Annual Report

2019.

INHOPE

Letter from the President

In 2019, we celebrated INHOPE's 20th anniversary. We took this year to transform our brand and refocus our message so that they reflect the network we are today, as well as where we wish to be in the future.

For 20 years the INHOPE network has been combatting Child Sexual Abuse Material (CSAM) and we have seen first-hand how changes in technology have challenged and impacted the work of hotlines. INHOPE is a non-profit organisation and our key term for 2019 was *organisation*. This translated into the organisation of our global network of hotlines, the INHOPE infrastructure, its internal support and coordination with our partners in the global fight against CSAM online.

During 2019 the INHOPE Association formally dissolved the INHOPE Stichting (Foundation) and incorporated its activities and several of its members into the INHOPE global network.

'We always can and will do more!'

We always can and will do more! As the network has grown, so has the awareness of CSAM and the public understanding of the seriousness of the issue. As a result, INHOPE has seen a steep increase in the number of reports our member hotlines receive, which in turn has placed greater pressure on individual member hotlines' resources. In 2020 INHOPE will continue to develop improved technology, increase automation and implement process improvement to support the work of hotlines.

As INHOPE grows, so does the amount of data we gather, which gives a greater insight into the global CSAM issue. As our data improves, we will gain more clarity and improve our ability to be more strategic in where we focus resources.

A key objective for the coming year is the creation of the 'Strategic Plan: 2021 and Beyond' which will map out INHOPE's pathway for the next five years. Two major aspects of this strategy are: 1) Network expansion with a focus on Latin America and Asia Pacific (with its invaluable ability to grow our global reach and ability to unite against CSAM online); and 2) The development of improved technologies to build upon our existing infrastructure (we see that we need to not only scale up but advance our own capabilities to tackle the issues).

I would like to thank my fellow board members, the secretariat and all the member hotlines for their efforts in 2019.

''The progress you see today comes from the preparation of yesterday.''

INHOPE President

Fred Langford

The impact of CSAM

'I don't really know how to deal with it,' said one woman who, at age 11, had been filmed being sexually assaulted by her father. 'You're just trying to feel okay and not let something like this define your whole life. But the thing with the pictures is — that's the thing that keeps this alive.'

(New York Times, https://www.nytimes.com/ interactive/2019/09/28/us/child-sex-abuse.html)

It is CSAM – yes, that is the acronym used for child sexual abuse material. We use this acronym in communication, and it is a well-used term globally, but it must never be forgotten that these four letters refer to recorded imagery of the sexual abuse of children, where there are real victims just like the one above. The physical element may stop at some point, but the psychological damage caused to victims is repeated every time that CSAM is viewed or shared.

Across the INHOPE network, over 200 hotline analysts work every day to find and remove this content from the internet and to share data with law enforcement.

There are currently three different ways CSAM is being reported/detected online by INHOPE hotlines. Firstly, images and videos reported by citizens or, as we refer to them, reports from the public. All INHOPE members receive reports from the public. Secondly, by receiving reports from the industry i.e. internet companies, and thirdly, by conducting proactive searches either manually or by using automated tools. Few INHOPE hotlines use the second and third way of identifying CSAM online.

Online child sexual abuse has a devastating impact on victims and their families. The number of reports sent by members of the public to INHOPE hotlines has more than doubled during the period 2017 to 2019. Children are revictimised every time their images are viewed online, and we must work together to remove these images and videos in the fastest way possible. Hotlines are a key link in the chain of removing CSAM from the internet and supporting law enforcement in identifying victims and perpetrators. Hotline efficiency and stakeholder collaboration is key to the success of this process.

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INHOPE

INHOPE was formed in November 1999 by nine hotlines. The name INHOPE comes from a shortening of the original registered name of the organisation: International Hotline Operators of Europe. However, over time it expanded beyond Europe into a global network. INHOPE now represents a global network of hotlines with a shared vision of an internet free from CSAM.

Who we are

INHOPE is the global network combatting online Child Sexual Abuse Material (CSAM). The network consists of 47 hotlines in 43 countries (as of December 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 shared with national Law Enforcement Agencies and a notice and takedown order is sent to the relevant Hosting Provider.

1999	2004	2009	2014	2019
9 hotlines	*14 hotlines*	*24 hotlines*	*33 hotlines*	*47 hotlines*
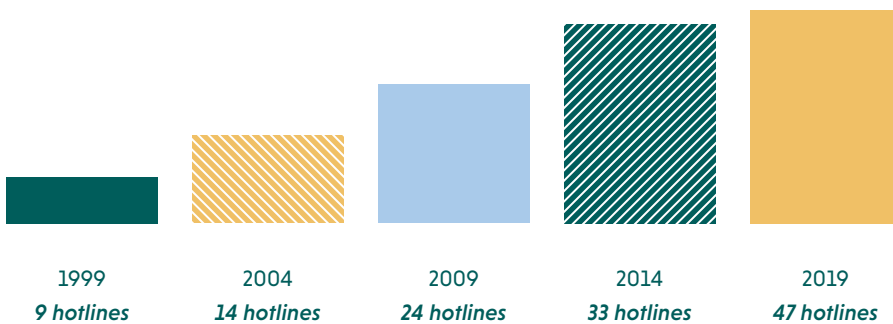
We support hotlines and their partner organisations through training, setting high quality standards and best practices for hotline operations, and ensuring staff welfare.

We provide the hotline network with a secure platform called ICCAM that facilitates the exchange of CSAM reports between hotlines and INTERPOL.

INHOPE advocates 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 across six continents: Africa, Asia, Australia/Oceania, Europe, North and South America.

In a borderless digital world CSAM has global consequences and as its distribution grows so do our efforts. This is only possible with the support and funding by the European Commission under the Better Internet for Kids programme implemented as part of the Connecting Europe Facility Programme.

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.

Join us in the fight!

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: we are working to expand the network of INHOPE hotlines around the world by identifying and supporting new hotlines to become members by providing consultation and training to 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.

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

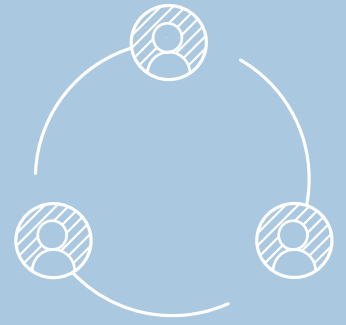Transparency

Commitment

Collaboration

Responsibility

ICCAM

ICCAM is a secure platform used to collect, exchange and classify reports of child sexual abuse material which supports the rapid removal of this illegal material from the internet.

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 ICCAM platform was developed by Ziuz Forensics with funding from the European Commission under the Safer Internet and Connecting Europe Facility programmes. 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. Provide a technical tool for secure exchange of CSAM among different jurisdictions around the world.

03. Enhance hotlines' capacity and efficiently assist in identifying and analysing child sexual abuse images and videos and collation of corresponding intelligence

04. Facilitate image/video hashing/fingerprinting and crawling technologies

05. 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. Escalate 'new' child sexual abuse material to law enforcement for victim/offender identification purposes.

07. 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 Hosting 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 Hosting Providers.

Baseline Hash# list – illegal in every country
National Hash# list – illegal in that country

Public finds CSAM Online

URL(S) is reported to Hotline

Hotline analyst assess illegality of content according to international and national law

Content on URL assessed as not illegal

Hotline sends the report to a Classification Board or Law Enforcement Agency to confirm illegality

Sent to Law Enforcement Agency for documentation purposes

Content on URL assessed as CSAM by Hotline analyst

No further action

Hotline analyst inserts URL in ICCAM

ICCAM crawls all images/videos found on URL, assigns a hash value to each image/video and traces its hosting location

When classified, if images and videos are hosted in the same country, analyst notifies National Law Enforecement and Hosting Providers

If content is unique (not found in hashlist), analyst classifies each crawled image/video as basline, national or not illegal

Hash value is compared to existing hash lists of baseline CSAM, national CSAM (receiving country & hosting country) and identifies unique material / already classified material

When classified, ICCAM sends the illegal images and videos (baseline or national) to the hotline in the hosting country

If already classified, the CSAM is sent via ICCAM to the hotline in the hosting country.

In there is no hotline in the hosting country, there is no analyst to confirm illegality and issue a notification to National Law Enforcement and the Hosting Providers

Analyst in hosting country confirms illegality

Analyst in hotline in hosting country notifies National Law Enforcemement Agency

Content not removed from the Internet

Analyst in hotline in hosting country notifies Hosting Providers for content removal

All images and videos classified as baseline or national illegal are sent to INTERPOL for insertion in the International Child Sexual Exploitation (ICSE) database for victim and perpetrator identification purposes.

(In some cases) Receiving hotline issues a notification to Internet Service Provider in hosting country directly.

Content removed from the internet, Report closed

ICCAM

What is a Notice and Takedown order?

You can visit our website for a deep dive into Notice and Takedown procedures in the countries where INHOPE member hotlines operate.

A Notice and Takedown order is a procedure for asking a Hosting Provider (HP) or search engine to immediately remove or disable access to illegal, irrelevant or outdated information hosted on their services. INHOPE hotlines send Notice and Takedown orders to HPs when a member of the public sends them a URL containing illegal images and videos depicting child sexual abuse and exploitation. Notice and Takedown time is the time from when an INHOPE hotline receives a CSAM report from the public, to the time a hotline reports it to the national Law Enforcement Agency (LEA), the Hosting Provider and ultimately the time the content is removed from the internet.

(INHOPE, https://www.inhope.org/EN/articles/ a-deep-dive-into-notice-and-takedown)
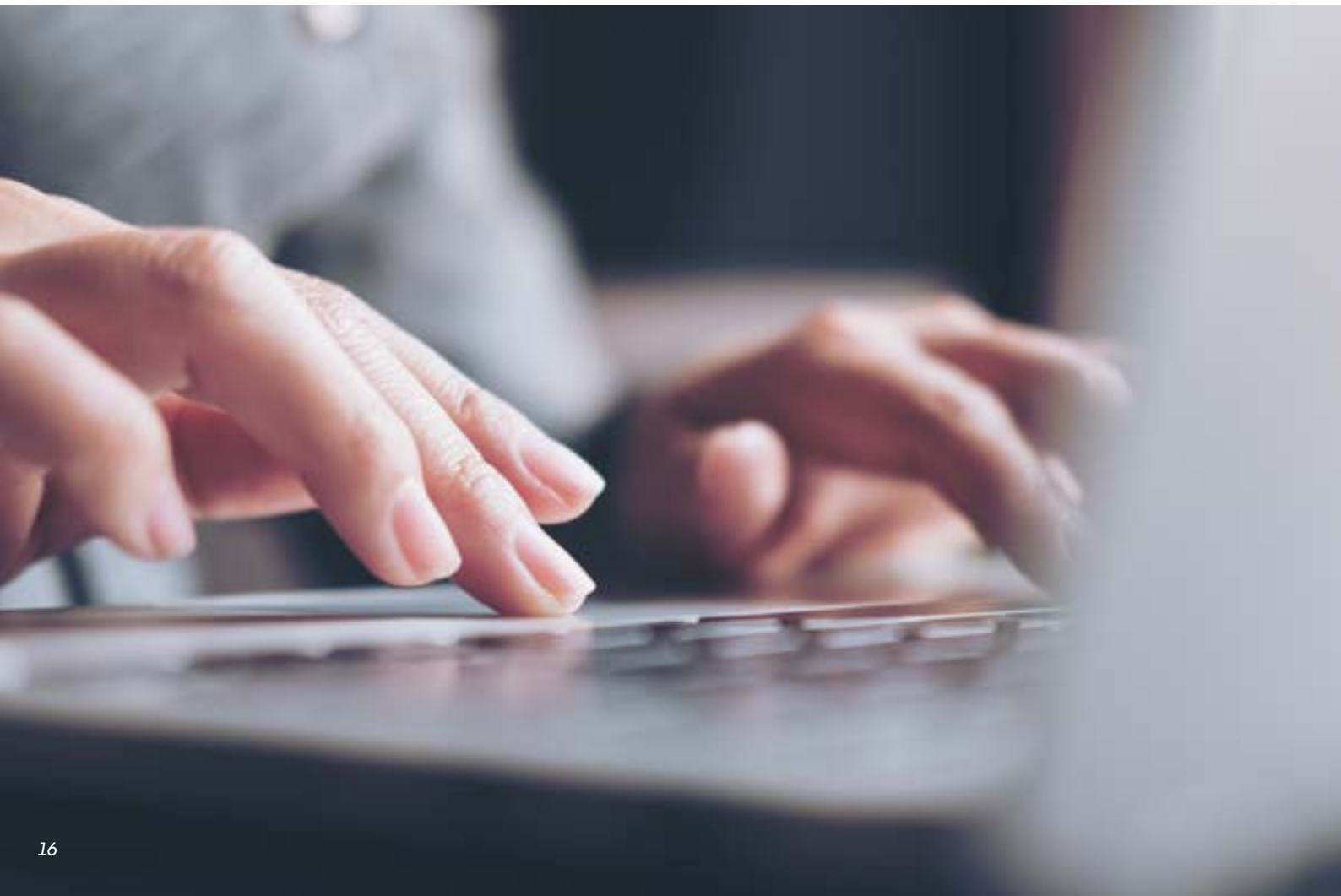
How is CSAM removed from the internet?

We take a look at *public perception* versus *reality.*
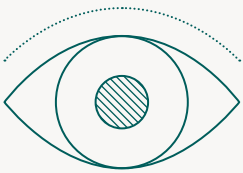
CSAM
is reported.

A notice and
takedown order
is issued.

CSAM
is taken down.

Child Sexual Abuse Material (CSAM) is found online by citizens, internet companies or through automated tools used by our members. These reports are reviewed by analysts who classify the illegality of the material, which is shared with national Law Enforcement Agencies and a notice and takedown order is sent to the relevant Hosting Provider. This Is done in partnership with the national Law Enforcement Agency to make sure their investigations aren't compromised.

Unfortunately, the reality of the situation is not that simple. Different countries follow different procedures, which involve different stakeholders, who process the report in different orders, using different approaches, whilst applying different laws.

In order to visualise the complex framework of Notice and Takedown procedures, we have looked at all the countries that INHOPE's member hotlines represent and their respective scenarios on the following page.

ICCAM

Notice & Takedown Scenarios

Scenarios 01 through 11 start with a report from the public which is received by the hotline in that country. Scenarios 12 - 14 start with a report received through ICCAM by a hotline.

Note: Analyst refers to the hotline's own analyst. Host country refers to the current hosting country, as this is subject to change.

Scenario					
01	02	03	04	05	06
Hotline	Hotline	Hotline	Hotline	Hotline	Hotline
Analyst	Analyst	Analyst	Analyst	Analyst	Analyst
Not illegal	CSAM	CSAM	CSAM	CSAM	CSAM
No action	Host country	Host country	Host country	Different host country	Different host country
	LEA	LEA	NTD	ICCAM to another INHOPE hotline	ICCAM - no INHOPE hotline
	NTD	Back to hotline	HP	Report FW to host via ICCAM	HP in host country
	HP	NTD		Scenario 12, 13 or 14	
	LEA feedback to hotline	HP			

Scenario

07	08	09	10	11
Hotline	Hotline	Hotline	Hotline	Hotline
Analyst	Forward LEA	Forward LEA	Forward LEA	Forward LEA
CSAM	Not illegal	CSAM	CSAM	CSAM
Different host country	No action	Host country	Different host country	Different host country
ICCAM - no INHOPE hotline	LEA feedback to hotline	NTD	Sent back to hotline inserted into ICCAM	Sent via LEA to host country
LEA		HP	Scenario 12, 13 or 14	LEA feedback to hotline
		LEA feedback to hotline		

12	13	14
ICCAM	ICCAM	ICCAM
Hotline	Hotline	Hotline
Analyst verifies host	Analyst verifies host	Analyst verifies host
Analyst verifies illegality	Analyst verifies illegality	Analyst verifies illegality
LEA	LEA	NTD
NTD	Hotline	HP
HP	NTD	
LEA feedback to hotline	HP	

ICCAM

Descriptions of scenario elements

Scenario 01

- *Hotline -* Hotline receives a report from the public containing one or more URLs potentially containing CSAM

- *Analyst -* Authorised and trained hotline analyst assesses the images and videos found on the reported URL/URLs and classifies illegality according to international and national laws

- *Not illegal -* The hotline analyst classifies the images and videos on the reported URL/URLs as not illegal according to international and national law

- *No Action -* The hotline analyst takes no further action on the report. Report Is kept for administrative purposes.

Scenario 02

- *CSAM -* The hotline analyst classifies the images and videos on the reported URL/URLs as child sexual abuse material according to international and national law

- *Host Country -* The reported URL containing CSAM and the URLs of the illegal images and videos are hosted in the country where they were reported

- *LEA -* The hotline analyst sends the reported URL containing CSAM to the national Law Enforcement Agency

- *NTD -* Notice and Takedown order Is issued by hotline analyst or LEA (see box before NTD box)

- *ISP -* The hotline analyst sends a Notice and Takedown order to the Internet Service Provider

- *LEA feedback to hotline -* LEA provides feedback to the hotline about the outcome of the NTD order or status of the report

Scenario 03

- *Back to hotline -* LEA confirms illegality of the reported images and videos and sends the report back to the hotline analyst so that the analyst can issue an NTD to the HP

Scenario 05

- *Different Host Country -* The reported URL containing CSAM and the illegal images and videos are hosted in a different country than the one where they were reported

- *ICCAM to another INHOPE hotline -* The hotline analyst inserts the reported URL containing CSAM into ICCAM and the system automatically sends a notification to the hotline where the videos and images are hosted

- *Report FW to Host via ICCAM -* Report is automatically forwarded to the hotline in the hosting country via ICCAM

Scenario 06

- *ICCAM- no INHOPE hotline -* The hotline analyst inserts the reported URL containing CSAM into ICCAM. There Is no INHOPE hotline where the images and videos are hosted

- *HP In Host Country -* The hotline analyst sends an NTD to the HP in the hosting country

Scenario 08

- *Forward LEA -* The report is sent/forwarded to the national Law Enforcement Agency without being assessed and classified by the hotline analyst

Scenario 10

- *Sent back to hotline, inserted into ICCAM -* LEA confirms that images and videos are CSAM and hosted in a different country. LEA sends the report back to the hotline so that the hotline analyst can insert the URL in ICCAM

- *Sent via LEA to Host Country -* LEA sends the report to the LEA in the hosting country via law enforcement channels such as INTERPOL or Europol

Scenario 12

- *ICCAM -* The hotline analyst receives URL containing CSAM hosted in their country through INHOPE's secure platform ICCAM

- *Analyst verifies Host Country -* The hotline analyst verifies that the images and videos are hosted in the country and checks whether the hosting has moved to another location

- *Analyst verifies illegality -* The hotline analyst verifies that the images and videos are illegal according to international and national law

ICCAM

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Which scenario do INHOPE's member hotlines use?

An overview of INHOPE's member hotlines and the scenario they follow in their respective country.

Scenario	Applicable Countries within the INHOPE Network			
01	All			
02	Belgium	Bulgaria	Croatia	Cyprus
	Denmark	Estonia	Finland	Germany (x3)
	Hungary (NMHH)	Latvia	Lithuania	Luxembourg
	Malta	New Zealand	Portugal	Romania
	South Africa	Taiwan		
03	Australia	Austria	Colombia	Czech Republic
	Japan	Netherlands	Russia	Slovenia
	Sweden	United Kingdom		
04	Canada	France	Germany (x3)	Greece
	Ireland	Latvia	Lithuania	Poland
	Portugal	Romania	South Korea	Turkey
	United States			
05	Australia	Austria	Belgium	Bulgaria
	Canada	Colombia	Croatia	Denmark
	Estonia	Finland	France	Germany (x3)
	Greece	Hungary (NMHH)	Ireland	Japan
	Latvia	Lithuania	Luxembourg	Malta
	Netherlands	New Zealand	Poland	Portugal
	Romania	Russia	Slovenia	South Africa
	South Korea	Sweden	Taiwan	Turkey
	United Kingdom	United States		
06	Canada	France	Germany (x3)	Hungary (NMHH)
	Japan	Lithuania	Poland	South Korea
	Turkey			

Scenario	Applicable Countries within the INHOPE Network			
07	Australia	Austria	Belgium	Bulgaria
	Colombia	Croatia	Denmark	Estonia
	Finland	France	Germany (x3)	Greece
	Ireland	Japan	Latvia	Malta
	Netherlands	New Zealand	Portugal	Romania
	Russia	Slovenia	Sweden	Taiwan
	United Kingdom			
08	N/A			
09	Bosnia			
10	Cyprus			
11	Bosnia			
12	Belgium	Bulgaria	Croatia	Cyprus
	Denmark	Estonia	Finland	Germany (x3)
	Hungary (NMHH)	Latvia	Lithuania	Luxembourg
	Malta	New Zealand	Portugal	Romania
	South Africa	Taiwan		
13	Australia	Austria	Colombia	Czech Republic
	Japan	Netherlands	Russia	Sweden
	United Kingdom			
14	Canada	France	Germany (x3)	Greece
	Ireland	Latvia	Lithuania	Poland
	Portugal	Romania	Slovenia	South Korea
	Turkey	United States		

ICCAM

Exceptions to NTD Scenarios

- Important to note is that the NTD scenarios presented apply specifically to CSAM reports received from the public. A few hotlines use different methods of identifying CSAM, such as proactive search, crawling or receiving reports from the internet industry.

- In South Korea and Cyprus, when a received CSAM report is hosted in a different country, the national hotline notifies all national HPs in order to block access to the material nationally, and it also uploads the report to ICCAM.

- In Lithuania and Australia, an application request is submitted to the national classification board to have the content formally classified as illegal.

- In Austria and Belgium, when a CSAM report is hosted in a different country, despite inserting the report into ICCAM, the hotline also sends the report to the national LEA. (Scenario 5)

- When CSAM is found to be hosted in Canada, the hotline notifies the HP which then must notify the national LEA.

- In Austria, Belgium, Estonia, France, Greece, Ireland, Malta, Portugal, Russia, Slovenia and Spain, when a report is received of CSAM hosted in another country within the INHOPE network, the hotline enters the URL into ICCAM but also sends the report to the national LEA.

- In Finland, if the material is assessed as not illegal but violates the rights of the child in a so-called "grey area," the hotline will send a Notice and Takedown to the HP hosting the material.

- In Finland, when a CSAM report is received which is hosted in a different country where there is no INHOPE hotline, the report is inserted into ICCAM and the national LEA is notified. The national LEA consequently informs the HP in the hosting country to block the content.

- In France, the hotline follows scenario 7 only if the hosting country applies GDPR or is recognised by the European Commission as providing adequate protection of personal data. The hotline then notifies the hosting provider in this country for removal.

- For the German hotlines eco and FSM, if a report of CSAM hosted in another country that is part of the INHOPE network has been forwarded to the partner hotline, but the material hasn't been removed after 48 working hours, the hotlines will notify the hosting HP. This is also a practice used by other hotlines.

- The hotline in Iceland receives very few reports and all reports hosted within the country and internationally are processed by the national LEA. The hotline just forwards the reports to the national LEA.

Complexities of Notice and Takedowns

When we discuss Notice and Takedown, we make the process sound simple and cohesive—a hotline sends out a notice and the respective HP takes the content down. However, things are just not that simple. We first must consider the variety of stakeholders that could be involved in an NTD: the hotline, the analyst, national law enforcement, the HP, (CDN and others), an ethics board, and in certain cases, larger approval associations. The number of stakeholders will inevitably impact how quickly CSAM is removed.

Secondly, we need to accept that the order of an NTD process varies per country and that affects how information is being shared, as can be seen in the scenarios. This not only influences once again the time it takes for the hosting country to remove the material, but also for the material to reach the responsible LEA and for the LEA to open and investigate to identity and rescue the victim. The national LEA may even request that a hotline does not issue an NTD because of an ongoing investigation. Here are specific examples from Bulgaria, Lithuania, Ireland and Italy:

o In Bulgaria, a hotline will receive a report and assess the legality. If a report is classified as illegal, the hotline will send this report to the national LEA. The national LEA is then responsible for sending an NTD request to the HP as well as confirming that the material has indeed been removed. The LEA will not inform the hotline if the NTD request has been issued or if the NTD has been successful. This is common practice in most countries and impacts a hotline's ability to verify NTD times.

o In Lithuania, one of the stakeholders involved in an NTD is an ethics board. Before a hotline can confirm and classify content as illegal, they must first send it to a designated ethics board for review. An NTD will only be issued to the HP with the approval of the board.

o In Italy, a hotline is not allowed to assess or classify a report, acting only as a recipient and passing it to national LEA, which results in the hotline not knowing how many of the reports were classified as illegal or not.

o In Ireland, our hotline ISPAI can decide to send the NTA to the HP directly after consulting with national LEA.

These three examples provide a glimpse into the world of NTDs and the obstacles faced by hotlines.

Thirdly, in addition to the variation in national processes is the variation in how hotlines use ICCAM: INHOPE's secure software solution to collect, exchange and categorise reports of child sexual abuse material. Used by all INHOPE hotlines, ICCAM is a key part of the NTD process. Once a report is received by a hotline it is entered into ICCAM using basic or full access of the software (for example, Italy uses the basic version as they do not need to access content). If a report is entered into ICCAM using basic access, it will influence the quantity of data the system can track, as details like report follow-ups will not be recorded. The national context of the hotline influences how ICCAM is used, so while ICCAM is the common tool, it does not cover the exceptions within a hotline and the different NTD processes that are taken. Certain hotlines also use an internal software—in fact, nine hotlines within the INHOPE association use an API (automating the connection between the hotlines system and ICCAM) which consequently impacts the information shared among stakeholders; any data gathered by a hotline using an API does not reach INTERPOL. This means there are significant differences in how ICCAM is used and the data that is collected.

And, finally we must consider the responsiveness of the respective HP. If a hotline receives a large number of reports and has little to no collaboration from the HP, then their workload is immediately increased by having to follow-up and confirm that content has been removed. This impacts the removal of material in the country in question and the NTD time. Automating systems could support the hotline in these cases by reducing the workload. However, the different structures and NTD processes often challenges automation. INHOPE works closely with hotlines and national governments, LEAs and HPs to standardise and unify processes, but the reality remains complex.
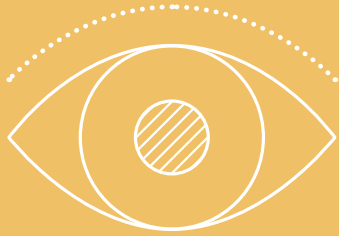
2019

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

A review of 2019

During late 2018 and throughout 2019, regional development in Latin America has been a focus area for INHOPE as part of the INHOPE Regional Development Programme. 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 only been achieved thanks to the commitment and support of Te Protejo, INHOPE's Colombian 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 saw INHOPE hold a training session in the Philippines, bringing existing and potential members from the Asia Pacific region together. This proved a particularly fruitful way to strengthen and establish new relationships with key partners and stakeholders 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 in 2020 and 2021.

New members

Initiatives that expand our reach are essential. New member hotlines around the world are first voted into INHOPE membership as provisional members, before becoming full members a year later. In 2019, we onboarded six new member hotlines into INHOPE as part of our long-term and strategic global goal to expand across regions in the coming years.

We look forward to growing the network in 2020. For more details on our member hotlines please see country profiles on page (60).

Welcoming our 2019 intake of provisional members:

PROVISIONAL MEMBERS

ThaiHotline
from Thailand

APLE
from Cambodia

Incibe
from Spain

APAV
Portuguese Association for Victim Support - *Linhaalerta*, from Portugal

Biztonságosinternet
International Children's Safety Service, from Hungary

CyberSafetyCy
from Cyprus

Key Takeaways

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.

The goal of INHOPE's hotlines is the removal of CSAM from the internet as quickly as possible. 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 Hosting Provider in removing the material. The graphs following on next page show the Notice and Takedown times recorded in ICCAM in 2019.

Statistics fact: the number of CSAM related images and videos processed by INHOPE hotlines from 2017 to 2019 has almost doubled.

183,788 — Number of reports
456, 055 — Number of images & videos assessed
320,672 — Number of illegal images & videos

Site Type

The pie chart below shows the variety of sites used to store CSAM. As in previous years, INHOPE hotlines continue to report that CSAM is mostly found on image hosting sites.

Other 5%
Website 6%
File host 6%
Image host 83%

- Image host
- File host
- Website
- Other
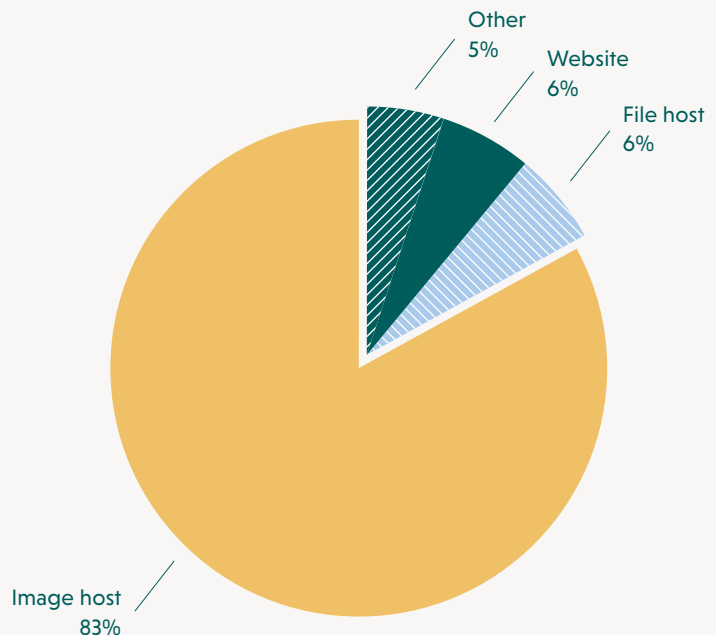
2019

Global

HP Reporting Times

9%
16%
75%

LEA Reporting Times

10%
14%
76%

Content Removal Times

50%
23%
27%
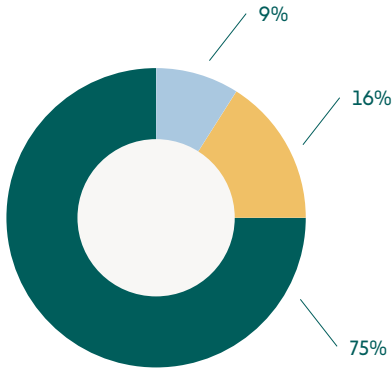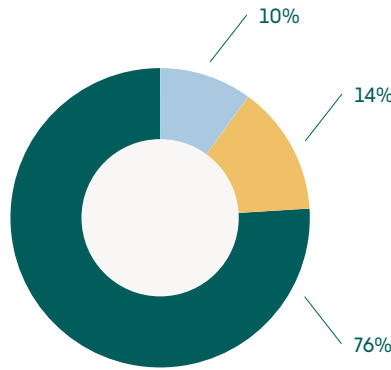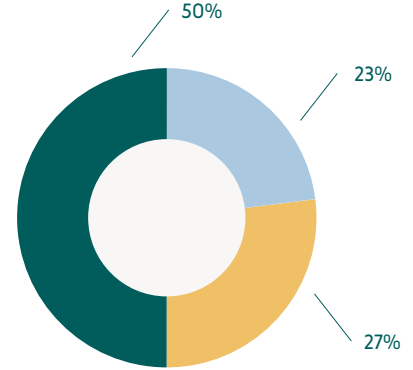
Europe

HP Reporting Times

10%
16%
74%

LEA Reporting Times

11%
19%
70%

Content Removal Times

47%
25%
28%
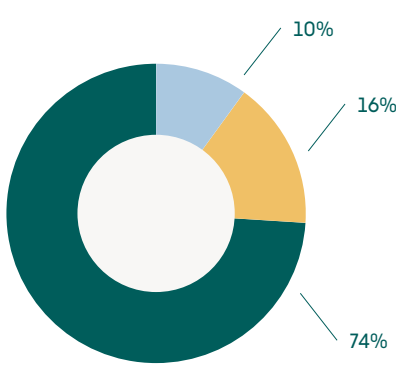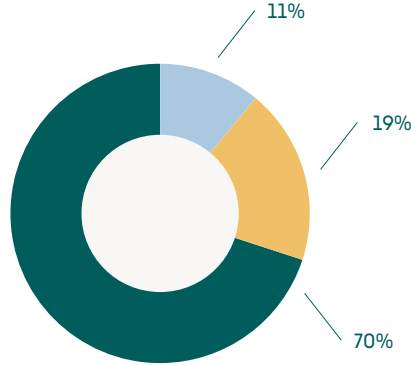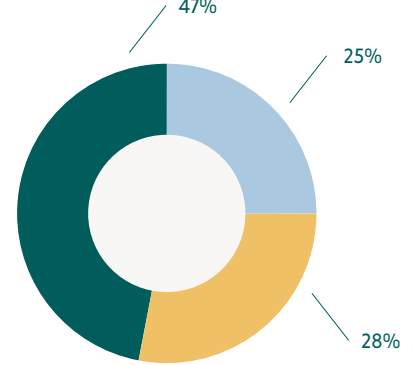
● 0 - 3 days   ● 4 - 6 days   ● 7 + days

11%

Girls depicted in images and videos increased by 11% from 2018

Gender of victims

91% of victims depicted in reports assessed during 2019 were girls and 7% were boys. Children of both genders were depicted in 2% of assessed reports.

Age of victims

The figures from 2019 show that the median age of victims is getting younger with 92% of victims under the age of 13.

● Girls   ● Boys   ● Both

2%
8%
90%
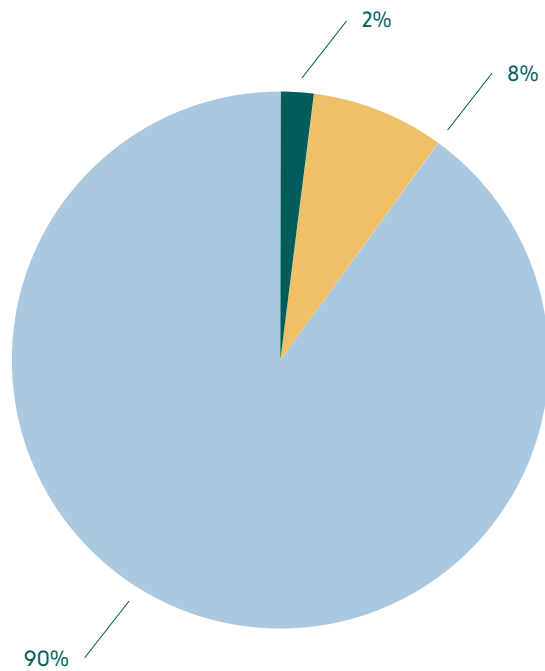
● Infant *(0-2)*   ● Pre-pubescent *(3-13)*   ● Pubescent *(14-17)*

KEY FIGURES

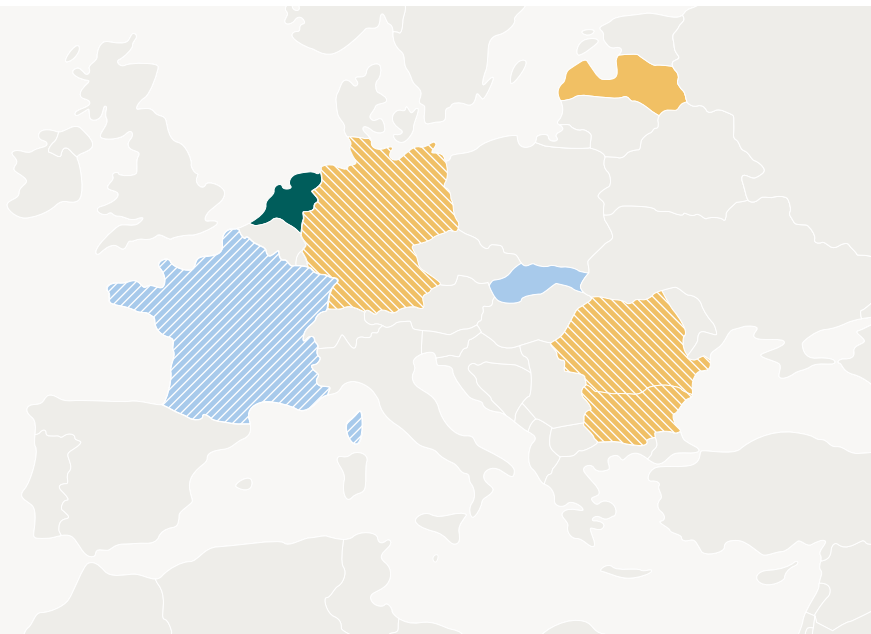# Hosting Patterns Worldwide in 2019

INHOPE has traced CSAM material to more than 60 countries, and of those INHOPE hotlines are present in 36 countries.

● INHOPE: Over 20%   ● INHOPE: 1% to 10%   ● INHOPE: Less than 1%
● Other: 1% to 10%   ● Other: Less than 1%
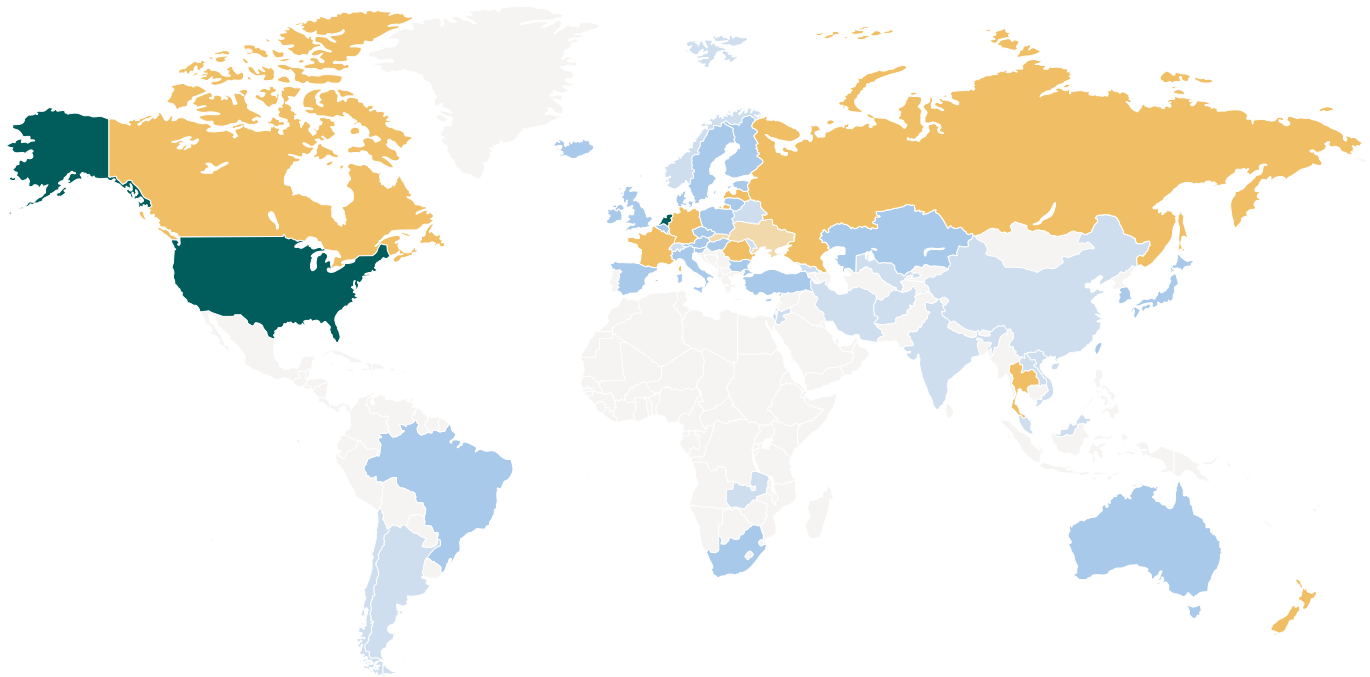
Hosting Patterns Europe in 2019

● Netherlands - 79%

⧄ France - 10%

● Slovakia - 4%

● Latvia - 2%

⧄ Germany, Romania& Bulgaria - 1% per

○ The rest is less than - 1%

The situation in 2019

The number of reports has more than doubled since 2017. In 2017, 87,930 reports were inserted into ICCAM and in 2019 this rose to 183,788. The number of images and videos to assess also increased substantially, from 259,016 in 2017 to 456,055 in 2019, which means that the workload for hotline analysts has doubled. The increase of illegal images and videos is also alarming – from 148,041 in 2017 to 320,672 in 2019.

Let's put this into perspective. 183,788 reports were assessed worldwide in 2019 by 200 analysts. However, please note that the number of these reports are the number of illegal CSAM entered into ICCAM – not the total number of reports that hotlines receive from the public. Legal reports are not inserted into ICCAM, but still must be assessed.

These 183,788 reports must then go to an analyst within the host country where the national jurisdiction is applicable. We know from the hosting data that hosting varies extremely from country to country, which means a small number of hotlines receive the majority of the reports (each report containing multiple images and videos that need to be assessed). It is also very important to note that hosting of CSAM moves and so analysts need to repeat the tracing and report processing.

What does this mean?

The number of reports does not give the full picture of the workload of the analysts processing reports within our network. A report can be a single image, or it can contain hundreds of images which all must be reviewed by the analysts. A report can also contain videos, and in this case the analysts must take the time to watch enough of the video to understand its contents. If the video(s) are long this can take up a considerable amount of time.

What else can affect the workload?

Reviewing the reported material is just one part of an analyst's job. In some cases, finding material that has been reported can take time. For example, if the illegal content was posted in a web forum, often the analyst needs more time to find the content than on a normal website. The analyst may also need to use multiple methods to find the reported content, such as using different browsers or referrers.

Once the material has been reviewed, the analyst then locates the hosting provider and sends a notice and takedown to get the content removed. If the content is hosted through a content delivery network (CDN), getting the material removed requires extra steps and time. A CDN is a geographically distributed network of proxy servers and their data centers. In this case, the analyst must first reach out to the CDN to determine the exact hosting provider that is hosting the content, and only then can they send out a notice and takedown. With the significant increase of reports received by hotlines comes an increase of analytical work and workload, whereas the number of analysts does not always increase. This in turn has consequences on the time it takes to process reports, send notice and takedown orders and have the content removed from the internet.

What can we do about it?

We see network collaboration growing, while human resources to manage the volumes does not. The fact is that reports go up and budgets have remained static.

Our hotlines collectively need more resources to handle the larger volume. This includes analysts and technological improvements that can be made in ICCAM, in order to make a bigger impact. And these changes take time to develop and implement. You can find ways to support us and resources for reporting CSAM/becoming a member hotline at _inhope.org_

Any additional explanation or exception to note

United States: In 2019, NCMEC's Cyber Tipline received more than 16 million reports from US based companies about US hosted CSAM. Some US based companies search for and remove CSAM from their own services. They then report the CSAM incidents to NCMEC in accordance with 18 USC 2258A. 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 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, Canada and the Internet Watch Foundation, UK are currently active in proactive search of CSAM online.

Network

INHOPE is made up of more than 40 hotlines around the world across six continents: Africa, Asia, Australia/Oceania, Europe, North and South America.
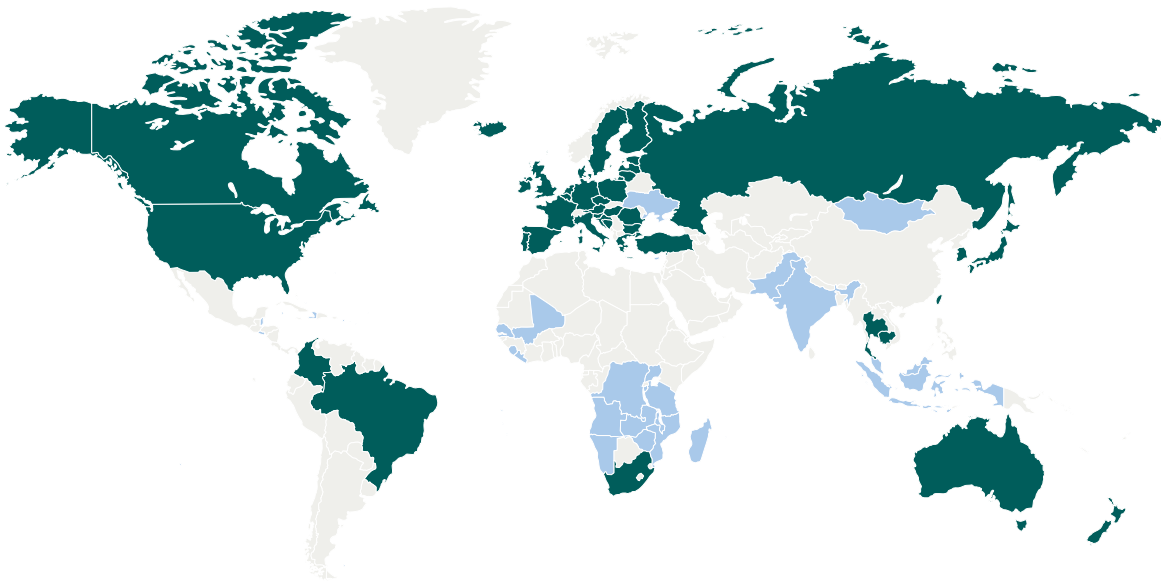
What is a hotline?

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.

Country profiles on page 60.

● INHOPE member hotlines
● INHOPE members reporting portal

The role of our hotlines

INHOPE's hotline members receive reports relating to online child sexual abuse material, as well as other types of reports. Hotlines across the world also 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 and drugs etc. Each hotline publishes the issues they handle on their website.

A hotline's primary goal is the rapid removal of illegal material from the internet, normally by notifying the Hosting Provider and reporting the case to the relevant law enforcement agency for victim identification purposes. Hotline analysts are trained by INHOPE, INTERPOL and national law enforcement agencies. They assess the illegality of the content according to national law and international standards. If the content is classified as illegal, then the hosting location of that content is traced automatically. When the hosting is in the same country, the hotline analyst will report it to the national law enforcement agency and the relevant Hosting Provider in the country. If the content is hosted elsewhere, the report will be instantly forwarded via ICCAM to the hotline in the hosting country to ensure the content can be "taken down" as quickly as possible.

INHOPE member hotlines are operated on a national basis by a variety of different types of organisations including governmental institutions, non-profit/NGO, Internet Service Provider associations, domain registries, or hybrids of all the above. Hotlines differ in size and range from very small with two staff, to larger organisations with up to forty-five staff.

How INHOPE supports its members

INHOPE provides member hotlines with services, support and frameworks to ensure they have all the tools necessary to combat online CSAM effectively. This includes training, technical infrastructure, technical support, representation, best practices and knowledge sharing.

INHOPE also has a core Code of Practice, published on the INHOPE website, that outlines the minimum standards that all member hotlines must comply with. The Code of Practice benefits all members of INHOPE and sets out the standards member hotlines must operate to and sets out a process for dealing with non-compliance.

For a hotline to become a member of INHOPE there is a strict formal application, validation and approval process. This requires cooperation with national industry, law enforcement, government and child welfare. A hotline must also comply with security procedures, best practices and minimum website standards:

Currently INHOPE trains approximately 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 Hotline Training Meetings, where new analysts are also 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 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 gaps in capacities are covered, as well as unified knowledge and expertise across the network. We want to ensure that all our hotlines operate with the same guidelines and understanding, so that the quality of the hotlines' work is at the highest level possible and supports the swift removal of CSAM online. There are currently 200 analysts working in the INHOPE network.

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.
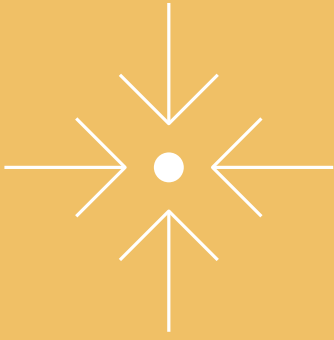
Our Impact

We talk about statistics on a global, regional, or national level, but the great work all our hotlines do is on a human level. Therefore, we want to remember the impact our work has on people's lives: on one hand the victims, but also the hotline analysts and all child protection practitioners involved. In this section of the annual report, we would like to pay testament to the many achievements of our hotlines in a snapshot of 2019.

Highlights

In 2019, we created and shared memorable and impactful moments with our colleagues, members and partners. Here are few of those chosen by the INHOPE team:

○ Antiona Kerle from the Economist at INHOPE's Hotlines Training Meeting in Dublin June 2019, presenting their 'Out of the Shadows' report with their findings on CSAM worldwide with data per country www.outoftheshadows.eiu.com

○ INHOPE's communication strategy was revamped in 2019, from the brand to the website and all other marketing material. With our new website we can measure our impact and with our new social media strategy we have been able to grow our following more than ever before. By refocusing our efforts, our voice is louder than ever! And, this is thanks to the members and partners who support our activities and share in our successes.

○ The Advanced Training Workshop in Amsterdam with 10 experienced analysts on their most pressing topics and possible solutions they deal with doing their daily job.

○ All hotlines using ICCAM signed an ICCAM Participation Agreement enabling them to safely and legally share CSAM reports while ensuring data protection of all people involved, from hotline analysts all the way to the victims.

○ INHOPE continued its service contract with the European Commission and entered the Third Phase of implementation of the Better Internet for Kids Programme.

○ INHOPE presented at INTERPOL's Crimes Against Children Conference in November 2019 at INTERPOL's headquarters in Lyon, France.

○ We held our second INHOPE Summit where we highlighted how the INHOPE network of hotlines removes online images and videos.

○ Network Expansion

○ The INHOPE Secretariat grew in 2019 as we brought in new team members with diverse skills and fresh views on how to make INHOPE work better for our members. It's been great to see the office grow and to be part of the changes that are going to keep us improving on every level!

Newsletter Standouts

Online and physical campaigns spread across the globe. Save the Children, Finland's #DeepFakeChallenge which challenged children to check the facts behind social media profiles, safeguard their privacy, and think before sharing online, reached over 3 million people. FSM took new communicative paths and developed refreshed advertising formats to reach even broader target groups and inform about when and how to report illegal online content through the FSM hotline complaints form. For the first time, FSM realized an Out of Home advertising campaign with posters in Berlin's urban trains from November 2019 through March 2020.

Harnessing the potential of partnerships with private companies, Child Focus collaborated with communication firm Wunderman to create a shock campaign by sharing videos with titles such as 'Cute toddler likes to suck' and reached over 500,000 viewers on social media. SaferNet in Brazil worked with Instagram to launch two hugely successful campaigns – one on Cyberbullying from a youth perspective, and one promoting more balanced Internet use and to stimulate reflections about well-being in the digital age. Similarly, SOS Il Telefono Azzurro Onlus, in collaboration with Google.org, launched Vivi internet, al Meglio, a project aimed at educating teachers and teenagers on what is appropriate and could be harmful while online.

From working with partners to working with members, the great thing about our network is the ability to share the wealth of expertise that exists across different hotlines and different countries. As great examples of hotlines leveraging this network, Greece and Italy have aligned to tackle the similar challenges they face in the sector of childcare and child protection through joint actions and initiatives. Over in Scandinavia, the Nordic hotlines met in October 2019 in Copenhagen to exchange knowledge and best practices in two extremely educational and inspiring days. And SafeLine in Greece worked with Meldpunt Kinderporno in the Netherlands to deactivate a Greek domain name which was being hosted in the Netherlands.

Another occasion that draws the network together is the international celebration of Safer Internet Day. To name just a few of the things our hotlines organised to mark the occasion, National Media and Infocommunications Authority supported students in creating an informative film on online abuse where 'content is made accessible without permission' and created a mini-campaign on YouTube. The French hotline Point de Contact launched an add-on that enables reporting a URL with potentially illegal content without visiting the website of the hotline. Finally, in Brazil, 105 awareness-raising activities took place, directly engaging more than 43,000 young people, parents and educators in 61 different cities across 22 states. The day was heavily featured in the press, with more than 175 news items including workshops, debates and interactions with tourists.

But it is not just Safer Internet Day where we see our members hosting events. Particular highlights were APLE's Internet Safety Courses for Professionals Working with Children, Spletno oko's conference on the topic of online abuse of children and Te Protejo's (in collaboration with INHOPE and the End Violence Fund) VII International Forum 'Conectados para Protegerlos' 2019 (Connected to Protect Them 2019) in Bogotá, Colombia.

Finally, our hotlines promote internet safety and engage in topical debates with various publications. Just a couple of examples are the IWF's recent podcast series, Pixels from a Crime Scene, and Dyzurnet publication on self-generated content. Thank you, everyone, for all your hard work in 2019!

Hotline Training Meetings 2019

Renowned forensic pediatrician and expert witness Dr Sharon Cooper delivered a brilliant Content Assessment Training and Staff Welfare workshop and training to our analysts at the first Hotline Training Meeting of 2019. Additional themes of this meeting were Network Expansion and Regional Development.

'I must say that I felt a real sense of belonging while with you all. It is rare for those of us who combat the sexual abuse of children online to spend time building relationships with others working to a similar mission, and the time we shared in Dublin has given me a renewed sense of purpose.' - a hotline member at the Hotline Training Meeting in Dublin.

The second Hotline Training Meeting of 2019 focused on Sustainability (with a focus on analyst development and needs) and Prevention (to understand how hotlines and helplines can increase collaboration) and our Scandinavian hotlines ran a workshop on best practices that they employ underlining the central role of the analysts' work and research, listening to children's experiences, and awareness raising. All the panelists highlighted the critical importance of prevention for victims and for potential abusers and how hotlines working together with helplines and prevention initiatives could only make our mission in combatting child sexual abuse more effective. We continue this discussion and research into 2020.

Network Expansion

Training and workshop in Bogota

INHOPE's Network Expansion was given a strategic revamp in 2019 as we expanded into Latin America with our Regional Development Programme. We brought together and trained seven potential Latin American hotlines in Bogota at INHOPE's first Regional Centre of Excellence, the Colombian hotline Te Protejo.

Asia Pacific

Looking to the future and additional Regional Centres of Excellence, we also conducted training for our current Asia Pacific hotlines and potential members in the Philippines. In 2019, we approved the provisional membership applications from APLE Cambodia, the ThaiHotline and four other new hotlines.

INHOPE Foundation update

On December 31, 2019 the INHOPE Foundation was dissolved, but its crucial work continues within INHOPE. Our network growth and potential is higher than ever as we collaborate with partners in more regions around the globe.

Global Partnerships

INHOPE's partnerships with industry across the Atlantic received a boost in 2019 as a result of INHOPE's second US Summit hosted at Facebook's California HQ in June. Indeed, our relationships with industry, global institutions, law enforcement and NGOs were strengthened this year as we developed ever more cooperative relationships with existing partners, and by expanding our reach geographically and across sectors. Our Annual Funding Partner Programme also saw growth as we increased visibility of INHOPE through social media platforms and campaigns. None of INHOPE's successes would be possible without the consistent support of all our partners.
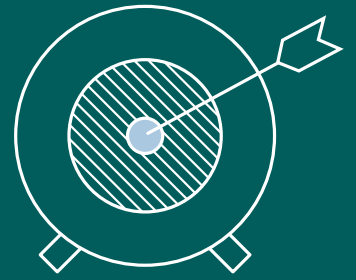
Projects

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.

Better Internet for Kids

Capacity building of hotlines is at the core of our work. The Better Internet for Kids programme helps us achieve this.

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 2019 the BIK initiative under the Connecting Europe Facility (CEF) funding instrument 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 2019, INHOPE members met in Berlin (January), Dublin (June) and Brussels (November, jointly with Safer Internet Forum). Over 70 representatives from member hotlines, partner organisations, law enforcement experts in the field and partners participated in the meetings. 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.

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 2019, INHOPE conducted four visits to European hotlines. Six 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 2019 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.

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.

Key to Success

INHOPE's Annual Funding Partners are vital to our network in fighting online CSAM. Their support has contributed to the training and technical support of more than 200 analysts in 43 countries around the world in 2019 to make them more effective in their work.

INHOPE's internet hotlines accept anonymous reports of CSAM from all corners of the globe to their members in 43 countries. To help this effort we accept applications from corporations that wish to be an Annual Funding Partner of INHOPE.

In 2020 and beyond, the distribution and scale of online Child Sexual Abuse Material continues to grow on a global scale. In response to this ongoing challenge INHOPE is pursuing 4 main avenues:

01 *Technology development:* ICCAM primarily allows hotlines to exchange CSAM reports, share data with law enforcement & track data. As the way CSAM moves through the internet changes, equally ICCAM needs to be updated and upgraded to meet this challenge, including radical redevelopment of the API to allow for better/faster exchange of data with other systems. Partners' funds go towards securing this development.

02 *Network expansion:* INHOPE needs to grow in the major internet usage expansion zones (Asia Pacific, South Asia, Latin America & Africa) in order to meet the issues we face today, and which will only challenge us more tomorrow. This process began with the rollout of the INHOPE Regional Development Programme, with the first step being the creation of the INHOPE Latin American Regional Centre of Excellence in Bogota, Colombia in 2019, where Te Protejo, our Colombian hotline sets a superb example. Regional Centres of Excellence will also be developed in Asia Pacific. The expansion of the INHOPE network in the coming years will see more hotlines in Africa and eventually in MENA.

03 *Capacity building:* Just like any organisation, hotlines and their staff require constant upskilling to meet the challenges in combatting CSAM. INHOPE develops and delivers training (classroom and online) to hotline personnel and their national partners (mainly law enforcement and industry) to enable them to be more effective. INHOPE is also involved in ''law enforcement only'' training with INTERPOL and Europol to educate and inform on how to tackle CSAM and how hotlines and law enforcement complement each other's work with the key objectives of the fastest possible removal of CSAM, the arrest of offenders and the rescue of victims.

04 *Political and legislative engagement:* Across the globe there are a multitude of legal, political and cultural challenges when it comes to dealing with online CSAM. INHOPE works with many organisations towards a harmonisation of terminology and legislation related to this area. These include the European Commission, the Council of Europe, the African Union and UNICEF.

To support us today, become an Annual Funding Partner of INHOPE, to train, sustain and develop the INHOPE network of hotlines. Annual funding partnership directly supports INHOPE's impact.

Please see here for more information:
www.inhope.org/EN/become-a-partner

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 almost two decades now, European Schoolnet and INHOPE have played a leading role in the coordination side of European Commission-funded Better Internet for Kids Programmes. 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 connect and collaborate. 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 agencies, 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.

'The internet is truly the landmark invention of our lifetime – a place to work, learn, play and grow, but it's not without risk. At Microsoft, we're driven to build a healthier, safer and more respectful online world, and we are further emboldened to do so in partnership with others in industry, government, and civil society. INHOPE is a vital partner in our collective effort to combat child sexual exploitation and abuse online. We are delighted

to support INHOPE's extraordinary work across the globe, making public reporting mechanisms available to help stop the spread of illegal imagery online. A whole-of-society approach is critical to address this problem and the INHOPE network of hotlines is a fundamental part of that effort.' - Jacqueline Beauchere, Global Digital Safety Advocate, Microsoft and Member, INHOPE International Advisory Board

An Annual Funding Partner supports the general sustenance of all aspects of the INHOPE network that enhances the everyday efforts of more than 200 analysts in 43 countries worldwide.

Supporting INHOPE enables your company to do the following:

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

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

o   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;

o   Achieve your company's CSR objectives;

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

o   Motivate employees;

As a Partner of INHOPE you can demonstrate that your organisation takes corporate social responsibility seriously, becoming an integral part of tackling online CSAM and ultimately helping to create an online environment where everyone, and especially children, can use the internet safely and securely for positive purposes.

Governance & Finance

The INHOPE Association is registered with the KvK Netherlands as a vereniging. INHOPE is a members' organisation, run for its members by its members.

Governance

INHOPE is a members' organisation, run for its members by its members. INHOPE is governed by Articles of Association. 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 consists of six people per December 2019.

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:*

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.

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.

Finance

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

Balance sheet as at December 31, 2019

Assets (after profit appropiation)	Dec, 31 2019	
	€	€
Fixed assets		
Property, plant and equipment		2.998
Current assets		
Receivables		
Trade receivables	379.637	
Tax and social security charges	5.875	
Other receivables & accrued income	13.011	
		398.523
Cash & cash equivalents		636.498
Total		1.038.019

Liabilities (after profit appropiation)	Dec, 31 2019	
	€	€
Equity		
Reserves	608.033	
Restricted fund reserve	-	
		608.033
Long-term liabilities		
Deferred income	276.570	
Short-term liabilities		
Trade payables	21.739	
Other payable &	20.488	
Other liabilities & accrued expenses	111.189	
		153.416
Total		1.038.019

GLOSSARY

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.

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 the images and videos that have been found on the reported URL.

'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), Hosting Provider (HP) 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.

HP
stands for Hosting Provider.

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 as 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.

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 CSAM content is removed from public access.

Our Members

INHOPE recognizes the importance of the work its members do. Without the members, our vision of a world free of CSAM cannot be achieved. This is why we are always seeking to expand the network and bring on board new hotlines to join the fight against CSAM. We are expanding the INHOPE network globally, establishing key partnerships in Latin America and Asia, Africa and the Middle East.

INHOPE member hotlines cooperate with local and international partners, support law enforcement, educate, raise awareness, contribute to the development of new technological solutions, and influence the change needed in their countries.

As a member of INHOPE you can become an integral part in tackling CSAM and ultimately creating an online environment where everyone (but especially children) can use the internet for positive purposes. The starting point for any initiative seeking to establish a hotline will be to understand the particulars of the national context in which the hotline will be developed. INHOPE can advise organisations that are considering or already planning to set up an internet hotline about the main requirements and considerations.

○ To apply for INHOPE Membership, we firstly recommend you download the INHOPE & GSMA guide available at *(https://inhope.org/EN/hotline-guide)* and then email us at info@inhope.org.

○ To find a full directory of all our members download PDF digital version of the 2019 Annual Report.

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: www.esafety.gov.au
Type of hotline: Government
No. of Analysts (2019): 6

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

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: 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
o   Child Sexual Abuse Material
o   National Socialism

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: www.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
o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related Images
o   Child Nudism
o   Child Grooming Activities
o   Trafficking in Children for Sexual Purposes
o   Sexual Exploitation of Children in Travel and Tourism
o   Adult Pornography (Accessible to Children)

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: www.sigurnodijete.ba
Type of hotline: Non-profit organisation
No. of Analysts (2019): 1

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
o   Child Sexual Abuse Material
o   Child Grooming Activities
o   Trafficking in Children for Sexual Purposes

Safernet

Operated by
Safernet 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: www.safernet.org.br
Type of hotline: Non-profit organisation
No. of Analysts (2019): 5

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

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

Internet Hotline

Operated by
Action pour les Enfants (APLE)

Country Demographics
Population (World bank, 2018): 16,249,798
Mobile subscribers (ITU, 2018): 19,417,123
% of Individuals using the internet (ITU, 2018): 40%
Age of Consent (2019): 15

Hotline Information
Dat of establishment: 2015
Member of INHOPE: 2015 *(Foundation)* 2019 (Association
Website: www.internethotlinecambodia.org
Type of hotline: NGO
No. of Analysts: 2

Types of Reports
o   Child Sexual Abuse Material

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: 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   Sexual Exploitation of Children in Travel and Tourism
o   Trafficking in Children for Sexual Purposes
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)

APLE

cybertip!ca®

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: www.teprotejo.org
Type of hotline: Non-profit organisation
No. of Analysts (2019): 3

Types of Reports

o Child Sexual Abuse Material
o Cyber Bullying
o Tobacco, Alcohol and Drug Sales to Minors
o Child abuse, exploitation and labour

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: www.cnzd.org
Type of hotline: Non-profit organisation
No. of Analysts (2019): 3

Types of Reports

o Child Sexual Abuse Material
o Child Erotica/ Inappropriate Child Related Images
o Child Nudism
o Child Grooming Activities
o Child Erotica
o Promoting Violence Against Individuals
o Adult Pornography (Accessible to Children)
o Adult Pornography
o Extreme Adult Content
o Racism and Xenophobia
o Trafficking in Children for Sexual Purposes
o Sexual Exploitation of Children in Travel and Tourism

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, Pancyprian School for Parents, Office for Combating Cybercrime, Cyprus Police, Cyprus Telecommunications Authority and MTN Cyprus Ltd.

Types of Reports

o   Child Erotica/ Inappropriate Child Related Images
o   Hacking
o   Network Hijacking
o   Cyber Fraud
o   Hate Speech

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: 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 Safety Line.

Types of Reports

o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related Images
o   Child Nudism
o   Child Grooming Activities
o   Trafficking in Children for Sexual Purposes
o   Sexual Exploitation of Children in Travel and Tourism
o   Adult Pornography (Accessible to Children)
o   Adult Pornography
o   Extreme Adult Content
o   Drugs
o   Racism and xenophobia

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: www.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
o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related Images
o   Child Grooming Activities

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: www.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
o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related
o   Child Trafficking in Children for Sexual Purposes
o   Adult Pornography (Accessible to Children)

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
o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related
o   Child Nudism
o   Child Grooming Activities
o   Trafficking in Children for Sexual Purposes
o   Sexual Exploitation of Children in Travel and Tourism
o   Adult Pornography (Accessible to Children)
o   Live Streaming of Child Sexual Abuse in real-time o
o   Sextortion

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

eco

FSM

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: 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

o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related Images
o   Child Grooming Activities
o   Adult Pornography (Accessible to Children)
o   Extreme Adult Content
o   Racism and Xenophobia
o   Promoting Violence Against Individuals
o   Other Content Harmful to Minors
o   Unsolicited Commercial Emails

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

o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related Images o
o   Child Grooming Activities
o   Adult Pornography (Accessible to Children)
o   Adult Pornography
o   Extreme Adult Content
o   Zoophilia
o   Racism and Xenophobia
o   Content Against Human Dignity
o   Promoting Violence Against Individuals
o   Other Content Harmful to Minors

jugendschutz

SafeLine

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

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

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

o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related Image
o   Child Grooming Activities
o   Child Nudism
o   Trafficking in Children for Sexual Purposes
o   Sexual Exploitation of Children in Travel and Tourism
o   Racism and Xenophobia
o   Promoting Violence Against Individuals
o   Terrorism
o   Drugs
o   Economic Crime
o   Identity Theft
o   Personal Data Violation
o   Drugs

Biztonsagosinternet

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: www.biztonsagosinternet.hu
Type of hotline: Non-profit organisation
No. of Analysts (2019): 1

Safer Internet Centre
The Biztonsagosinternet 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
o   Child Sexual Abuse Material
o   Cyber Bullying
o   Racism and Xenophobia
o   Promoting Violence Against Individuals
o   Drugs
o   Content Made Accessible without Permission
o   Other Content Harmful to Minors

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
o   Child Sexual Abuse Material
o   Content Made Accessible without Permission
o   Online Harassment
o   Racism and Xenophobia
o   Promoting Violence Against Individuals
o   Terrorism
o   Drugs
o   Data Phishing Sites, Content Infected with Viruses, Spyware or Worms
o   Other Content Harmful to Minors

BIZTONSÁGOSINTERNET.HU

NMHH

Barnaheill

Hotline.ie

Operated by
Save the Children Iceland

Operated by
ISPAI

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

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: 2001
Member of INHOPE: Since 2001
Website: www.barnaheill.is
Type of hotline: Non-profit organisation
No. of Analysts (2019): 0

Hotline Information
Date of Establishment: 1999
Member of INHOPE: Founding Member
Website: www.hotline.ie
Type of hotline: Non-profit organisation
No. of Analysts (2019): 3

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

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
o   Child Sexual Abuse Material
o   Child abuse, exploitation and labour
o   Child Grooming Activities
o   Cyber Bullying
o   Tobacco, alchohol and drug sales to minors
o   Trafficking in Children for Sexual Purposes
o   Child Exploitation through Prostitution
o   Sexual Exploitation of Children in Travel and Tourism
o   Adult Pornography (Accessible to Children)
o   Racism and Xenophobia
o   Hate speech

Types of Reports
o   Child Sexual Abuse Material
o   Child Grooming Activities
o   Sexual Exploitation of Children in Travel and Tourism
o   Racism and Xenophobia
o   Financial Scams (which purport to be Irish financial services or have originated in Ireland)

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
o   Child Sexual Abuse Material

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 Related Images
o   Child Grooming Activities
o   Child Nudism
o   Trafficking in Children for Sexual Purposes
o   Sexual Exploitation of Children in Travel and Tourism
o   Racism and Xenophobia
o   Incitement to paedophilia
o   Promoting Violence Against Individuals
o   Pro-ana and Pro-mia Sites
o   Drugs
o   Hate speech
o   Cyber Bullying
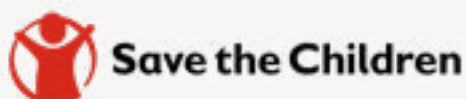
Internet Hotline Center

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
o   Extreme Adult Content
o   Cyber Bullying
o   Drugs
o   Prostitution
o   Bank Fraud
o   Phishing
o   Unauthorised Internet Access

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: www.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
o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related
o   Child Grooming Activities
o   Trafficking in Children for Sexual Purposes
o   Sexual Exploitation of Children in Travel and Tourism
o   Adult Pornography (Accessible to Children)
o   Extreme Adult Content
o   Racism and Xenophobia
o   Promoting Violence Against Individuals

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 i ateiti" (LIA) and
Childline.

Types of Reports
o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related Images
o   Child Nudism
o   Child Grooming Activities
o   Promoting Violence Against Individuals
o   Adult Pornography (Accessible to Children)
o   Adult Pornography
o   Extreme Adult Content
o   Racism and Xenophobia
o   Cyber Bullying
o   Drugs

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
o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related Images
o   Discrimination
o   Racism and Xenophobia
o   Revisionism

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: www.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

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

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: 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

o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related Images

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: www.netsafe.org.nz
Type of hotline: Non-profit organisation
No. of Analysts (2019): 4

Types of Reports
o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related Images o
o   Child Grooming Activities
o   Adult Pornography (Accessible to Children)
o   Adult Pornography
o   Extreme Adult Content
o   Racism and Xenophobia
o   Promoting Violence Against Individuals
o   Any "Harmful Digital Communications" as
    Defined under New Zealand Legislation

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: www.dyzurnet.pl/en
Type of hotline: National Research Institute
No. of Analysts (2019): 4

Safer Internet Centre
Dyżurnet.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
o   Child Nudism
o   Child Grooming Activities
o   Trafficking in Children for Sexual Purposes
o   Sexual Exploitation of Children in Travel and Tourism
o   Adult Pornography (Accessible to Children)
o   Extreme Adult Content
o   Racism and Xenophobia
o   Promoting Violence Against Individuals

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: www.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   Sexual Exploitation of Children in Travel and Tourism

Ora de Net

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: www.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
o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related Images
o   Adult Pornography (Accessible to Children)
o   Racism and Xenophobia
o   Trafficking in Children for Sexual Purposes

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: www.friendlyrunet.ru
Type of hotline: Association of Internet Service
                Providers/ Government
No. of Analysts (2019): 2

Types of Reports
o   Child Sexual Abuse Material
o   Drugs
o   Propagation of Suicide

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

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
o   Child Sexual Abuse Material

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 in Children for Sexual Purposes
o   Sexual Exploitation of Children in Travel and Tourism
o   Adult Pornography (Accessible to Children)
o   Adult Pornography
o   Extreme Adult Content
o   Racism and Xenophobia
o   Promoting Violence Against Individuals
o   Terrorism
o   Drugs

INCIBE

ECPAT

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: 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

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: www.ecpat.se/in-english
Type of hotline: Non-profit organisation
No. of Analysts (2019): 3

Types of Reports
o   Child Sexual Abuse Material
o   Child Grooming Activities
o   Sexual Exploitation of Children in Travel and Tourism
o   Trafficking in Children for Sexual Purposes

Web547

ThaiHotline

Operated by
ECPAT Taiwan

Operated by
Internet Foundation for the Development of Thailand

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

Country Demographics
Population (World bank, 2018): 69,428,524
Mobile subscribers (ITU, 2018): 125,099,000
% of Individuals using the internet (ITU, 2018): 56.82%
Age of Consent (2020): 15

Hotline Information
Date of Establishment: 1999
Member of INHOPE: Since 2005
Website: www.web547.org.tw/
              web5472010/english.htm
Type of hotline: Non-profit organisation
No. of Analysts (2019): 2

Hotline Information
Date of establishment: 2009
Member of INHOPE: 2019
Website: www.thaihotline.org/en
Type of hotline: Internet Association
No. of Analysts: 2

Types of Reports
o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related Images o
o   Child Nudism
o   Child Grooming Activities
o   Trafficking in Children for Sexual Purposes
o   Sexual Exploitation of Children in Travel and Tourism
o   Adult Pornography (Accessible to Children)
o   Adult Pornography
o   Extreme Adult Content
o   Drugs

Types of Reports
o   Child Sexual Abuse Material
o   Child Trafficking
o   Cyberbullying
o   Stalking
o   Adult pornography
o   Prostitution
o   Offences Against Thai Royal Family
o   Drugs
o   Violation of Privacy Right
o   Violation of Copyright
o   Financial related Crime
o   Online Gambling
o   Restricted Product Commerce

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: www.ihbarweb.org.tr/eng
Type of hotline: Government
No. of Analysts (2019): 6

Types of Reports
o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related Images
o   Child Nudism
o   Adult Pornography (Accessible to Children)
o   Extreme Adult Content
o   Prostitution
o   Drugs
o   Gambling
o   Suicide Prevention

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
o   Child Sexual Abuse Material
o   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: www.missingkids.org/gethelpnow/
             cybertipline
Type of hotline: Non-profit organisation/Government
No. of Analysts (2019): 41

Types of Reports
o   Child Sexual Abuse Material
o   Online Enticement of Children for Sexual Acts
o   Trafficking in Children for Sexual Purposes
o   Child Sexual Molestation
o   Sexual Exploitation of Children in Travel and Tourism
o   Misleading Domain Name
o   Misleading Words or Digital Images on the Internet
o   Unsolicited Obscene Material Sent to a Child

INHOPE

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