

## 5. Internet – Addressing the challenge

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” “To deny people their human rights is to challenge their very humanity.”

*Nelson Mandela, Nobel Peace Prize laureate of 1993, anti-apartheid activist, President of South Africa 1994-1999*

“The rights of every man are diminished when the rights of one man are threatened.”

*John F. Kennedy, President of the USA 1961-1963*

### CHECKLIST FACT SHEET 19 – CYBERCRIME: SPAM, MALWARE, FRAUD AND SECURITY

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Have you set up strong different passwords for your accounts and configured two-factor security?

Have you explored security settings for your devices/accounts?

Are your operating system and your applications up to date?

Have you made a backup of your most important data?

### CHECKLIST FACT SHEET 20 – LABELLING AND FILTERING

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Have you thought about the cultural and moral implications of filtering?

Do you know the difference between a “black list” and a “white list”?

Are you familiar with the most commonly used labelling systems for children’s content, and what they signify?

### CHECKLIST FACT SHEET 21 – ONLINE HARASSMENT: BULLYING, STALKING AND TROLLING

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Do you have a clear family or school policy in place so that children understand the repercussions when they are involved in online harassment?

Do you protect your personal details sufficiently? Many online problems are caused through ill-advised sharing of photos and information.

Have you investigated how to build better social and emotional skills (otherwise known as social literacy) to overcome the anonymity and “facelessness” of online communication that facilitate bullying, trolling and harassment in general?

### CHECKLIST FACT SHEET 22 – GETTING ASSISTANCE

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Do you and your children/pupils know where to report illegal content?

Do you ever check statistics reported by helplines to understand emerging trends and risks?

What are the top five digital skills that will best protect you online?

Do you understand geolocation and Bluetooth sufficiently to use your mobile devices comfortably and safely?

M-learning and mobile wallets are areas in which the use of mobile devices is changing the way we learn, work and shop. What do you know about these recent evolutions?

## Getting assistance



The Internet is a global system of interconnected computer networks that use the Internet protocol suite (TCP/IP) to link billion of devices worldwide<sup>1</sup>. It is therefore quite different from other media in that it is the most decentralised medium of communication that exists. It lacks a unique point of control due to the fact that these billions of loosely connected devices have many different routes for allowing communication and transfer of information. In addition, users of online networks are not only viewers but also producers of information since the emergence of Web 2.0 (see Fact sheet 1 on getting connected).

Nowadays, as anyone is able to publish just about anything online and a lot of our data is stored in elusive places known as “the cloud”, a lot of questions are being asked about the future of the Internet and how it can be possible to control even small parts of this flow of information. We often ask ourselves who can determine what speech and information is offensive or dangerous to our children, our family and to us. And more importantly, how can we protect ourselves and our loved ones from it?

1. <https://en.wikipedia.org/wiki/Internet>



## ILLEGAL CONTENT

Each country defines what content and actions are legal and illegal through its national legislation. Accordingly, the Internet as a means of communication operates as a regulated field. Any action considered to be illegal in “real life” has to be considered illegal on the Internet as well. However, the huge reach of the Internet can amplify breaches of respect for other people’s rights and multiply the impact; for example, online “teasing” can become defamation or worse.

A broad description of illegal content can be any activity, material, piece of information or similar which contravenes the law and may harm and/or cause prejudice to an individual or entity.

Illegal content covers child abuse images and websites, illegal activity in chat rooms (such as grooming), online hate, and xenophobic messages and websites and similar. These and other forms of illegal behaviour are covered by the Council of Europe Convention on Cybercrime<sup>2</sup>, the first international treaty on crimes committed via the Internet and other computer networks, and the Additional Protocol to the Convention on Cybercrime, concerning the criminalisation of acts of a racist and xenophobic nature committed through computer systems<sup>3</sup>. The Council of Europe Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse (or Lanzarote Convention)<sup>4</sup> also covers the unauthorised collection and storage of data and mining of information. This Convention is the first international treaty that imposes criminal penalties for all forms of sexual violence against children, including grooming.



## GETTING ASSISTANCE IS A FUNDAMENTAL RIGHT!

The Internet is a tool that is easy to access from everywhere and by anyone and, therefore, content that is deemed harmful or unsuitable can easily reach children, young people and other vulnerable population sectors. The right to protection against harm and redress against discrimination or violation of any kind is a fundamental human right, according to the Universal Declaration of Human Rights<sup>5</sup>. The UN Convention on the Rights of the Child (UNCRC), moreover, underlines the role of adults to act in the best interests of the child, hence protecting him/her from harmful content and actions, and places the responsibility on governments and families to take all measures to ensure children’s rights are respected, protected and fulfilled. This includes providing social services, and legal, health and educational systems to support children and provide an environment where they can grow and reach their potential. Helplines and other reporting mechanisms are an essential element within these systems.

Alongside other international organisations, especially within activities in the international Internet Governance Forum, the Council of Europe strives to develop social and family awareness related to the protection of children and young people on the Internet. This includes providing easy-to-find information about the tools and procedures available for obtaining appropriate assistance.



## HOW TO

- Illegal content of any nature found on the Internet can be reported to a hotline. A hotline<sup>6</sup> is a service where anyone can make a report of any content suspected to be illegal on the Internet. INHOPE is an association that co-ordinates Internet hotlines in many countries across the world<sup>7</sup>. You can find further information on the type of illegal content INHOPE deals with on their website<sup>8</sup>.
- To report illegal content, go to <http://www.inhope.org/tns/contact-us/details.aspx> and follow the steps indicated. The hotline will investigate the report<sup>9</sup> to see if the content is illegal and, if so,

2. <http://conventions.coe.int/Treaty/Commun/QueVoulezVous.asp?CL=ENG&NT=185>

3. <http://www.coe.int/en/web/conventions/full-list/-/conventions/treaty/189>

4. <http://www.conventions.coe.int/Treaty/Commun/QueVoulezVous.asp?NT=201&CM=8&DF=12/18/2008&CL=ENG;>

<http://www.coe.int/en/web/children/lanzarote-convention>

5. <http://www.un.org/en/universal-declaration-human-rights/index.html>

6. <http://en.wikipedia.org/wiki/Hotline>

7. <http://inhope.org/gns/who-we-are/at-a-glance.aspx>

8. <http://www.inhope.org/gns/internet-concerns/overview-of-the-problem/illegal-content.aspx>

9. <http://www.inhope.org/en/about/faq.html>

trace its origin and contact the law enforcement agencies in the hosting country, as well as the Internet service provider, for removal of that content.

## Requesting assistance from a helpline

- Children and young people can request assistance by calling a helpline<sup>10</sup>, a service which offers telephone support and/or counselling via e-mail, Web or SMS.
- In many countries, Insafe awareness centres<sup>11</sup> co-operate with national helplines to respond to the questions and concerns of young people linked to their experiences online, or the harmful or illegal online content they encounter. Many helplines that deal with Internet-related problems can also help young people with a broad range of other “real world” issues.
- Child Helpline International<sup>12</sup> is an important contact point in many European and non-European countries. This global network of child helplines operates in almost 150 countries to protect the rights of the child.
- Normally, helplines are open 24 hours a day, 7 days a week. Their services are all free and confidential and they do not trace calls, e-mails or texts. Children and teenagers can write in about a lot of different things and there are facilities to enable young people to communicate via chat, e-mail and forums as well as by more traditional methods. The helpline staff is there to listen and to help them work out their own solutions.
- To find a helpline in your country, you could do a web search with the country name and the words “report” and “helpline”.

## Using dedicated reporting services on social media platforms

- Most social media platforms, such as Facebook, Twitter, Instagram or Google, have a safety centre to offer guidance to users and an online reporting service to report inappropriate content or activity. This can usually be found under the “Support” or “Help” menu. Reporting instances of bullying, for example, to social networking sites can lead to the removal of the offensive content and even deletion of the accounts of people who have broken the terms of use. Most sites work in similar ways: as an example, on Facebook every piece of content has a drop-down menu which allows users to report a post or photo and say why they do not want to see it. This page contains information about making a report<sup>13</sup>.
- All of the mobile operators provide help via phone, webchat or e-mail and many also provide advice specifically directed towards families and children. For instance, Vodafone provides a “Digital parenting” website<sup>14</sup> which provides advice to parents and children and “how to” guides to set up parental controls, as well as offering parental controls and other safety features via SecureNet<sup>15</sup>. The Vodafone Guardian app on Android devices also permits the blocking of unwanted contacts.



## FURTHER INFORMATION

- Consult the UNCRC <<http://www.ohchr.org/en/professionalinterest/pages/crc.aspx>> and/or the overview document developed by UNICEF <[http://www.unicef.org/crc/files/Rights\\_overview.pdf](http://www.unicef.org/crc/files/Rights_overview.pdf)> for further information on children’s right to protection and assistance.
- For in-depth information on protection against and reporting of violence, the Council of Europe’s Integrated strategy against violence provides useful information at: <<http://www.coe.int/en/web/children/integrated-strategies>>.
- To report illegal content, you can contact INHOPE: <<https://www.inhope.org/>>.

10. <http://en.wikipedia.org/wiki/Helpline>

11. <http://www.betterinternetforkids.eu>

12. <http://www.childhelplineinternational.org>

13. <https://www.facebook.com/help/181495968648557/>

14. <http://www.vodafone.com/content/digital-parenting.html>

15. <https://securenet.vodafone.com/>

- The portal of Insafe, the European network of Internet safety centres <<http://www.betterinternetforkids.eu/>> offers information on national contact points and helplines across Europe.
- To report cyberbullying or get assistance you can contact Childline <<http://www.childline.org.uk/>>, a free 24-hour helpline for children and young people (Telephone: 0800 1111).
- Befrienders.org <<http://www.befrienders.org>> is a website where you can find your nearest suicide support helpline when in need for assistance.
- Europe Direct <[http://ec.europa.eu/eurodirect/index\\_en.htm](http://ec.europa.eu/eurodirect/index_en.htm)> is a free service where you can get immediate responses to general questions on EU matters and contact details of relevant organisations such as national helplines.