law enforcement agency and the relevant Internet Service Provider in the country. If the content is hosted elsewhere, the analyst forwards the report to the relevant hotline through INHOPE's secure platform ICCAM.

A hotline can be operated by a governmental institution, a non-profit organisation, an association of internet service providers, a domain registry, or a department of the police. Although less often, hotlines can also be based at research institutes or universities. Hotlines differ in size as well, some with more than 30 analysts and others with just one analyst.

How INHOPE supports its members

INHOPE provides a framework for all the hotlines within the Association. INHOPE's Code of Practice outlines the formal structure in which the hotlines operate.

This Code of Practice benefits all members of INHOPE and represents a clear statement of expectations about how INHOPE member hotlines should operate individually and in relation to each other. This Code of Practice also establishes and maintains common minimum standards for the good operation of an Internet hotline, and the role and responsibilities of INHOPE members. The Code of Practice publicly establishes and protects the integrity of INHOPE and builds confidence among external stakeholders.

INHOPEs minimum and general requirements cover the following:

- Legal requirements
- Security protocol
- Confidentiality
- Stakeholder involvement
- Best practice policies
- Website requirements
- Co-operation between hotlines and with law enforcement
- Staff welfare policy
- Hotline procedures
- Funding and constitution

Training at INHOPE

An important part of INHOPE's services to its members is providing training.

INHOPE has developed distinct types of training through which hotline analysts gain knowledge and expertise on processing reports of child sexual abuse material online.

It is important that hotline staff are equipped with the right knowledge to execute their role properly and work safely. This way hotlines can exchange reports swiftly, provide Law Enforcement Agencies with clear and accurate reports on CSAM and act as trusted parties to Internet Service Providers in the removal of CSAM from their platforms.

Currently INHOPE trains 50
hotline analysts per year
(average 2015 – 2019).

Ideally the training takes place in the order below
within one year of joining the hotline:

CORE Training: hotline analysts are introduced to CSAM as a topic and gain knowledge on how the internet and tracing works. This training takes place during INHOPE six-monthly Hotlines Training Meetings, where new analysts also get introduced to INHOPE's work.

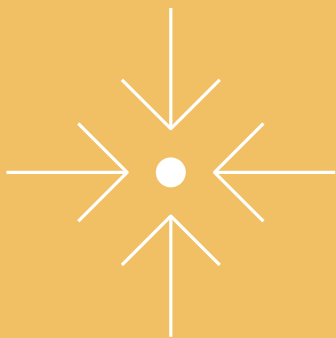
Content Assessment/ICCAM Training: Hotline analysts are trained how to assess content and use ICCAM. Analysts learn how to determine the illegality of material and the correct classification. This training involves the exposure to actual CSAM and therefore the training is carried out in a secure classroom environment at INTERPOL's headquarters in Lyon, France.

Online learning management system: provides hotline analysts with training modules and enables testing and certification capability. Each analyst that completes the online training course becomes an INHOPE Certified Analyst.

Workshop for advanced analysts: a group of advanced analysts is invited to an annual workshop to discuss the most pressing topics analysts deal with, exchange information and work on informational resources for other analysts.

INHOPE supports its members by providing training to the hotline analysts to ensure any gap in capacities as well as unified knowledge and expertise across the network. We want to ensure that all our hotlines operate on the same guidelines and understanding, so that the quality of the hotlines' work is on the highest level possible and it supports the swift removal of CSAM online.

Importantly, INHOPE plays a key role in staff welfare. Every hotline must have a Hotline Staff Welfare Policy and ensure the wellbeing of hotline analysts. Hotlines must adhere to INHOPE's Best Practice on staff welfare which outlines key standards for the protection of the well-being of an analyst who is exposed to CSAM. It is vital that we ensure their well being and mental health throughout this highly sensitive work.



CHAPTER 05

Our Impact

We talk about statistics on a global, regional, or national level, but the great work all our hotlines do is on a human level. This is why we want to remember the impact our work has on people's lives. This includes the victims, as well as the hotline analysts and all child protection practitioners involved. In alphabetical order we take a look at some of our members' impact from around the world.

Austria

Since its founding in 1998 Stopline - the Austrian hotline against Child Sexual Abuse Material and National Socialism on the Internet, has processed more than 87,000 reports sent by attentive users. 2018 saw a record of 15,194 reports, over 2,850 of which were actually illegal content. Compared to 2017 (8,333 reports), the number of reports has almost doubled and the actual illegal content (2017: 1822) has also risen sharply.

The majority of the illegal content reported to Stopline was hosted in the USA (45%), immediately followed by the Netherlands (38%). Due to the successful cooperation within the INHOPE network, Stopline was able to forward more than 90% of the reports of illegal content to its partner hotlines, using the ICCAM database. Stopline is extremely proud to be a founding member of INHOPE and to be able to celebrate INHOPE 's 20th anniversary! It is great to see the network growing to broaden the fight against illegal online content!

21 cases of content reported to Stopline and deemed to be illegal was hosted in Austria. The content was immediately taken down by the ISPs following the well-established national notice and takedown procedure. Stopline staff work closely with national Law Enforcement

Agencies, especially the relevant police hotlines at the Federal Criminal Police Office and the Federal Office for Protection of the Constitution and Counterterrorism.

Stopline 's stakeholders, besides Law Enforcement and ISPs, also include the partners from the Austrian Safer Internet Centre and representatives of the Ministry of Justice, who participate in periodic board meetings to exchange knowledge and experience.

The hotline works closely with Saferinternet.at (the Austrian awareness centre) and 147 Rat auf Draht (the Austrian helpline) to cover all areas of Online Safety in Austria.

Stopline Austria:
Successful national and international cooperation

Denmark

With close cooperation between the Danish Police, the telecommunications industry and Save the Children Denmark, the Danish blocking system became a reality in 2005. Websites with CSAM can now be blocked quickly and instead of CSAM, visitors to the blocked sites are greeted by a Stop-page, that tells you that CSAM is illegal and tells users how to get help if drawn towards CSAM. The blocking system is a vital weapon in the fight against CSAM.



Estonia

In September 2017, the Estonian Union for Child Welfare led a project to create a storybook for children called "I am my own." <http://www.lastekaitseliit.ee/raamat/mina-olen-enda-oma/> The book is written by prolific Estonian author Juhani Püttsepp. Two psychotherapists and focus groups of parents were consulted on the process of writing the book.

The aim of the book is to help prevent child sexual abuse by telling stories that educate children. The book has been well received in Estonia and has been distributed free of charge to all kindergartens and schools in Estonia, including a second edition. Kids also love the audiobook.

Within the book, there is also a guide for parents and teachers on how to better discuss these topics with children and how/when to intervene.

The book received a "Selge sõnum" (A Clear Message) prize in 2018 from The Institute of the Estonian Language, a national Research and Development institution whose goal is to contribute to the long-term survival of the Estonian language.

Finland

The Finnish hotline joined forces with the National Bureau of Investigation in a successful #BeSafeOnline campaign to promote digital safety skills. The main message of the BeSafeOnline campaign is that without guidance, children and adolescents may not understand that different service providers' live chats can and are being saved, and subsequently misused. This is why children and adolescents need to be provided with everyday digital safety skills.

The Finnish hotline has been active in the Finnish national media. The hotline manager visited the Finnish parliament to raise awareness on risks that children face online. Webcam covers (which were part of the campaign) were handed out to children, parents and professionals as well as to all members of the Finnish parliament.

The Finnish hotline also successfully launched a report on children and adolescents' experiences with sexual harassment and related bullying in 2018. The report has been written based on a survey conducted by Save the Children Finland in February-March 2018. A total of 3210 lower and upper secondary school children responded via a web-based questionnaire. Also, cooperation between the Hotline and the Finnish Law Enforcement Agency is very strong. Jointly they have been raising awareness of the police's lacking resources to investigate child sexual abuse online.



France

Point de Contact shares two notable success stories from 2017 and 2018.

Following a report sent by Point de Contact to the national LEA portal PHAROS, regarding downloaded CSAM, PHAROS traced the IP address in question to a home in Paris. In October 2017, the house was searched and 26 storage media were seized. Analysis of the seized material revealed 80,000 child sexual abuse images and videos, some involving infants, as well as files depicting the couple's daughters engaged in sexually explicit positions, without any hands-on participation of the couple. The couple was convicted and imprisoned.

Délégation ministérielle aux industries de sécurité et à la lutte contre les cybermenaces, Etat de la menace liée au numérique en 2018, La réponse du ministère de l'intérieur, Rapport no 2, Mai 2018, p. 67, <https://www.interieur.gouv.fr/Actualites/L-actu-du-Ministere/Etat-de-la-menace-liee-au-numerique-en-20182>

Following two reports sent by Point de Contact to PHAROS, on the 3rd and 5th May 2018, regarding the uploading of child sexual abuse material to the website Skyrock, two investigations were initiated. They led to the identification of one individual using different IP addresses, usernames and email addresses. This individual was already known for offenses concerning child sexual abuse and was registered in the Automated National File of Genetic Prints. During custody the individual admitted to the offenses and was referred to the competent public prosecutor's office.

Both success stories are included in the hotline's Annual report 2018, page 3, <https://www.pointdecontact.net/wp-content/uploads/2019/06/Bilan-2018-DEF.pdf> (in French)

Germany

jugendschutz.net has two success stories of collaboration between INHOPE hotlines and law enforcement. First, in June 2015, jugendschutz.net received a report of videos apparently hosted on a German server, and inserted the videos into ICCAM. INTERPOL used the GPS data of the video to identify the place of production in Denmark and within an hour the Danish police identified the offender and rescued the victim. Second, jugendschutz.net came across an Austrian individual who operated a website offering numerous illegal videos of minors in unnatural sexually suggestive poses. jugendschutz.net informed the INHOPE partner Stopline and provided all the evidence to the Austrian Federal Criminal Police Office. The website owner was already subject to observations and was eventually arrested.

These successful cases are examples of the effective cooperation between the international members in the INHOPE network, INTERPOL and national law enforcement agencies.

Greece

The Greek Hotline Safeline first received a report of an illegal website on 12th August 2018. The illegal URL was inserted into ICCAM and forwarded to the Greek Cyber Crime Division of the Greek Police Authorities in order to inform the prosecutor. The Hotline sent a request for deactivation to the domain name registrar and contacted the Hellenic Telecommunications and Post Commission. The latter informed the hotline back that they do not have the jurisdiction to deactivate the domain name without a prosecutor's order. Consequently, the hotline analyst

contacted the company with the domain rights, asking for the domain name to be banned. However, since the responsible company has its primary business locations in Canada and in the United States, the entity was obliged by law to file a report to the US Hotline, NCMEC upon notice of an allegation of CSAM. On 24th April, the Hotline contacted the officer handling the case within the Greek Cyber Crime Division who informed them that a case-file had already been opened and a preliminary examination had been conducted.

Hungary

Since January 2019, the Safer Internet Centre in Hungary has been working hard on establishing a stable collaboration with national law enforcement agencies. One of INHOPE's Hungarian Hotlines, ICSS has signed a Cooperation Agreement with the Prosecutor Services of Hungary. This Cooperation Agreement aims to create a safer cyberspace for children and future generations, as well as to take more effective action to combat the cyberthreats affecting children. One of the most important achievements of this document is that the Prosecution Service of Hungary can be directly informed about illegal content, particularly related to crimes against and abuse of larger groups of minors. The next steps in setting up a strong national response to CSAM online is signing a Cooperation Agreement with the Hungarian National Police Headquarters (ORFK).

The relationship with the Prosecutor Services will facilitate the implementation of this agreement. A Detective Lieutenant from the Cybercrime Department of the National Bureau of Investigation working in the Child Protection Subdivision and hotline staff have held a successful meeting discussing how they operate, which reports are relevant to them and how to refer to these reports.

Delegation of the ICSS.

Credits: Erika Sávolt/Prosecutor Services of Hungary



Ireland

As a founding member, ISPAI is proud to see INHOPE today with a membership spanning the globe. In celebrating its 20th anniversary the INHOPE mission is of utmost importance in ensuring a coordinated international multi-stakeholder response to CSAM online and delivering a real-world impact.

2019 also marks ISPAI Hotline.ie Service's 20th anniversary, and while combating online child sexual abuse and exploitation is becoming ever more challenging, they are still proud of the important role they have played and will continue to play for the protection of countless children within Ireland and abroad. Looking back on some exceptional success cases - i.e. (2008) the Irish and Australian hotlines' collaborative effort resulting in a network of CSAM websites being disabled; (2010) the arrest and prosecution of a child sex offender in the USA, following one anonymous report to Hotline.ie two years prior; (2013) one anonymous report to Hotline.ie leading to the removal of 928 unique cyberlockers each containing tens of CSA images and

videos, the outcome of swift collaboration between the Irish and Taiwanese hotlines - gives them a renewed sense of purpose. For the Hotline.ie team, each time they identify and have an image of child sexual abuse removed from the Internet, it's a success in its own right, namely one less instance of re-victimisation, one step that may even lead to the identification and rescue of a child or help survivors of child sexual abuse move on from their experience.

Latvia

Since June 2018, the Latvian Safer Internet Centre, in cooperation with the State Police and Internet Service Providers and with the support of INTERPOL, has focused on the project, "Internet domain access denial to combat child sexual abuse crimes in the Internet." Eight major Internet service providers in Latvia are involved in the project, reaching more than two million Internet users. The main idea of the project is that when an Internet user accidentally or knowingly attempts to access child pornography sites, they are redirected to a Stop-page which warns about the prohibited content and involvement in crime, and offers help if they feel they have a sexual desire for children and they want psychological support. Also, information is given that anybody can anonymously report illegal content to the Latvian Hotline.

During the first 10 months of project implementation, 409,212 attempts have been made to access websites containing CSAM in Latvia. For the next phase of the project, the police intend to identify the most active visitors of CSAM sites and to target them with criminal investigations if the level of visits does not decrease.

Stop-page where CSAM seekers are redirected to:
<http://sys.netsafe.lv>

Lithuania

Since 2007, the number of reports received per year has increased 7.5 times. Trust in the Lithuanian hotline continues to grow, highlighting the public's awareness about RRT's involvement in the INHOPE network in the fight against child sexual abuse material. After 10 years of operation, RRT received recognition in the Law on Education in October 2017. The new article, "Reporting about cyberbullying and other illegal or restricted information" was introduced in this Law. This article contains the following points:

Reporting to RRT about cyberbullying and other illegal or restricted information on the internet having detrimental effects on the development of minors (including CSAM);

Duty of RRT to investigate reports;

Cooperation of RRT with the police and other responsible institutions;

Right of RRT to give mandatory orders to the hosting service providers or ISPs in Lithuania to take down illegal content from their servers or to disable access to that content;

Duty of the hosting service providers or ISPs to take down illegal content from their servers or to disable access to that content when the order from RRT is received.

United States of America

In early December 2018, the CyberTipline (operated by the National Center for Missing and Exploited Children) received a report from a registered Electronic Service Provider (ESP) regarding the transmission of apparent CSAM via their social networking service. The report provided incident information for the user including a name, email address, phone number, images of suspected CSAM, and Internet Protocol (IP) addresses associated with reported files.

A CyberTipline analyst reviewed the report immediately and found images of prepubescent girls being sexually abused. NCMEC determined the files appeared new, and contained metadata indicating they may have been taken between 20th October 2018 and 23rd November 2018 near Aledo, TX.

Analysts conducted queries on the reported identifiers and found a social media profile with user photos

indicating access to a child that resembled the victim depicted in the reported images. Public record queries on the profile name and the possible location from image metadata returned one result with a current listed address. This report was reclassified to the highest priority and was sent to the Dallas Police Department for further investigation. The Dallas Police Department immediately began investigating and was able to identify the reported user. Approximately 24 hours after the initial report was sent to law enforcement, agents searched the reported person's home and made an arrest. The child depicted in the images was found to be the reported person's daughter. Because of the quick action of law enforcement, the child was removed from an abusive situation.

Slovenia

Every year the Slovenian hotline, Spletno oko, organises a conference on online child sexual exploitation in co-operation with the Criminal Police Directorate of the General Police Directorate and with the Association for Informatics and Telecommunications at the Slovenian Chamber of Commerce.

Throughout the course of the conference, participants, including police, prosecutors, judges, social workers, school workers, NGOs, the industry and academy, discuss the opportunities and responsibilities they have in providing a safer internet for children and in preventing the distribution of CSAM online.

The theme of the seventh annual conference, held on 20th September 2017 at the Faculty of Social Sciences, Ljubljana, was e-Abuse of children: yesterday, today, tomorrow. The keynote speaker was Maggie Brennan, lecturer in Criminology at University College Cork, Ireland and a researcher in the field of child sexual exploitation (CSE) material. In her lecture, she presented the work of the international working group on best practices in the management of online sex offending.

Other speakers who also covered various aspects of online child abuse included Stoplevel hotline manager Barbara Schlossbauer (Austria), Katarzyna Staciwa (Europol), Andy Phippen (University of Plymouth, UK),

Anton Toni Klančnik (Criminal Police Directorate, Slovenia) and Igor Areh (University of Maribor, Slovenia).

Six workshops were also organised, each covering specific challenges in this field. Overall, more than 240 people attended the 2017 conference.

In the past ten years, Spletno oko has sent nearly 1,400 reports of CSAM to the police and to other INHOPE hotlines where the content was hosted. In addition to dealing with reports, the hotline has frequently advised the public on numerous topics such as extortion with intimate images and removing intimate images from the internet. In the hate speech field, the hotline emphasised its long-term close collaboration with Slovenian online media which facilitates higher moderating standards of user-generated content, alongside a successful involvement in the EU Code of Conduct on countering illegal online hate speech monitoring exercises.

During the press conference, a new reporting form was demonstrated which is now available on the hotline's website. The public can use the new form for reporting CSAM and hate speech, as well as for the quick acquisition of information in cases of problematic online content and online incidents involving children and adults. The new form is adapted for use on mobile devices.

The Slovenian conference: e-Abuse of children: yesterday, today, tomorrow



Sweden

With the help of the INHOPE network and initiatives like Project Arachnid, the amount of CSAM detected on Swedish servers has seen a significant increase - noting a spike in 2017/2018. ECPAT Sweden follows up with all Swedish cases where detected CSAM leads to arrests for sexual abuse of children. In a recent case, a single link to online CSAM led the police to an arrest for possession. Further investigation of the illegal material revealed the sexual abuse of four children, one of which was the offender's own infant. Cases like this underline the importance that the entire chain of stakeholders, from

the service provider to the hotline to law enforcement, have the knowledge and the resources to deal with the possession of suspected child sexual abuse material, as it might lead to the rescue of a child from a sexually abusive situation.

Taiwan

In 2013, CIB (Criminal Investigation Bureau) arrested 46 suspects involved in a Cross-border Child Sexual Abuse Ring. Suspects found guilty of distributing CSAM in Taiwan have been sentenced to imprisonment for up to three 3 years and a fine of up to NTD \$5 million.

ECPAT Taiwan first received reports of these illegal, simplified Chinese websites back in 2007. Due to the constantly changing URLs and the encrypted content, it was difficult to locate the sites, not to mention securing any solid evidence for further referral or investigation. After a long period of observation, ECPAT Taiwan found these websites were with US domains but through the content and money flow, it suspected Chinese citizens were involved in this ring.

In August 2012, ECPAT Taiwan consulted with the Innocent Operations Unit of FBI. The FBI had identified that two of these websites' founders were based in China, and accordingly transferred the information to the Ministry of Public Security of China for further investigation.

The investigation also revealed some of the key offenders and members of the websites were residing in Taiwan. Through the Cross-Strait Joint Crime-Fighting mechanism, police in China and Taiwan CIB initiated a joint-operation known as "Angel Action," through which more than 20 countries in Europe, Asia, and the US were linked to the ring.

In August 2013, the taskforce of the CIB mobilized 250 policemen to search 54 locations. A total of 46 suspects were arrested for distributing CSAM and one suspect was later found guilty of raping a minor and posting the images online. The underage victim was successfully rescued afterwards and provided with assistance.

Success – Crackdown on Cross-border Child Sexual Abuse Ring Led to Dozens of Taiwanese arrested

Highlights

Raising the bar by working together. In 2018 we held our first INHOPE Summit at Microsoft HQ in Washington and in 2019 we held our second at Facebook's Menlo Park HQ in California. Looking at opportunities to strategically collaborate and utilise technological innovations, these summits brought together representatives from the technology sector, the US Department of Justice, child advocates from both sides of the Atlantic and law enforcement.

In our aim to be more transparent and collaborative, our 2019 summit was the ideal platform for an open discussion on the work being done globally. Stakeholders were able to share insights and uncover universal trends, opening the doors to how industry as well as stakeholders can work to prevent re-victimisation. We could feel the drive to make a change, and the sense of urgency in the room to develop a robust solution for tomorrow, not just today.

The victim is always at the centre of what we do, which is why "Emma" was at the centre of our story and at the centre of the summit:

How the INHOPE network of hotlines supports all the Emmas that are being abused or have been abused and rescued every day.

Reporting and assessment - what steps are taken by the INHOPE network of hotlines.

The role that INHOPE and ICCAM play in preventing the re-victimisation of Emma.

How does the Crisp external, extended intelligence approach help prevent the re-victimisation of Emma?

Rescuing Emma through collaboration: INTERPOL, ICCAM, ICSE database and Police2Peer.

INHOPE's impact.

INHOPE's impact in police efforts to expediate the rescue of Emma (AviaTor).

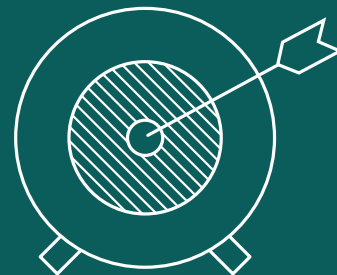
This global issue is receiving a global response, with Joanna Rubinstein, CEO of World Childhood Foundation USA, who delivered the "Out of the Shadows" report, emphasizing the vital role that hotlines play in each region by elevating the issues and looking at just how prepared countries truly are.

The US Department of Justice echoed the issues we face, and the impact hotlines make and why they matter, before looking into what the future holds with technology like VR (virtual reality) Heptics and AI (artificial intelligence) and what this means for the challenges already faced.

As shown in the Out of the Shadows Index, many countries unfortunately do not have the societal involvement needed, which is why it's more important than ever that we communicate not only what is happening, but what we are doing to fight this epidemic. As an association of hotlines, we know we need to prevent further distribution, but we need all citizens, global leaders, businesses and global brands to know they too have a role to play.







CHAPTER 06

Projects

INHOPE activities and the operation of ICCAM are funded by the European Commission under the Connecting Europe Facility as part of the Better Internet for Kids programme.



PROJECTS

Better Internet for Kids

Capacity building of hotlines is at the core of our work. The Better Internet for Kids programme helps us do exactly that.

Building on a succession of Safer Internet programmes, Better Internet for Kids (BIK) is a European Commission-funded initiative aiming to create a better internet for Europe's children and youth. In 2018 the BIK initiative was in its second phase under the Connecting Europe Facility (CEF) funding instrument, and it entered its Third Phase in April 2019. BIK is managed on behalf of the European Commission by European Schoolnet (EUN), which coordinates the Insafe network of awareness centres, helplines and youth panels, in partnership with INHOPE which coordinates the network of hotlines. These combined elements are commonly referred to as Safer Internet Centres (SICs), operating in all European Member States, Iceland and Norway in the drive to keep children and all people safe online.

Jointly, Insafe and INHOPE support SICs in various ways. First and foremost, capacity building is one of the primary activities of these two networks. This is done through the bi-annual Training Meetings where INHOPE's hotlines meet to hear the latest trends and developments in the fight against CSAM online, as well as to exchange knowledge and best practices. During these meetings, INHOPE hotline members from around the world join for a three-day full programme. In 2018, besides presentations by experts in the field, 30 new

analysts had the opportunity to follow Core Training provided by INHOPE's Training Manager. All hotline members also take part in INHOPE's various task groups, such as the Data & Stats Task Group, Network Expansion Task Group and Excellent Hotline Services Task Group. In 2018 INHOPE held two Hotline Training Meetings. The first meeting took place in February at INTERPOL's Headquarters in Lyon, France and the second one in June in Heraklion, Crete hosted by the Greek hotline Safeline. Over 70 representatives from member hotlines, partner organisations, law enforcement experts in the field and partners participated in both meetings.

As part of this project, resources are also provided to hotlines to build their capacity further in the form of best practice papers. In 2018 INHOPE updated its Best Practice Papers on Staff Welfare and Exchange of Reports.

INHOPE ensures that hotlines follow good quality standards and practices. This is done through a Quality Assurance Programme consisting of an operational, technical and staff welfare review. In 2018, INHOPE conducted 18 visits to European hotlines. During these visits, an evaluation of the Quality Assurance Programme also took place, which resulted in a Recommendation Report, and the programme was accordingly improved in the first half of 2019. Ten more Quality Assurance Reviews will be conducted as part of BIK Third Phase (2019-2021).

Secure Platform for exchange of CSAM – ICCAM

An effective fight against CSAM online demands a secure and swift exchange of illegal material between 40 jurisdictions. Our system ICCAM does exactly that.

INHOPE has been supported by the European Commission for more than a decade now in providing a secure platform for the exchange of CSAM among hotlines worldwide. Under the Connecting Europe Facility funding instrument, INHOPE is operating and maintaining the ICCAM platform together with its technical partner, ZiuZ Forensics, and INTERPOL. ICCAM was used by 44 hotlines in 2018, who input CSAM into the system, which sends every illegal image and video to the International Child Sexual Exploitation (ICSE) database of INTERPOL.

The exchange of illegal material between more than 40 jurisdictions demands a clear legal agreement and compliance to data protection regulations. For this purpose, INHOPE hotlines who use ICCAM developed an ICCAM Participation Agreement throughout 2018 which was signed by 45 hotlines in 42 countries.

As part of ICCAM's maintenance, in 2018 INHOPE engaged with ICCAM users to identify and prioritise a list of system improvements. These improvements have been implemented in new releases of ICCAM every six weeks. In 2018 and early 2019, there were eight new releases of ICCAM, including a major improvement in the work-flow of the system. As part of this project, INHOPE and ZiuZ mirrored the communication equipment of the system by doubling the hardware and virtualising the current servers. These efforts ensure that a failure of the system will not cause any disturbances to the work of the analysts and the system can be recovered swiftly.

Besides improving the system, INHOPE ensures that hotline analysts are trained in using the system and assessing material. This includes training on how to assess CSAM, provided by INHOPE's Training Manager and INTERPOL Criminal Intelligence Officers at INTERPOL's European Headquarters in Lyon, France. In 2018, 35 new hotline analysts followed Content Assessment Training and 17 in early 2019.

AviaTor

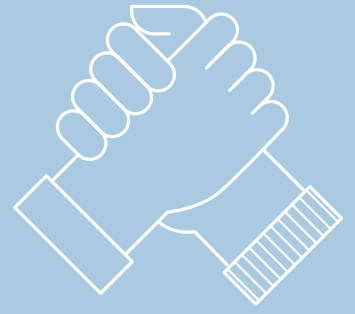
Hotlines are part of a large chain of institutions and bodies involved in the fight against CSAM. Ensuring swift and concise intelligence exchange among these stakeholders is key to identifying and saving victims. The large increase of material every year requires the use of prioritisation tools to swiftly identify children in real danger. The tool AviaTor was designed with this purpose in mind.

Law enforcement agencies receive a rapidly growing number of reports on child sexual abuse material found on the Internet. These reports, originating from the industry, the public and NGOs, are labour-intensive to process. The AviaTor project, funded by the European Union's Internal Security Fund – Police, aims at

developing automation and intelligence tools to greatly reduce the time spend by LEAs assessing and prioritising these reports. These tools combine artificial intelligence techniques used to investigate the content of imagery, with the capability to carry out targeted online research for open source intelligence. More effective police time and an increase in capacity means more cases handled, more victims rescued, and more offenders caught, creating a safer (European) society that is better able to protect its most vulnerable citizens.

INHOPE is a partner in the AviaTor project, together with ZiuZ Forensics, Web IQ, the German Research Centre for Artificial Intelligence, the National Police of the Netherlands and the Belgian Federal Police.





CHAPTER 07

Key to Success - Partners

INHOPE works with partners who also believe in our mission to combat Child Sexual Abuse Material online by growing and supporting our global network of hotlines using a multi stakeholder approach.

PARTNERS

Our Partnerships

Over the past 20 years INHOPE has built many partnerships with other NGOs, Law Enforcement Agencies, tech companies, and corporate sponsors. Support from our partners includes monetary contributions, technology, subject matter expertise and Advisory Board support. Our partnerships enable and strengthen the hotline-corporate relationship to protect the public as well as victims of online abuse by issuing notices for rapid removal of confirmed CSAM. INHOPE's partners from government and institutional agencies include: UNICEF, INTERPOL, EUROPOL, International Telecommunications Union, ECPAT, International Centre for Missing and Exploited Children - ICMEC, Child Helpline International, Virtual Global Task Force, European Financial Coalition, the Tech Coalition and Council of Europe.

For well over a decade now, European Schoolnet and INHOPE have played a leading role in the coordination side of European Commission-funded safer/better internet activities. Since 1999, the Safer Internet Programme has provided a solid backdrop for national and EU-wide actions to make the internet safer by protecting and educating children and young people online. The Safer Internet Digital Service Infrastructure (DSI), funded under the Connecting Europe Facility (CEF)

in Telecom, has since replaced it as the main funding instrument for implementing the European Commission's Better Internet for Kids strategy.

Insafe (European Schoolnet) and INHOPE have been working together through a network of Safer Internet Centres (SICs) across Europe, typically comprising of an awareness centre, helpline, hotline and youth panel. The central aim of the Insafe and INHOPE networks within their awareness-raising and child-protection mission has always been to maintain an evidence-based approach with their sights firmly fixed on the future to ensure that emerging challenges are tackled proactively.

Hotlines also need the ability to work with Law Enforcement Agencies, which is where INTERPOL comes in. INTERPOL's role is to enable police around the world to work together. With their high-tech infrastructure of technical and operational support, they help meet the growing challenges of fighting crime in the 21st century. INHOPE members also help law enforcement save time by ensuring only relevant reports are referred to national and international law enforcement, so that efforts can be concentrated on investigating confirmed cases of CSAM and working to identify and rescue victims.



ZiuZ is a visual intelligence specialist developing technological solutions to help solve societal problems around the globe. ZiuZ Forensics and INHOPE have a long-standing partnership in operating and maintaining ICCAM with the support of the European Commission.

"I fully support INHOPE in its mission to eliminate online child sexual abuse material. It is vital that INHOPE is supported and resourced by the technology industry and any business that has any online presence today, to fully develop the potential of the network." - Troels Oerting, Head, World Economic Forum Centre for Cybersecurity

An INHOPE Corporate Sponsor supports the general sustenance of all aspects of the INHOPE network that enhances the everyday work of more than 200 analysts in 41 countries worldwide.



Supporting INHOPE enables your company to do the following:

Showcase the active steps taken by Industry to protect children and consumers.

Demonstrate the effectiveness of the self-regulatory model in tackling online CSAM.

Mobilise support for one of the most pressing social issues of the digital age, addressing online child sexual abuse, reducing re-victimisation, and enabling digital citizens to surf safely and take responsibility for protecting children on the Internet.

Achieve CSR objectives.

Support the lobbying of robust and consistent standards, quality and legislation across borders.

Motivate employees:

As a Partner of INHOPE you can demonstrate that your organisation takes corporate social responsibility very seriously, becoming an integral part of tackling CSAM and ultimately creating an online environment where everyone (but especially children) can use the internet for positive purposes.



CHAPTER 08

Governance & Finance

INHOPE is accountable to its members, and as such its governance exercises responsible resource and financial management, aiming to be as transparent as possible.

Governance

INHOPE is a members' organisation, run for its members by its members. INHOPE is governed by Articles of Association and Rules and Regulations. The original Dutch version of the Articles of Association (Deed 25th May 2018) may be viewed on our website. Member hotlines have to comply with a Code of Practice. Members vote to elect a President who leads an elected Executive Committee, also known as the Board. The Board is charged with the management and administration of the Association. The Board currently consists of six people.

Based in Amsterdam, the Netherlands, the INHOPE Secretariat is responsible for conducting the day-to-day business of the Association and is accountable to the INHOPE Board. INHOPE also has an Advisory Board made up of representatives of relevant stakeholder organisations.

The INHOPE Secretariat is led by its Executive Director Denton Howard.

INTRODUCING

The Board

Fred Langford INHOPE President

Fred Langford (IWF, U.K.) is an experienced President, Chartered Director and Senior Executive with a demonstrated history of working in the information technology particularly internet, governance, digital, information/cyber security and self-regulation.



Ana Niculescu INHOPE Vice-President

Ana Niculescu (ISPAI, Ireland) is Chief Executive of a not for profit organisation delivering the Hotline.ie Service – the Irish reporting mechanism where the public may anonymously, confidentially and securely report suspected child sexual abuse and exploitation online. Ana joined ISPAI in 2013 and has extensive knowledge in areas such as child protection, public affairs, marketing and media relations.



Meltini Christodoulaki

INHOPE Treasurer

Meltini Christodoulaki (SafeLine, Greece) has worked for 12 years at SafeLine (the Greek Hotline against illegal internet content). As SafeLine's Communications Liaison, she has participated in many workshops, seminars, TV and radio shows.



Carolina Piñeros

INHOPE Board Member with Foundation Portfolio INHOPE & Foundation President

Carolina Piñeros (Te Protejo, Colombia) is the co-founder and Executive Director of Red PaPaz (an NGO that advocates for the protection of children and adolescents' rights in Colombia). Prior to Red PaPaz, she worked on several projects and activities focused on human development and social promotion.



Peter-Paul Urlaub

eco - Association of the Internet Industry, Germany

Peter-Paul Urlaub (eco - Association of the Internet Industry, Germany) is responsible for ISP relations at eco's hotline, improving Notice and Takedown and attending competence groups with the ISPs. Since 2015, he has been active with INHOPE activities and chairs the Data, Stats and Technology task group.



Sean Lyons

Netsafe, New Zealand

Sean Lyons (Netsafe, New Zealand) is currently the Director of Technology & Partnerships at Netsafe, New Zealand's principle online safety agency. He currently leads Netsafe's work on child sexual abuse online.



INTRODUCING

Advisory Board

Vic Baines is a research fellow at the Oxford Internet Institute.

Jason Barry joined the Legal team at Facebook in April 2014.

Jacqueline Beauchere is the Global Digital Safety Advocate, Customer Security & Trust, Corporate, External & Legal Affairs at Microsoft.

John Carr is a long-standing supporter and of the INHOPE network and a trusted authority on child Internet safety around the globe.

Brooke Freeman Istook is Director of Strategy and Operations at Thorn, Digital Defenders of Children, a US-based technology NGO that fights human trafficking.

Del Harvey is the VP of Trust & Safety at Twitter.

Claire Lilley is a Policy Specialist at Google, with global responsibility for child abuse and exploitation policies across Google products.

Fernando Ruiz Perez is the Head of Operations in the European Cybercrime Centre (EC3) at Europol.

Lynette T. Owens is the founder and Global Director of Trend Micro's Internet Safety for Kids and Families (ISKF) program.

Uri Sadeh is the Coordinator of the Crimes against Children team at the INTERPOL General Secretariat.

INSIGHT

Finance

Full copy of audit report is available on the inhope.org website.

1 Balance sheet as at December 31, 2018

Assets (after profit appropriation)	Dec, 31 2018	
	€	€
Non-current assets		
Property, plant and equipment	640	
Financial fixed assets	-	
Current assets		
Receivables		
Trade receivables	19,269	
Receivables from EC	-	
Tax receivables	33,888	
Prepayment & other receivables	35,311	
		88,468
Cash & Bank		602,818
Total		691,926

Equity and Liabilities

(after profit appropriation)	Dec, 31 2018	
	€	€
Equity		
Reserves	406,925	
Restricted fund reserve	9,034	
		415,959
Current liabilities		
Trade payables	6,413	
Taxes payable & social security contributions payable	32,255	
Other payable & deferred expenses	237,299	
		275,967
Total		691,926

IN DETAIL

Terminology

CSAM

stands for Child Sexual Abuse Material.

ICCAM

INHOPE's secure software solution to collect, exchange and categorise reports of child sexual abuse material. ICCAM is used by INHOPE hotlines in different jurisdictions (countries) and INTERPOL. The name ICCAM is derived from the phrase "I see Child Abuse Material."

A 'Report'

(referring to a report to a hotline) is a URL that has been reported to a hotline by a member of the public or industry that contains potentially illegal images or videos. One report can contain an unlimited number of images and videos. Often a single report can have a thousand CSAM items.

Forwarded ICCAM Reports

when a hotline receives a report from the public or industry, an analyst reviews the report to determine whether it is illegal. If deemed to be illegal CSAM, the analyst traces its hosting location and then instantly forwards the URL to the hotline in the hosting country. The forwarding takes place within ICCAM (INHOPE's secure platform).

Assessed images & videos

in order to determine the illegality of images and videos on a particular URL, an analyst must review the content visible on the reported URL. Assessed images and videos refers to all.

'Illegal images & videos'

refers only to content that has been classified as illegal by an INHOPE member hotline.

Notice and Takedown (NTD)

is the time from when a hotline receives a report to the time a hotline reports it to Law Enforcement Agencies (LEA), Internet Service Providers (ISP) and ultimately that the instance of the content is removed from the internet

Content (CSAM) removed

is the time stamp recorded on ICCAM when a hotline confirms that the instance of the image and/or video has been removed from the internet.

ISP

stands for Internet Service Provider. This also refers to ESP's (Electronic Service Providers)

LEA

stands for Law Enforcement Agency

Child Pornography

the term "child pornography" fails to describe the true nature of the material and undermines the seriousness of the abuse from the child's perspective. Instead of pornography - sexually arousing material - the images and videos should be seen as evidence depicting children being victims of serious crimes and in desperate need of help. Terms like "child sexual abuse images or material" should be used instead of "child

pornography,” as these articulate more accurately the real nature of the material.

Child trafficking/child sex tourism

The United Nations defines child sex tourism as “tourism organized with the primary purpose of facilitating the effecting of a commercial-sexual relationship with a child.” In addition, child sex tourism may include “the opportunistic use of prostituted children in regions while traveling on business or for other purposes.” Child sex tourism (CST) is a type of commercial sexual exploitation of children, along with child prostitution, pornography, and sex trafficking. CST is a lucrative and ubiquitous practice affecting an estimated 2 million children worldwide, every year. According to ECPAT (End Child Prostitution, Child Pornography and the Trafficking of Children for Sexual Purposes), child sex tourism is especially prevalent in Asia, and Central and South America.

Online grooming

the process carried out by offenders befriending a child with a view to sexually abuse them. It consists of creating trust, conditions and a relationship with the child, but also with other people influencing and protecting the child, and sometimes even more broadly with the whole community that enables the abuse to take place whilst minimising the risk of being exposed or anyone understanding the serious nature of what is going on. Grooming usually precedes sexual abuse whether it takes place online or offline but new technologies provide offenders with easy access to children and enlarge the possibilities for manipulative interaction through interactive channels like social networking platforms, chat, interactive games etc. allowing free access to children.

Sexting

the term used to describe the sending of sexually suggestive or explicit messages or photographs, typically via mobile phone. While normally consensual in the first instance, sadly many images end up widely circulated or posted online, especially when relationships end. Images or videos that might be produced while “sexting” may be of a category that is treated as illegal. As with all cases of possession, production and distribution of illegal material could lead to prosecution.

Hate speech

a statement intended to demean and brutalise another, or the use of cruel and derogatory language on the basis of real or alleged membership in a social group. This includes racism and xenophobia. Racist websites that are considered illegal are mainly those that urge people to act against other people of specific race, colour, ethnicity or nationality. Xenophobic websites that are considered illegal are also those that urge people to act against people of different ethnic, national or social group than one’s own.



CHAPTER 9

Member Hotlines

Internet hotlines play a crucial role in a wider response ecosystem. They provide structured and accountable mechanisms at a national level to respond to public reports of CSAM and online child sexual exploitation and abuse.

They exchange crucial information through the global INHOPE network of hotlines to ensure that confirmed CSAM content can be removed from public access.

AUSTRALIA

Cyber Report Hotline

Operated by

The Office of the eSafety Commissioner

Country Demographics

Population (World Bank, 2018): 24,992,370

Mobile Subscribers (ITU, 2018): 28,279,000

% of individuals using the internet (ITU, 2017): 86.55%

Age of Consent (2019): 16

Hotline Information

Date of Establishment: 2000

Member of INHOPE: 2016

Website: <https://www.esafety.gov.au>

Type of hotline: Government

No. of Analysts (2019): 6

Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Child Grooming Activities
- Adult Pornography (Accessible to Children)
- Extreme Adult Content
- Racism and Xenophobia
- Promoting Violence Against Individuals
- Terrorism
- Drugs

AUSTRIA

Stopline Hotline

Operated by

Internet Service Providers Austria - ISPA

Country Demographics

Population (World Bank, 2018): 8,847,040

Mobile Subscribers (ITU, 2018): 10,984,000

% of individuals using the internet (ITU, 2018): 87.71%

Age of Consent (2019): 14

Hotline Information

Date of Establishment: 1998

Member of INHOPE: Since 1999 (founding member)

Website: <https://www.stopline.at>

Type of hotline: Association of Internet Service Providers

No. of Analysts (2019): 2

Safer Internet Centre

The Stopline Hotline is part of the Austrian Safer Internet Centre, with ISPA, Saferinternet.at and 147 Rat auf Draht.

Types of Reports

- Child Sexual Abuse Material
- National Socialism



BELGIUM

Child Focus

Operated by
Child Focus

Country Demographics

Population (World Bank, 2018): 11,422,070

Mobile Subscribers (ITU, 2018): 11,877,030

% of individuals using the internet (ITU, 2018): 88.86%

Age of Consent (2019): 16

Hotline Information

Date of Establishment: 1998

Member of INHOPE: Since 2002

Website: <http://childfocus.be/en/child-pornography>

Type of hotline: Non-profit organisation

No. of Analysts (2019): 3

Safer Internet Centre

Child Focus is part of the Belgium Safer Internet Centre as an all-in-one organisation operating the hotline, helpline and the awareness centre.

Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Child Nudism
- Child Grooming Activities
- Trafficking
- Child Sex Tourism
- Adult Porn Accessible to Children

BOSNIA AND HERZEGOVINA

Sigurno Dijete

Operated by
International Forum of Solidarity – EMMAUS

Country Demographics

Population (World Bank, 2018): 3,323,930

Mobile Subscribers (ITU, 2018): 3,461,058

% of individuals using the internet (ITU, 2018): 70,12%

Age of Consent (2019): 14

Hotline Information

Date of Establishment: 2010

Member of INHOPE: Since: 2010 (2012 full member)

Website: <https://www.sigurnodijete.ba>

Type of hotline: Non-profit organisation

No. of Analysts (2019): 1

Types of Reports

- Child abuse
- Online child sexual abuse material
- Inappropriate online communication
- Child trafficking cases



BRASIL

Safenet

Operated by
Safenet Brasil

Country Demographics

Population (World Bank, 2018): 209,469,330

Mobile Subscribers (ITU, 2018): 207,046,810

% of individuals using the internet (ITU, 2017): 67,47%

Age of Consent (2019): 14

Hotline Information

Date of Establishment: 2005

Member of INHOPE: 2014

Website: <https://www.safenet.org.br>

Type of hotline: Non-profit organisation

No. of Analysts (2019): 5

Types of Reports

- Child Sexual Abuse Material
- Racism
- Xenophobia
- Neo-nacism
- Homophobia
- Human Traffic
- Misogyny
- Suicide and self-harm

BULGARIA

Safenet Hotline

Operated by
ARC Fund

Country Demographics

Population (World Bank, 2018): 7,024,220

Mobile Subscribers (ITU, 2018): 8,329,152

% of individuals using the internet (ITU, 2018): 64,78%

Age of Consent (2019): 14

Hotline Information

Date of Establishment: 2006

Member of INHOPE: Since 2006

Website: <https://www.safenet.bg>

Type of hotline: Non-profit organisation

No. of Analysts (2019): 3

Safer Internet Centre

The Safenet Hotline is part of the Bulgarian Safer Internet Centre, with the Applied Research and Communications Fund and the Association Roditeli.

Types of Reports

- Child Sexual Abuse Material
- Adult Porn Accessible to Children
- Inappropriate Child Related Images
- Adult Pornography easily accessible to children
- Child Nudism
- Extreme Adult Content
- Child Grooming Activities
- Racism and Xenophobia
- Child Erotica
- Trafficking & Child Sex Tourism
- Promoting Violence Against Individuals
- Terrorism and Drugs



safenet.bg

CANADA

Cybertip.ca

Operated by

Canadian Centre for Child Protection

Country Demographics

Population (World Bank, 2018): 37,058,860

Mobile Subscribers (ITU, 2018): 33,082,000

% of individuals using the internet (ITU, 2017): 91%

Age of Consent (2019): 16

Hotline Information

Date of Establishment: 2002

Member of INHOPE: Since 2005

Website: <https://www.cybertip.ca>

Type of hotline: Non-profit organisation

No. of Analysts(2019): 11

Types of Reports

- o Child Sexual Abuse Material
- o Online luring
- o Child exploitation through prostitution
- o Travelling to sexually exploit children
- o Child trafficking
- o Making sexually explicit material available to a child
- o Agreement or arrangement with another person to commit a sexual offence against a child
- o Non-Consensual Distribution of Intimate Images (of an individual under 18 years of age)

COLOMBIA

Te Protejo

Operated by

Red Papaz – Red de Padres y Madres

Country Demographics

Population (World Bank, 2018): 49,648,680

Mobile Subscribers (ITU, 2018): 64,513,977

% of individuals using the internet (ITU, 2017): 62,26%

Age of Consent(2019): 14

Hotline Information

Date of Establishment: 2012

Member of INHOPE: Since 2016

Website: teprotejo.org

Type of hotline: Non-profit organisation

No. of Analysts (2019): 3

Types of Reports

- o Child Sexual Abuse Material
- o Commercial sexual exploitation
- o Cyber bullying
- o Inappropriate content
- o Tobacco, alcohol and drug sales to minors
- o Child abuse, exploitation and labour

CROATIA

Centar za Nestalu i Zlostavljanu Djecu

Operated by

CNZD – Centar za Nestalu i Zlostavljanu Djecu

Country Demographics

Population (World Bank, 2018): 4,089,400

Mobile Subscribers (ITU, 2018): 4,388,476

% of individuals using the internet (ITU, 2018): 72,69%

Age of Consent (2019): 15

Hotline Information

Date of Establishment: 2005

Member of INHOPE: 2013

Website: <https://cnzd.org>

Type of hotline: Non-profit organisation

No. of Analysts (2019): 3

Safer Internet Centre

The Centar za Nestalu i Zlostavljanu Djecu is part of the Croatian Safer Internet Centre as an all-in-one organisation operating the hotline, helpline and the awareness centre.

Types of Reports

- o Child Sexual Abuse Material
- o Inappropriate Child Related Images
- o Child Nudism
- o Child Grooming Activities
- o Child Erotica
- o Promoting Violence Against Individuals
- o Adult Porn Accessible to Children
- o Adult Pornography
- o Extreme Adult Content
- o Racism and Xenophobia
- o Trafficking & Child Sex Tourism



Centar za nestalu
i zlostavljanu djecu

CYPRUS

Cybersafety

Operated by

Cyprus Institute of Education, Ministry of Education and Culture

Country Demographics

Population (World Bank, 2018): 1,189,270

Mobile Subscribers (ITU, 2018): 1,200,378

% of individuals using the internet (ITU, 2018): 84,43%

Age of Consent (2019): 18

Hotline Information

Date of Establishment: May 2017

Member of INHOPE: Since January 2019

Website: www.cybersafety.cy

Type of hotline: Government

No. of Analysts (2019): 1

Safer Internet Centre

The Cyprus Institute of Education, part of the Ministry of Education and Culture is part of the Cyprus Safer Internet Centre together with Office of the Commissioner for Electronic Communications and Postal Regulation, University of Cyprus, Pancyprrian School for Parents, Office for Combating Cybercrime, Cyprus Police, Cyprus Telecommunications Authority and MTN Cyprus Ltd.

Types of Reports

- o Child Sexual Abuse Material
- o Hacking
- o Network Hijacking
- o Cyber Fraud
- o Hate Speech



CZECH REPUBLIC

Stoponline.cz

Operated by
CZ.NIC

Country Demographics

Population (World Bank, 2018): 10,625,690

Mobile Subscribers (ITU, 2018): 12,710,702

% of individuals using the internet (ITU, 2018): 80,69%

Age of Consent (2019): 15

Hotline Information

Date of Establishment: 1998

Member of INHOPE: Since 2018

Website: <https://www.stoponline.cz>

Type of hotline: Domain registry

No. of Analysts (2019): 2

Safer Internet Centre

CZ.NIC is part of the Czech Safer Internet Centre together with NCBI.

Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Child Nudism
- Child Grooming Activities
- Trafficking
- Child Sex Tourism
- Adult Porn Accessible to Children
- Adult Pornography
- Extreme Adult Content
- Drugs
- Child pornography
- Racism and xenophobia

DENMARK

Report It (AnmeldDet)

Operated by
Save The Children Denmark (Red Barnet)

Country Demographics

Population (World Bank, 2018): 5,797,450

Mobile Subscribers (ITU, 2018): 7,197,000

% of individuals using the internet (ITU, 2018): 97,64%

Age of Consent (2019): 15

Hotline Information

Date of Establishment: 1998

Member of INHOPE: Since 2001

Website: <https://redbarnet.dk>

Type of hotline: Non-profit organisation

No. of Analysts (2019): 4

Safer Internet Centre

Report It Hotline, Save the Children Denmark is part of the Danish Safer Internet Centre, with the Media Council and Cyberhus.

Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Child Grooming Activities



Red Barnet

Save the Children Denmark

ESTONIA

Vihjeliin

Operated by

Estonian Union for Child Welfare

Country Demographics

Population (World Bank, 2018): 1,320,880

Mobile Subscribers (ITU, 2018): 1,924,034

% of individuals using the internet (ITU, 2018): 89,36%

Age of Consent (2019): 14

Hotline Information

Date of Establishment: 2011

Member of INHOPE: Since 2011

Website: <http://vihjeliin.targaltinternetis.ee/en>

Type of hotline: Non-profit organisation

No. of Analysts (2019): 2

Safer Internet Centre

The Vihjeliin hotline is part of the Estonian Safer Internet Centre, with the Information Technology Foundation for Education, the Estonian Social Insurance Board and the Estonian Police and Border Guard.

Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Trafficking
- Adult Porn Accessible to Children

FINLAND

Nettivihje

Operated by

Save The Children Finland

Country Demographics

Population (World Bank, 2018): 5,518,050

Mobile Subscribers (ITU, 2018): 7,300,000

% of individuals using the internet (ITU, 2018): 88,89%

Age of Consent (2019): 16

Hotline Information

Date of Establishment: 2002

Member of INHOPE: Since 2002

Website: www.nettivihje.fi

Type of hotline: Non-profit organisation

No. of Analysts (2019): 4

Safer Internet Centre

The Nettivihje hotline is part of the Finnish Safer Internet Centre, together with National Audiovisual Institute and The Mannerheim League for Child Welfare.

Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Child Nudism
- Child Grooming Activities
- Trafficking
- Child Sex Tourism
- Adult Porn Accessible to Children
- Child rights and safety, cooperation with companies
- Live Streaming of Child Sexual Abuse in real-time
- Sextortion, extortion by suggestive or nude photos taken by the child him- or herself



Pelastakaa Lapset - Rädda Barnen
Save the Children

FRANCE

Point de Contact

Operated by

Point de Contact

Country Demographics

Population (World Bank, 2018): 66,987,240

Mobile Subscribers (ITU, 2018): 70,455,000

% of individuals using the internet (ITU, 2018): 82,04%

Age of Consent (2019): 15

Hotline Information

Date of Establishment: 1998

Member of INHOPE: Since 1999 (founding member)

Website: <https://www.pointdecontact.net>

Type of hotline: Association of Internet Service Providers

No. of Analysts (2019): 3

Safer Internet Centre

Point de Contact is part of the French Safer Internet Centre, together with Internet Sans Crainte and Net Ecoute.

Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Child Grooming Activities
- Adult Porn Accessible to Children
- Racism and Xenophobia
- Terrorism
- Praise of War Crimes/Crimes Against Humanity
- Sexual harassment
- Incitement to Suicide
- Promoting Violence Against an Individual

GERMANY

eco

Operated by

eco – Verband der Internetwirtschaft e.V.

Country Demographics

Population (World Bank, 2018): 82,927,920

Mobile Subscribers (ITU, 2018): 107,500,000

% of individuals using the internet (ITU, 2018): 89,74%

Age of Consent (2019): 14

Hotline Information

Date of Establishment: 1996

Member of INHOPE: Since 1999 (founding member)

Website: <https://www.eco.de>

Type of hotline: Association of Industry Service Providers

No. of Analysts (2019): 5

Safer Internet Centre

eco is part of the Germany Safer Internet Centre together with the Klicksafe awareness centre, the Nummer gegen Kummer helpline, and the hotlines www.internet-Beschwerdestelle.de, which is operated by eco and FSM, and the hotline jugendschutz.net.

Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Child Grooming Activities
- Adult Porn Accessible to Children
- Extreme Adult Content
- Racism and Xenophobia
- Promoting Violence Against Individuals
- Other content harmful to minors
- UCE



FSM

Operated by

FSM – Freiwillige Selbstkontrolle
Multimedia-Diensteanbieter

Country Demographics

Population (World Bank, 2018): 82,927,920

Mobile Subscribers (ITU, 2018): 107,500,000

% of individuals using the internet (ITU, 2018): 89,74%

Age of Consent (2019): 14

Hotline Information

Date of Establishment: 1997

Member of INHOPE: 1999 (founding member)

Website: www.fsm.de

Type of hotline: Self-Regulatory Organisation for
Multimedia Services

No. of Analysts (2019): 3

Safer Internet Centre

FSM is part of the Germany Safer Internet Centre together with the Klicksafe awareness centre, the Nummer gegen Kummer helpline, and the hotlines www.internet-Beschwerdestelle.de, which is run by eco and FSM, and the hotline jugendschutz.net.

Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Child Grooming Activities
- Adult Porn Accessible to Children
- Adult Pornography
- Extreme Adult Content
- Zoophilia
- Racism and Xenophobia
- Content against the human dignity
- Promoting Violence Against Individuals
- other content harmful to minors

jugendschutz

Operated by

jugendschutz

Country Demographics

Population (World Bank, 2018): 82,927,920

Mobile Subscribers (ITU, 2018): 107,500,000

% of individuals using the internet (ITU, 2018): 89,74%

Age of Consent (2019): 14

Hotline Information

Date of Establishment: 1997

Member of INHOPE: Since 1999 (founding member)

Website: www.jugendschutz.net/hotline

Type of hotline: Government

No. of Analysts (2019): 5

Safer Internet Centre

jugendschutz.net is part of the Germany Safer Internet Centre with klicksafe, Nummer gegen Kummer, and internet-beschwerdestelle.de (run by eco and FSM).

Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Child Grooming Activities
- Adult Porn Accessible to Children
- Adult Pornography
- Extreme Adult Content
- Racism and Xenophobia
- Political extremism
- Promoting Violence Against Individuals
- Self-harm behaviour
- Drugs

GREECE

SafeLine

Operated by

Institute of Computer Science, Foundation for Research and Technology-Hellas (FORTH)

Country Demographics

Population (World Bank, 2018): 10,727,670

Mobile Subscribers (ITU, 2018): 12,170,757

% of individuals using the internet (ITU, 2018): 72,95%

Age of Consent (2019): 15

Hotline Information

Date of Establishment: 2003

Member of INHOPE: Since October 2015

Website: www.safeline.gr

Type of hotline: Association of Internet Service

Providers/Government

No. of Analysts (2019): 2

Safer Internet Centre

SafeLine is part of the Greece Safer Internet Centre. The Institute of Computer Science, Foundation for Research and Technology-Hellas (FORTH) operates as an all-in-one organisation operating the hotline, helpline and awareness raising centre.

Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Image
- Child Nudism
- Child Grooming Activities
- Trafficking
- Child Sex Tourism
- Racism and Xenophobia
- Promoting Violence Against Individuals
- Terrorism
- Drugs
- Economic Crime
- Identity Theft
- Personal Data Violation



HUNGARY

Biztonságosinternet

Operated by

International Children's Safety Service (ICSS)

Country Demographics

Population (World Bank, 2018): 9,768, 780

Mobile Subscribers (ITU, 2018): 10,041,939

% of individuals using the internet (ITU, 2018): 76,07 %

Age of Consent(2019): 14

Hotline Information

Date of Establishment: 2019

Member of INHOPE: 2019

Website: biztonsagosinternet.hu

Type of hotline: Non-profit organisation

No. of Analysts (2019): 1

Safer Internet Centre

The Biztonságosinternet hotline, operated by the International Children's Safety Services (who also operates the awareness raising centre) is part of the Hungarian Safer Internet Centre, together with Kek Vonal Child Crisis Foundation who operates the helpline.

Types of Reports

- Child Sexual Abuse Material
- Cyberbullying
- Racism and xenophobia
- Violent and offensive contents
- Enticement for drug consumption
- Content made accessible without permission
- Other harmful contents



HUNGARY

Internet Hotline

Operated by

National Media and Info-communications Authority

Country Demographics

Population (World Bank, 2018): 9,768, 780

Mobile Subscribers (ITU, 2018): 10,041,939

% of individuals using the internet (ITU, 2018): 76,07 %

Age of Consent(2019): 14

Hotline Information

Date of Establishment: 2011

Member of INHOPE: Since 2012

Website: <http://english.nmhh.hu/internethotline>

Type of hotline: Government

No. of Analysts (2019): 2

Types of Reports

- Child Sexual Abuse Material
- Content Made Accessible without Permission
- Online Harassment
- Racism and Xenophobia
- Content Promoting Violence
- Content Inciting Acts of Terrorism, Promoting or Contributing to Terrorism
- Content Promoting Drug Use
- Data Phishing Sites, Content Infected with Viruses, Spyware or Worms
- Other Content that maybe Harmful to Minors

ICELAND

Barnaheill

Operated by

Save the Children Iceland

Country Demographics

Population (World Bank, 2018): 353,570

Mobile Subscribers (ITU, 2018): 424,720

% of individuals using the internet (ITU, 2018): 99,01%

Age of Consent (2019): 15

Hotline Information

Date of Establishment: 2001

Member of INHOPE: Since 2001

Website: <https://www.barnaheill.is>

Type of hotline: Non-profit organisation

No. of Analysts (2019): 0

Safer Internet Centre

Barnaheill is part of the Iceland Safer Internet Centre together with Home and School and The Red Cross in Iceland.

Types of Reports

- Child Sexual Abuse Material
- Other types of child abuse and violence
- Threats to children
- Child Grooming Activities
- Bullying
- Drugs offered to children
- Alcohol offered to children
- Trafficking
- Prostitution
- Child Sex Tourism
- Adult Porn Accessible to Children
- Racism and Xenophobia
- Hate speech



Barnaheill
Save the Children Iceland

IRELAND

Hotline.ie

Operated by
ISPAI

Country Demographics

Population (World Bank, 2018): 4,853,510

Mobile Subscribers (ITU, 2018): 4,971,493

% of individuals using the internet (ITU, 2018): 84,52%

Age of Consent (2019): 17

Hotline Information

Date of Establishment: 1999

Member of INHOPE: Founding Member

Website: <https://www.hotline.ie>

Type of hotline: Non-profit organisation

No. of Analysts (2019): 3

Safer Internet Centre

ISPAI hotline.ie is part of the Irish Safer Internet Centre together with Webwise (Internet safety awareness hub), ISPCC Childline and NPC Helpline. The Irish SIC is coordinated and overseen by the Department of Justice and Equality.

Types of Reports

- Child Sexual Abuse Material
- Activities relating to Online Child Sexual Exploitation i.e. Child Grooming
- Child Sex Tourism
- Racism and Xenophobia
- Financial Scams (which purport to be Irish financial services or have originated in Ireland)

ITALY

Save the Children

Operated by
Save the Children

Country Demographics

Population (World Bank, 2018): 60,431,280

Mobile Subscribers (ITU, 2018): 83,342,486

% of individuals using the internet (ITU, 2018): 74,39%

Age of Consent (2019): 14

Hotline Information

Date of Establishment: 2001

Member of INHOPE: Since 2003

Website: www.stop-it.it

Type of hotline: Non-profit organisation

No. of Analysts: 0

Safer Internet Centre

Save the Children Italy is part of the Italian Safer Internet Centre together with Telefono Azzurro.

Types of Reports

- Child Sexual Abuse Material

ITALY

Telefono Azzurro

Operated by
Telefono Azzurro

Country Demographics

Population (World Bank, 2018): 60,431,280

Mobile Subscribers (ITU, 2018): 83,342,486

% of individuals using the internet (ITU, 2018): 74,39%

Age of Consent (2019): 14

Hotline Information

Date of Establishment: 1987

Member of INHOPE: Since 2006

Website: <https://www.english.azzurro.it>

Type of hotline: Non-profit organisation

No. of Analysts (2019): 0

Safer Internet Centre

Telefono Azzurro is part of the Italian Safer Internet Centre together with Save the Children Italy.

Types of Reports

- o Child Sexual Abuse Material
- o Child Erotica/inappropriate child images
- o Child Nudism
- o Child Grooming
- o Child Sexual Tourism and Trafficking
- o Racism and Xenophobia
- o Incitement to pedophilia
- o Incitement to violence
- o Pro-ana and pro-mia sites
- o Incitement to drugs
- o Hate speech
- o Cyberbullying

JAPAN

Internet Hotline Center

Operated by
Safer Internet Association (SIA)

Country Demographics

Population (World Bank, 2018): 126,529,100

Mobile Subscribers (ITU, 2018): 177,066,649

% of individuals using the internet (ITU, 2017): 84,59%

Age of Consent (2019): 13

Hotline Information

Date of Establishment: 2013

Member of INHOPE: Since 2016

Website: www.saferinternet.or.jp/english

Type of hotline: Non-Profit Organization

No. of Analysts (2019): 16

Types of Reports

- o Child Sexual Abuse Material
- o Child Nudism
- o Revenge Porn
- o Adult Pornography/Extreme Adult Content
- o Cyberbullying
- o Drugs
- o Prostitution
- o Bank Fraud
- o Phishing
- o Unauthorized Internet Access



LATVIA

Drossinternets

Operated by

Latvian Internet Association

Country Demographics

Population (World Bank, 2018): 1,926,540

Mobile Subscribers (ITU, 2018): 2,070,180

% of individuals using the internet (ITU, 2018): 83,58%

Age of Consent (2019): 16

Hotline Information

Date of Establishment: 2007

Member of INHOPE: Since 2009

Website: drossinternets.lv

Type of hotline: Association of Internet Service Providers

No. of Analysts (2019): 1

Safer Internet Centre

The Latvian Internet Association is part of the Latvian Safer Internet Centre as an all-in-one organisation operating the hotline, helpline and awareness raising centre.

Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Child Grooming Activities
- Trafficking
- Child Sex Tourism
- Adult Porn Accessible to Children
- Extreme Adult Content
- Racism and Xenophobia
- Promoting Violence Against Individuals



LITHUANIA

Svarus Internetas

Operated by

Communications Regulatory Authority of the Republic of Lithuania (RRT)

Country Demographics

Population (World Bank, 2018): 2,789,530

Mobile Subscribers (ITU, 2018): 4,601,889

% of individuals using the internet (ITU, 2018): 79.72 %

Age of Consent (2019): 16

Hotline Information

Date of Establishment: 2007

Member of INHOPE: Since 2008

Website: www.svarusinternetas.lt

Type of hotline: Government

No. of Analysts (2019): 1

Safer Internet Centre

RRT is part of the Lithuanian Safer Internet Centre, together with the Centre of Information Technologies in Education (CITE), Association "Langas į ateitį" (LIA) and Childline.

Types of Reports

- Child Sexual Abuse Material
- Inappropriate Child Related Images
- Child Nudism
- Child Grooming Activities
- Promoting Violence Against Individuals
- Adult Porn Accessible to Children
- Adult Pornography
- Extreme Adult Content
- Racism and Xenophobia
- Cyberbullying
- Drugs



LUXEMBOURG

BEE Secure Stopline

Operated by

Kanner-Jugendtelefon

Country Demographics

Population (World Bank, 2018): 607,730

Mobile Subscribers (ITU, 2018): 798,600

% of individuals using the internet (ITU, 2018): 97.06 %

Age of Consent (2019): 16

Hotline Information

Date of Establishment: 2003

Member of INHOPE: Since 2008

Website: stopline.bee-secure.lu

Type of hotline: Non-profit organisation

No. of Analysts (2019): 4

Safer Internet Centre

BEE SECURE Stopline is part of the Luxembourg Safer Internet Centre, together with Service National de la Jeunesse and securitymadein.lu.

Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Discrimination, Racism and Revisionism



MALTA

Be Smart Online

Operated by

Aġenzija Appoġġ

Country Demographics

Population (World Bank, 2018): 483, 530

Mobile Subscribers (ITU, 2018): 615,843

% of individuals using the internet (ITU, 2018): 81,40%

Age of Consent (2019): 16

Hotline Information

Date of Establishment: 2011

Member of INHOPE: Since 2012

Website: <https://fsws.gov.mt/en/onlineabuse/Pages/welcome-online-abuse.aspx>

Type of hotline: Government

No. of Analysts (2019): 2

Safer Internet Centre

Be Smart Online - Aġenzija Appoġġ part of the Malta Safer Internet Centre together with Tech.mt, Office of the Commissioner for Children, Directorate for Education and Cyber Crime Unit within the Malta Police Force.

Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Child Nudism
- Child Grooming Activities
- Cyber Bullying
- Online Harassment



THE NETHERLANDS

Meldpunt Kinderporno

Operated by

Expertisebureau Online Kindermisbruik (EOKM)

Country Demographics

Population (World Bank, 2018): 17,231,020

Mobile Subscribers (ITU, 2017): 20,532,000

% of individuals using the internet (ITU, 2018): 94,71%

Age of Consent (2019): 16

Hotline Information

Date of Establishment: 1997

Member of INHOPE: Since 1999 (founding member)

Website: <https://www.meldpunt-kinderporno.nl>

Type of hotline: Non-profit organisation

No. of Analysts (2019): 10

Safer Internet Centre

Meldpunt Kinderporno is part of the Dutch Safer Internet Centre, together with the ECP and Helpwanted.nl.

Types of Reports

- Child Sexual Abuse Material
- Child Sexual Exploitation Material
- Child Erotica/Inappropriate Child Related Images

NEW ZEALAND

NetSafe

Operated by

NetSafe

Country Demographics

Population (World Bank, 2018): 4,885,500

Mobile Subscribers (ITU, 2018): 6,400,000

% of individuals using the internet (ITU, 2017): 90,81%

Age of Consent (2019): 16

Hotline Information

Date of Establishment: 1998

Member of INHOPE: Since 2014

Website: <https://www.netsafe.org.nz>

Type of hotline: Non-profit organisation

No. of Analysts (2019): 4

Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Child Grooming Activities
- Adult Porn Accessible to Children
- Adult Pornography
- Extreme Adult Content
- Racism and Xenophobia
- Promoting Violence Against Individuals
- Any "Harmful Digital Communications" as defined under NZ legislation



POLAND

Dyzurnet.pl

Operated by
NASK

Country Demographics

Population (World Bank, 2018): 37,978,550

Mobile Subscribers (ITU, 2018): 51,098,747

% of individuals using the internet (ITU, 2018): 77,54%

Age of Consent (2019): 15

Hotline Information

Date of Establishment: 2005

Member of INHOPE: Since 2005

Website: <https://dyzurnet.pl/en>

Type of hotline: National Research Institute

No. of Analysts (2019): 4

Safer Internet Centre

Dyzurnet.pl is part of the Polish Safer Internet Centre together with the Empowerment Children Foundation which runs the helpline and awareness raising centre.

Types of Reports

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related Images
- o Child Nudism
- o Child Grooming Activities
- o Trafficking
- o Child Sex Tourism
- o Adult Porn Accessible to Children
- o Extreme Adult Content
- o Racism and Xenophobia
- o Promoting Violence Against Individuals

PORTUGAL

Linha Alerta

Operated by
The Portuguese Association for Victim Support (APAV)

Country Demographics

Population (World Bank, 2018): 10,281,760

Mobile Subscribers (ITU, 2018): 11,859,873

% of individuals using the internet (ITU, 2018): 74,66%

Age of Consent (2019): 18

Hotline Information

Date of Establishment: 2019

Member of INHOPE: 2019

Website: <http://linhaalerta.internetsegura.pt>

Type of hotline: Non-profit organisation

No. of Analysts (2019): 2

Safer Internet Centre

The Portuguese Association for Victim Support (APAV) is part of the Portuguese Safer Internet Centre as all-in-one organisation operating the hotline, helpline and awareness raising centre.

Types of Reports

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related Images
- o Child Sex Tourism

ROMANIA

Safernet

Operated by

Save the Children Romania

Country Demographics

Population (World Bank, 2018): 19,473,94

Mobile Subscribers (ITU, 2018): 22,675,000

% of individuals using the internet (ITU, 2018): 70.68 %

Age of Consent (2019): 15

Hotline Information

Date of Establishment: 2015

Member of INHOPE: 2016

Website: <https://oradenet.salvaticopiii.ro/esc-abuz>

Type of hotline: Non-profit organisation

No. of Analysts (2019): 1

Safer Internet Centre

Save the Children Romania is part of the Romanian Safer Internet Centre as an all-in-one organisation operating the hotline, helpline and awareness raising centre.

Types of Reports

- Child Sexual Abuse Material
- Adult Explicit Materials Available to Children
- Racism
- Child Trafficking
- Child Erotica/Inappropriate Child Related Images

RUSSIA

Friendly Runet Foundation

Operated by

Friendly Runet Foundation

Country Demographics

Population (World Bank, 2018): 144,478,050

Mobile Subscribers (ITU, 2018): 229,431,008

% of individuals using the internet (ITU, 2018): 80,86%

Age of Consent (2019): 16

Hotline Information

Date of Establishment: 2009

Member of INHOPE: Since 2009

Website: <http://www.friendlyrunet.ru>

Type of hotline: Association of Internet Service Providers/
Government

No. of Analysts (2019): 2

Types of Reports

- Child Sexual Abuse Material
- Drugs
- Propagation of Suicides



Salvați Copiii



SLOVENIA

Spletno Oko

Operated by

University of Ljubljana, Faculty of Social Sciences

Country Demographics

Population (World Bank, 2018): 2,067,370

Mobile Subscribers (ITU, 2018): 2,465,857

% of individuals using the internet (ITU, 2018): 79.75 %

Age of Consent (2019): 15

Hotline Information

Date of Establishment: 2007

Member of INHOPE: Since 2008

Website: www.spletno-ok.si

Type of hotline: University-based

No. of Analysts (2019): 3

Safer Internet Centre

Spletno Oko is part of the Slovenian Safer Internet Centre with the Awareness node Safe.si, and the helpline Tom.

Types of Reports

- Child Sexual Abuse Material
- Racism and Xenophobia
- Promoting Violence Against Individuals

SOUTH AFRICA

Film Publication Board

Operated by

Film Publication Board

Country Demographics

Population (World Bank, 2018): 57,779,620

Mobile Subscribers (ITU, 2018): 88,566,977

% of individuals using the internet (ITU, 2017): 56,17%

Age of Consent (2019): 16

Hotline Information

Date of Establishment: 1996

Member of INHOPE: Since 2009

Website: <http://www.fpbhotline.org.za>

Type of hotline: Government

No. of Analysts (2019): 5

Types of Reports

- Child Sexual Abuse Material

SOUTH KOREA

KCSC

Operated by

Korean Communications Standards Commission (KCSC)

Country Demographics

Population (World Bank, 2018): 51,635, 260

Mobile Subscribers (ITU, 2018): 66,355,778

% of individuals using the internet (ITU, 2018): 95.90 %

Age of Consent (2019): 13

Hotline Information

Date of Establishment: 2008

Member of INHOPE: Since 2005

Website: <http://www.kocsc.or.kr>

Type of hotline: Independent Organisation

No. of Analysts (2019): 1

Types of Reports

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related Images
- o Child Nudism
- o Child Grooming Activities
- o Trafficking
- o Child Sex Tourism
- o Adult Porn Accessible to Children
- o Adult Pornography
- o Extreme Adult Content
- o Racism and Xenophobia
- o Promoting Violence Against Individuals
- o Terrorism
- o Drugs

SPAIN

INCIBE

Operated by

INCIBE – Spanish National Cybersecurity Institute

Country Demographics

Population (World Bank, 2018): 46,723,750

Mobile Subscribers (ITU, 2018): 54,103,529

% of individuals using the internet (ITU, 2018): 86,11%

Age of Consent (2019): 16

Hotline Information

Date of Establishment: 2006

Member of INHOPE: Since 2019

Website: <https://www.incibe.es>

Type of hotline: Public Company/Government

Number of Analysts (2019): 2

Safer Internet Centre

Incibe is part of the Spanish Safer Internet Centre together with SEAD (Secretaría de Estado para el Avance Digital and Red.es

Types of Reports

- o Child Sexual Abuse Material



INSTITUTO NACIONAL DE CIBERSEGURIDAD

SWEDEN

ECPAT

Operated by
ECPAT Sweden

Country Demographics

Population (World Bank, 2018): 10,183,170

Mobile Subscribers (ITU, 2018): 12,476,537

% of individuals using the internet (ITU, 2018): 92,14%

Age of Consent (2019): 15

Hotline Information

Date of Establishment: 2005

Member of INHOPE: Since 2014

Website: <https://www.ecpat.se/in-english>

Type of hotline: Non-profit organisation

No. of Analysts (2019): 3

Types of Reports

- Child Sexual Abuse Material
- Child Grooming
- Sexual Exploitation of Children in Travel and Tourism
- Trafficking in Children for Sexual Purposes

TAIWAN

Web547

Operated by
ECPAT Taiwan

Country Demographics

Population (World Bank, 2018): 7,594,270

Mobile Subscribers (ITU, 2018): 29,340,886

% of individuals using the internet (ITU, 2017): 92,78%

Age of Consent (2019): 16

Hotline Information

Date of Establishment: 1999

Member of INHOPE: Since 2005

Website: <http://www.web547.org.tw/web5472010/english.htm>

Type of hotline: Non-profit organisation

No. of Analysts (2019): 2

Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Child Nudism
- Child Grooming Activities
- Trafficking
- Child Sex Tourism
- Adult Porn Accessible to Children
- Adult Pornography
- Extreme Adult Content
- Drugs



TURKEY

Ihbar Web

Operated by

Information & Communication Technologies
Authority of the Republic of Turkey (ICTA)

Country Demographics

Population (World Bank, 2018): 82,319,720

Mobile Subscribers (ITU, 2018): 80,117,999

% of individuals using the internet (ITU, 2018): 71,04%

Age of Consent (2019): 18

Hotline Information

Date of Establishment: 2007

Member of INHOPE: Since 2011

Website: <https://www.ihbarweb.org.tr/eng>

Type of hotline: Government

No. of Analysts (2019): 6

Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Child Nudism
- Adult Porn Accessible to Children
- Extreme Adult Content
- Prostitution
- Drugs
- Gambling
- Suicide Prevention

UNITED KINGDOM

Internet Watch Foundation

Operated by

Internet Watch Foundation

Country Demographics

Population (World Bank, 2018): 66,488,990

Mobile Subscribers (ITU, 2018): 78,924,326

% of individuals using the internet (ITU, 2018): 94,90%

Age of Consent (2019): 16

Hotline Information

Date of Establishment: 1996

Member of INHOPE: Since 1999 (founding member)

Website: www.iwf.org.uk

Type of hotline: Non-profit organisation

No. of Analysts (2019): 13

Safer Internet Centre

Internet Watch Foundation is part of the UK Safer Internet Centre together with Childnet and South West Grid for Learning.

Types of Reports

- Child Sexual Abuse Material
- NPI (Non-Photographic Images) - Prohibited Images of Children



UNITED STATES

CyberTipline

Operated by

National Center for Missing and Exploited Children

Country Demographics

Population (World Bank, 2018): 327,167,430

Mobile Subscribers (ITU, 2018): 404,577,397

% of individuals using the internet (ITU, 2017): 87,27 %

Age of Consent (2019): 16

Hotline Information

Date of Establishment: 1998

Member of INHOPE: Since 1999 (Founding Member)

Website: <http://www.missingkids.org/gethelpnow/cybertipline>

Type of hotline: Non-profit organisation/Government

No. of Analysts (2019): 41

Types of Reports

- Child Sexual Abuse Material
- Online Enticement of Children for Sexual Acts
- Child Sex Trafficking
- Child Sexual Molestation
- Child Sex Tourism
- Misleading Domain Name
- Misleading Words or Digital Images on the Internet
- Unsolicited Obscene Material Sent to a Child

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