



Reporting in Bulgaria

National reporting procedures for cyberbullying, hate speech and hate crime

The information below is extracted from a mapping study of national reporting mechanisms in the countries involved in the [No Hate Speech Movement](#) of the Council of Europe. It aims to provide:

1. Contact information of national reporting mechanisms for cyberbullying, hate speech and hate crime where they exist
2. Information about the legal grounds for acting on cyberbullying, hate speech and hate crime where they exist

The views expressed in this document do not necessarily reflect the opinions of the Council of Europe¹.

1. REPORTING MECHANISMS

Reporting cyberbullying

Cybercrime Department of the Ministry of interior

It is possible to report cyberbullying within a more general reporting mechanism for non-urgent signals for cybercrime (dedicated primarily to cyber-fraud and child-pornography). The programme is coordinated by Cybercrime Department at the General Directorate for Fighting Organized Crime of the Ministry of interior.

Through an online form cyberbullying, cyber-fraud, child-pornography can be reported.

For urgent cases people are advised to report to the general emergency telephone number 112.

Website: www.cybercrime.bg

phone: 112 (in case of emergencies and urgent matters)

Bulgarian Safer Internet Centre

The Bulgarian Safer Internet Centre operates a hotline and a helpline for victims of child online sexual abuse and exploitation, hate speech and cyberbullying against minors.

Reports can be submitted through an online reporting form, via email, short telephone number 124 123 and a real-time chat platform (the last two only during office hours).

After evaluation and gathering of additional information the reports are transmitted to the Cybercrime Department via secured communication channel. There is also a helpline for online advice and psychological assistance. The cases that can be treated through the welfare system are referred to the State Agency for Child Protection.

Website: www.safenet.bg

Phone: 124 123

Chat function on: www.safenet.bg

2. Background information

In Bulgaria there is no legal definition of the term “hate speech”, “hate crime”, or cyberbullying.

The Bulgarian Safer Internet Centre produce annual written reports. In 2015 they received a total of 2500 reports on the hotline and 350 people contacted the helpline reporting about various

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incidents of minors online. Approximately 20% of reports and contacts concern cyberbullying cases.

There is a non-formal Advisory board consisting of 22 representatives of 4 ministries, the State Agency for Child Protection, IT industry associations and companies, other NGOs.

The two organizations, OSI-Sofia together with WCIF, are the program operator of the NGO program of the EEA grants for Bulgaria and those who supported the No Hate Speech campaign of the Council of Europe, as a supporting group. Curbing racism, xenophobia, discrimination, hate speech and hate crime are amongst the priorities of the program, so for the last 4 years they provided assistance to and monitoring the activities of human rights NGOs in Bulgaria.