Indignity, indifference, indignation: tackling hate speech online

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Indignity

- **Freedom of expression and its limits (ECHR): 'offend shock, or disturb' yes, gratuitous insult no**
- **Sec gen: we can only kill people we have already dehumanised**
- **Hate speech as extreme form of stereotyping which treats individual with indignity**
- **Various indications of rising intolerance, eg in growth of right-wing populist parties**

Indignity

- Crisis of globalised capitalism enhancing insecurity which populists exploit

- Internet makes hate speech go faster and further

- Capacity to provide 'echo chamber' for far-right activists

- Within online arena, HS has moved towards social media

- This facilitates regulation on transnational scale, since Twitter and Facebook so dominant

Indifference

- Need thus to focus on wider sea of taken for granted stereotypes, not just far-right activists who swim in it
- Get away from association with 'shaven heads and long beards'
- 'Hate crimes happen between "us" and "them" rather than just between "you" and "me".'
- Intolerance only requires indifference of mainstream
- Often reproduced by political figures outside far-right family
- Need to respond to hate speech with passion, not just rational argument

Indignation

- **Need to turn indifferent into indignant and willing to join with others in solidarity with victimised**
- **Responsibility of states to encourage reporting and punish hate crime**
- **But risk states could use overly restrictive provisions to crack down on dissent**
- **Importance of prevention and 'counter-speech' to secure internet as 'public square'**
- **Need for political leadership, including with regard to reality of our mutual dependence on diversity**

Indignation

- Media portrayal of immigrants needs to change
- Potential of common code of ethics for social networks, drawing on experience of media
- Importance of education in competence to use internet in manner compatible with human rights
- Importance of campaign but need for ongoing commitment over long term
- Individuals need to report hate-speech activity online and providers must respond
- Need to recognise agency—from victims to survivors