Workshop 4:
Sexual exploitation of children

Octopus Conference
Cooperation against cybercrime
21 – 22 November 2011
Palais de l'Europe, Council of Europe, Strasbourg

An example of notice and take down procedures' implementation:

The French Hotline AFA Point de Contact

Creation of Point de Contact in France

- Point de Contact was established **in 1998** by the French Internet Service Providers Association (AFA) as one of the response, together with data retention and international cooperation, to the issue of illegal contents on the Internet.

- **Aim**: to contribute **to reduce illegal material on the Internet** and **to find perpetrators and victims of crimes** by operating a hotline for Internet users in France that will:
    – report illegal material and activities,
    – co-operate with key stakeholders including LEA,
    – raise awareness about the Hotline's existence and activities.

- In 2004, a **Charter "against odious content"** was signed by AFA's members under the sponsorship of the Minister Delegate for Industry, and AFA Point de Contact became **the relay** of its members new legal obligation **to report potentially illegal content brought to their attention** to competent authorities, as provided by the Law for Trust in the Digital Economy of 24 June 2004 (LCEN).

INHOPE membership and EC support

- Inhope membership:
  - The hotline Point de Contact and seven other hotlines got together to create the international association **INHOPE in 1999**, with the support of the "Safer Internet Action Plan" of the EC.
  - INHOPE's mission is **to facilitate and coordinate the work of hotlines** in responding to illegal content on the Internet, and to permit **the removal of illegal content at source**, particularly child pornography.
  - The INHOPE network **significantly accelerates** the processing of a report when **content is hosted abroad**: within a few seconds, the report arrives in the hosting country and can therefore, if necessary, be investigated by officials and be **deleted**.
  - The INHOPE network has **40 members in 36 countries** in November 2011: Australia, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Canada, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Japan, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Russia, Slovakia, Slovenia, South Africa, South Korea, Spain, Taiwan, Turkey, United Kingdom, USA.
- EC support:
  - All INHOPE hotlines from European countries **are funded by the EC under the Safer Internet Program**. AFA Point de Contact has been supported by the EC since 2000.
  - **Since July 2009**, the AFA Point de Contact hotline, the Net Ecoute helpline and Internet Sans Crainte's Awareness actions, that were previously funded separately by the EC, were brought together to become the **French Safer Internet Centre** under the aegis of the "Delegation aux Usages de l'Internet" with the support of the EC for the global partnership.

Point de Contact scope

❑ Child sexual abuse images
❑ Incitement to racial hatred
❑ Offensive content accessible to children
❑ Praise of war crimes or crimes against humanity
❑ Crimes and offenses against people
❑ Incitement to terrorism or bomb-making
❑ Incitement to suicide or violence

- The hotline is accessible via the www.pointdecontact.net website, which provides an on line reporting form consisting in four steps.
- Reports can also be made via **a mobile phone** thanks to a mobile-friendly interface.
- Since **September 2011**, a new declination of the Point de Contact reporting form is available via **a software application** that all internet users can install on their computer.

  The application icon, once the software has been set up, remains in the operating system's taskbar, and the internet user can click on it as soon as he encounters illegal content. A window will open and the Point de Contact reporting form may be filled without having to go through the four steps.

Téléchargez le Logiciel
Point de Contact

Point de Contact procedures

When received, reports are assessed and potentially illegal content is traced in order to identify its source.

For content originating in France:
– The hotline forwards the request to **the relevant ISP**, and simultaneously to **the French police (OCLCTIC)**;
– The time span for take down for illegal content hosted in France is usually **quite short**, ranging from a couple of hours to 48 hours maximum.
– Regarding CSA content, Point de Contact will indicate the actions taken (notification to French ISP and transmission to OCLCTIC) in the **INHOPE URL Database**.
This URL database was set up by INHOPE in 2009 with the support of the EC to allow all members to report URLs containing **Child Sexual Abuse Images**. The specific goals of the database are to avoid duplicate reports between hotlines, and to provide detailed and up-to-date statistics for this specific type of content.

For content originating abroad in a country where there is an INHOPE member:
– **In case of CSA content**: contact is made directly with the relevant INHOPE hotline, through the INHOPE URL Database.
– **For other types of illegal content**: Point de Contact will warn the INHOPE hotline in the hosting country if the partner hotline deals with such offences (e.g. incitement to racial hatred, violence, discrimination, terrorism…) : http://www.pointdecontact.net/inhope.aspx
In both cases the hotline operator will also forward the report to OCLCTIC, specifying when it was reported to another INHOPE member.

For content hosted abroad in a country where there is no INHOPE member:
- When CSA content is hosted in a non-INHOPE country, it is transmitted to the OCLCTIC that will contact Interpol.
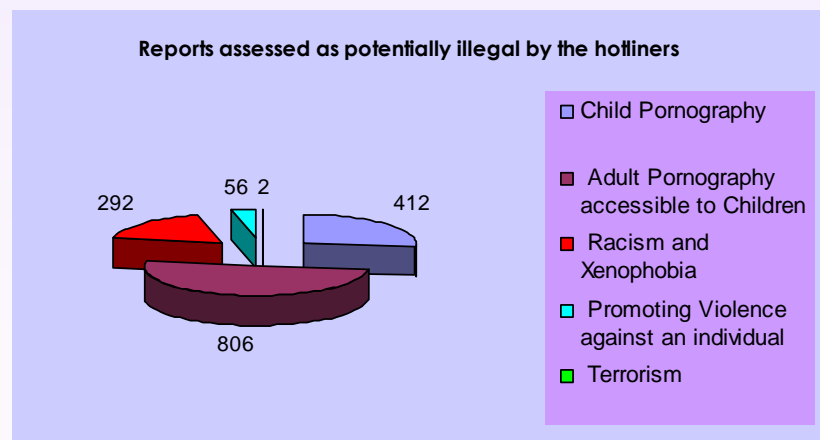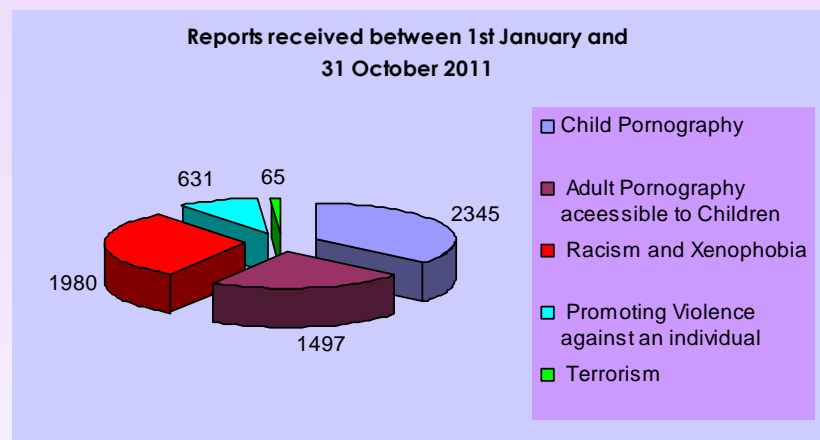
In each case, reporter's personal data is not transmitted unless the reporter agreed with this transmission.
Reporters are always informed of the content assessment and the actions taken by the hotliners.

NB: Point de Contact does not assess reports which don't fit in one of the aforementioned categories.
Finally, Point de Contact complies with its obligation to help or assist anyone in danger and to report threats or crimes which can be prevented or minimised.
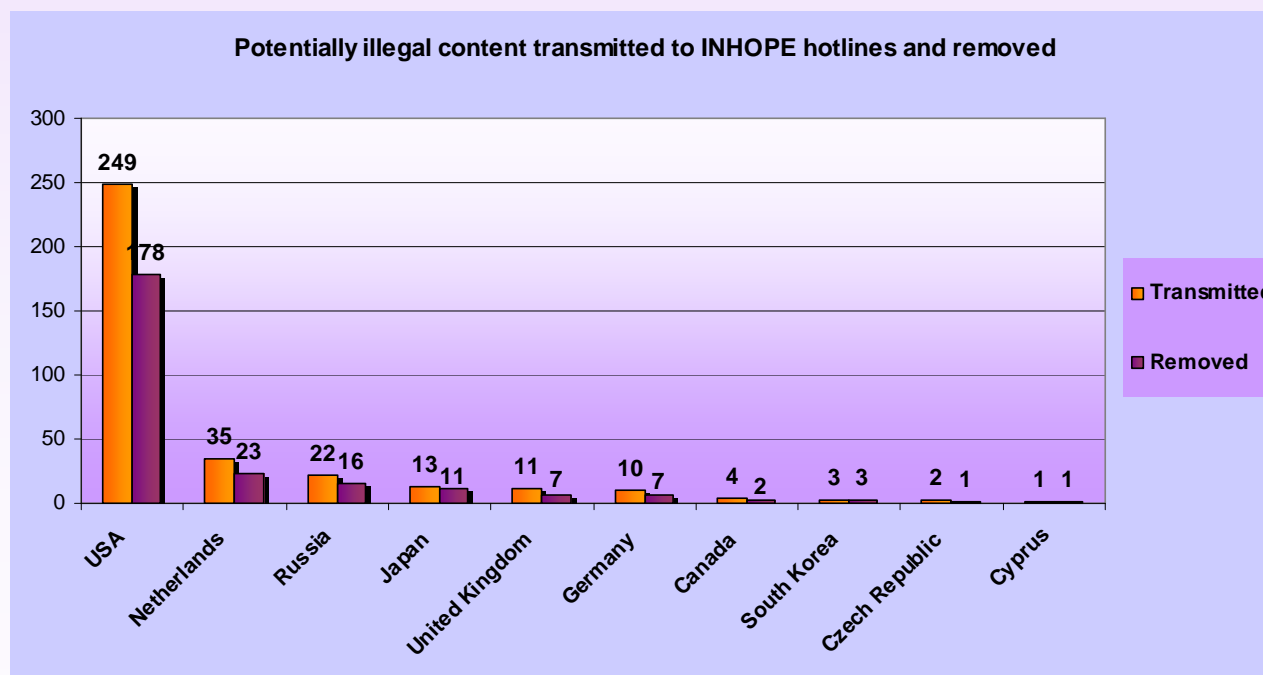
Point de Contact statistics

- **6,518 reports** received between **1st January and 31 October 2011,** including **2,345 reports** assessed as **child pornography by internet users (36%);**

- **1,568** of these reports were assessed as illegal by the content analysts, i.e 24% of the total reports;

- **412 reports** were assessed as **child pornography** by the content analysts, i.e 6.3% of the total reports;

- **292 reports** were assessed as **racism or xenophobia**, i.e 4.5% of the total reports;

- **806 reports** were assessed as **adult pornography accessible to children**, i.e 12.4% of the total reports.

Reports received between 1st January and 31 October 2011

631   65   2345   1980   1497

- ☐ Child Pornography
- ☐ Adult Pornography aceessible to Children
- ■ Racism and Xenophobia
- ☐ Promoting Violence against an individual
- ☐ Terrorism

Reports assessed as potentially illegal by the hotliners

292   56   2   412   806

- ☐ Child Pornography
- ■ Adult Pornography accessible to Children
- ■ Racism and Xenophobia
- ☐ Promoting Violence against an individual
- ☐ Terrorism

Point de Contact statistics

- **432 websites were closed** for **623** reports sent to LEA *(this last number doesn't include some of the content assessed as potentially illegal by the content analysts but hosted abroad, for which the law doesn't provide any incrimination),* i.e **70%.**

- Point de Contact has transmitted **249** potentially illegal content to the **United States** and **178** were removed, i.e **71%;**

- For **Netherlands and Russia, 66% and 73%** of the content transmitted were respectively removed.

Potentially illegal content transmitted to INHOPE hotlines and removed

Bar chart data:

Country	Transmitted	Removed
USA	249	178
Netherlands	35	23
Russia	22	16
Japan	13	11
United Kingdom	11	7
Germany	10	7
Canada	4	2
South Korea	3	3
Czech Republic	2	1
Cyprus	1	1

Thank you for your attention!

Questions?

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