



Annual Report 2017

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Make a Report

What we do?

Our job is to reduce the amount of illegal, and mainly, child abuse material on the Internet and in general to help protect minors while online. Specifically, we assist

- eliminate audiovisual material that portrays ill-treatment of minors,
- safeguard children's right of [safe online surfing](#) and
- reduce racist, xenophobic, violent and other illegal content.

How we do this?

1. We receive anonymous reports from the public, about child sexual abuse material ([CSAM](#)) and other content suspected to be illegal.
2. We take further action with such reports, as [following](#):
 - a. Verify the existence of the reported content.
 - b. Determine the hosting country of the 'illegal' content.
 - c. Forward the reports to the [Hellenic Police](#), if hosted in Greece.
 - d. Update INHOPE's database of unique [CSAM](#) content.
 - e. Via (d), forward CSAM reports to another [INHOPE](#) hotline, if content is hosted abroad.
 - f. Update our [statistical](#) tables, accordingly.
 - g. Consider following [Notice & Takedown](#) procedures, with content hosts.
 - h. Give feedback to the report originator, if feasible.
3. We helped introduce [Notice & Takedown](#) procedures in Greece.
4. We participate in the global network of hotlines, [INHOPE](#), where we exchange best practices and we receive training.
5. We cooperate with the e-Crime & Digital Forensics units of the Hellenic Police on various other matters.
6. We are one of the three pillars of the [Greek Safer Internet Centre](#).

More information?

This Annual Report can only cover the most important issues, in brief. Please visit our website, in <http://www.SafeLine.gr/en>, for more details. See also our last page, for other [Useful Information](#).

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Safety tips for parents

Set rules: Agree with your children about how long they stay online, where they go, what is appropriate, etc.

Be engaged: Talk to your children about what they do online.

Learn : Try to understand the technologies your children use.

Set the example: Obey the rules you ask your child to respect.

Be there, when something goes wrong; make your children feel they can discuss with you what makes them uncomfortable.

Teach your children about strong passwords, what information to protect, fake news, digital footprint, etc.

Social media: The minimum sign up age is 13, but if your children are under this age, it is safer that you know, rather than they do it behind your back.

For **more** information visit
<http://saferinternet4kids.gr/>
<https://www.betterinternetforkids.eu>

Safety tips for young people

Remember that your computer keeps **traces** of your activity.

Do not share your **passwords** with anyone; they are strictly personal.

Think carefully before you post **YOUR** pictures / videos; once online, you can't take them back.

Do not share your **personal details** (tel. no, home address, etc.) with people you only know online.

If you want to meet people you got to know online, always use a **public place** and go there with an adult you trust.

Be careful when something is offered for "free"; usually there is a hidden cost.

If you receive an offensive message, **report** it to the social network, or to SafeLine.

When you accept a friend request, this 'friend' gains **access** to all the personal information in your profile.

Don't be rude, if you disagree with someone else's views; dialogue makes us better.

After you create your profile change the **default** settings that manage your data.

For **more** information visit
<http://www.SafeLine.gr/en/information/safety-tips>

Delete, without opening, any e-mails from people you do not know. **Spam** is dangerous.

In brief:

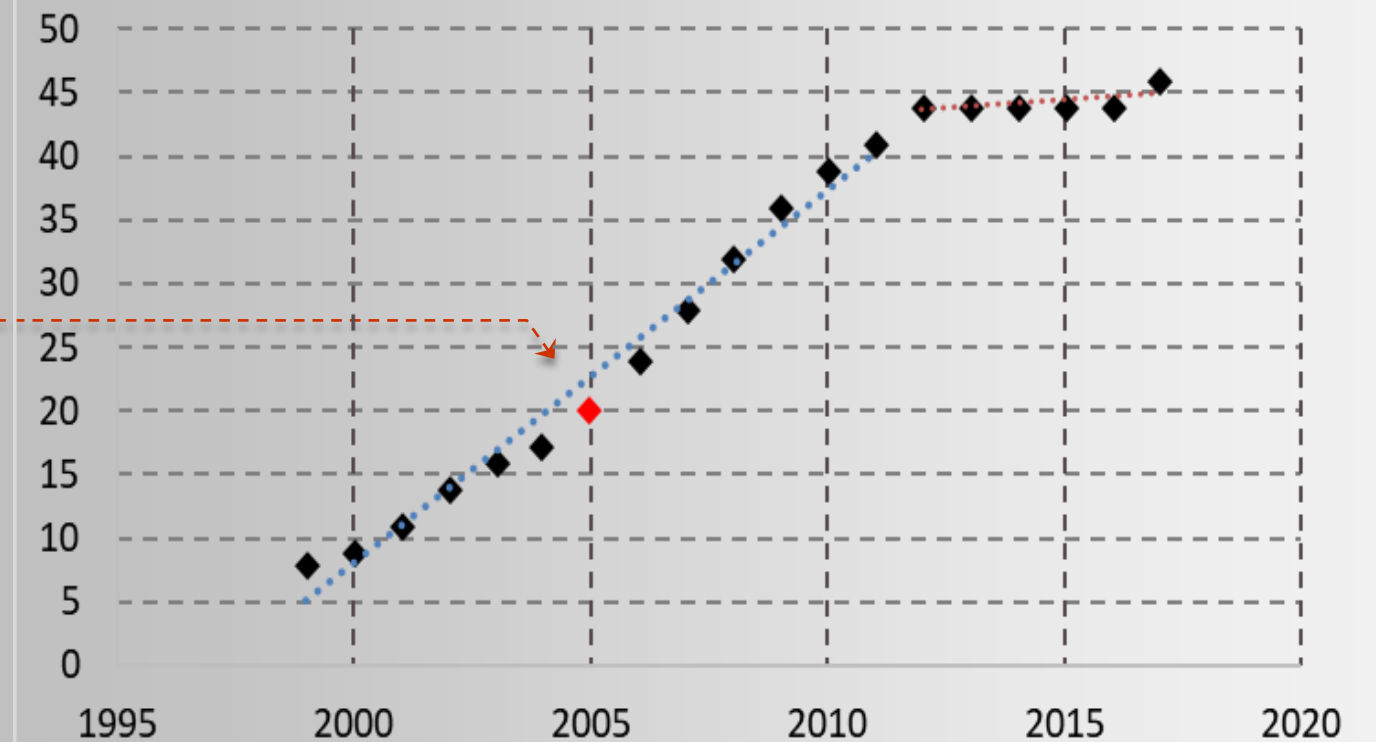
safeLine believes that current generations are fortunate enough to have Internet, as it greatly enhances human rights, democracy, commerce, culture & innovation and it does so outside the control of any single authority. It is then in the interests of its members, the ordinary Internet users, to help combat Internet's dark side.

At the same time, Internet as a global medium, can only be protected by global efforts.

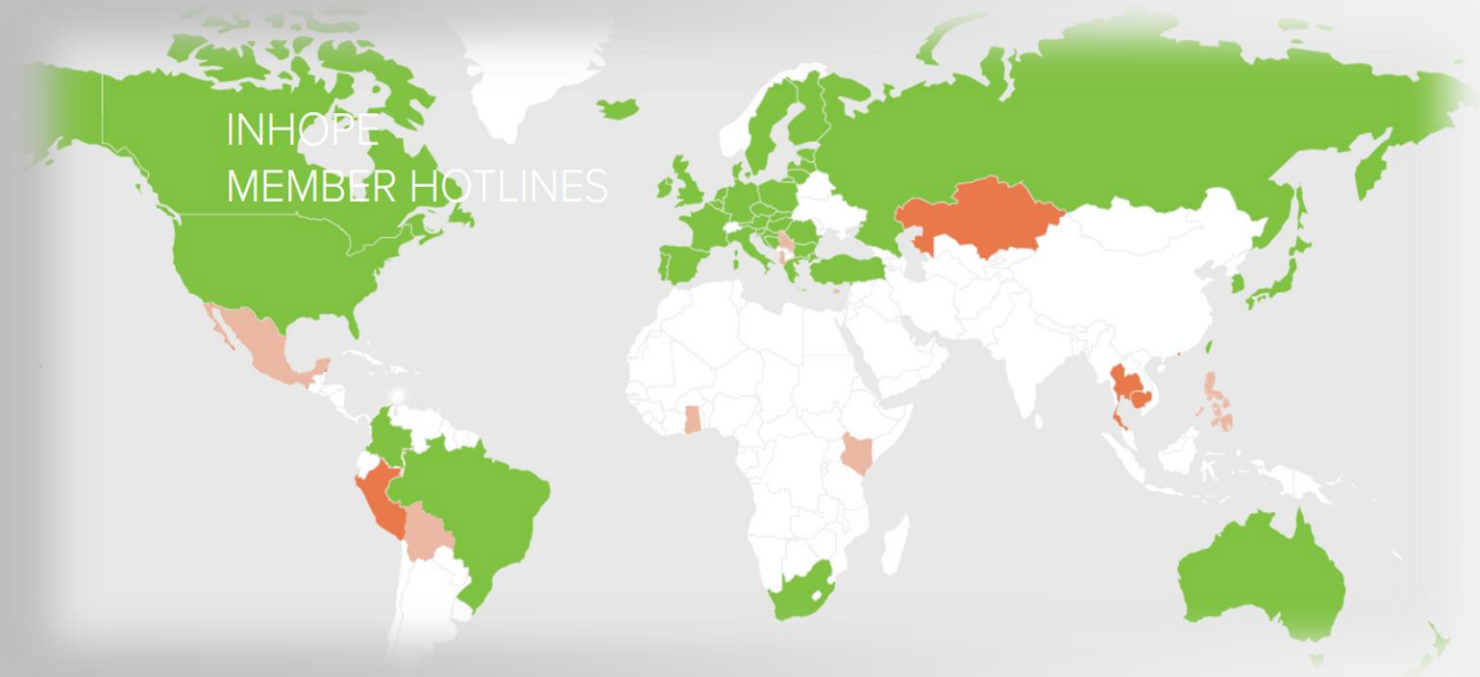
INHOPE Membership

- INHOPE was **launched** in 1999.
- **SafeLine** is a full member since 2005.
- **INHOPE Mission:** "... to support and enhance the work of member hotlines to strengthen the International efforts to combat child sexual abuse using a multi stakeholder approach".
- **INHOPE Objectives:**
 1. Establish policies and **best practice** standards for hotlines.
 2. Encourage **exchange** of expertise among members.
 3. Ensure rapid & effective **response** to illegal content reports around the world by developing consistent, effective and secure mechanisms.
 4. **Expand** the network of INHOPE Hotlines around the world by ... providing consultation and training to meet best practice standards.
 5. **Promote** a better understanding of the work of hotlines to policymakers at an international level ... with the aim of achieving better co-operation.
 6. Raise **awareness** of INHOPE and member hotlines with key stakeholders as well as with the general public.
- **INHOPE Values:**
 - **Freedom** of the Internet
 - A commitment to the **positive** uses of the Internet
 - A **shared responsibility** for the protection of young people by government, educators, parents and the Internet industry.

INHOPE Hotline Membership



The INHOPE hotline network achieved a consistent ($R^2=98\%$) growth, over the period 1999-2011, of about 2,9 new hotlines every year. Thereafter, average annual growth was much slower (~1 new hotline per 3 years).



Greek Safer Internet Centre (a risk-reduction approach)

As mentioned earlier, SafeLine focuses on reducing the amount of illegal, and mainly, child abuse material on the Internet.

This activity helps make the Internet a safer place for minors, because it reduces the risks to which they may be exposed. SafeLine, and the **hotline** network in general, does so by help removing many of the sources of hazard of the online world. This activity reduces the chances that a minor will be threatened, when surfing.

Risk is also reduced by attacking the consequences. So, it is imperative that minors are well prepared to face hazards.

The **Awareness centre**, aims at raising awareness, by advising children, young people, parents & teachers about the safe use of the Internet, and in particular of the social media.

The above two activities (**hotline** & **awareness building**) have a proactive nature, in that they try to reduce risk. Given that risk can not be eliminated, although it can be reduced through the above two activities (**hotline** & **awareness building**), what is needed is the reactive dimension, i.e. how do we treat harm, if and when happens?

The **Helpline** (available at +30 210 600 7686), offers support in cases of harmful content and conduct, such as excessive internet use, bullying or exposure to inappropriate online content.

Hence, a risk-based, proactive and reactive, action against online hazards should be based on the following three activities:

1. Awareness raising.
2. Reporting illegal content.
3. Helpline, in case of need.



The Greek Safer Internet Centre (SIC) comprises exactly the above three activities and has the ultimate goal of promoting

- safer,
- responsible, and
- better use

of the Internet and mobile technologies among children & young people.

Processing of a report

There is no automatic system, yet, which can identify with confidence, illegal & harmful content on the Internet. The only alternative then is the **report** from the human user of the Internet who comes across such content accidentally. And even then, only a trained expert can judge what is potentially illegal and report the matter to the authorities.

The effort then to make Internet safer starts from the user **report** and his/her willingness to share responsibility for the well-being of this unique medium.

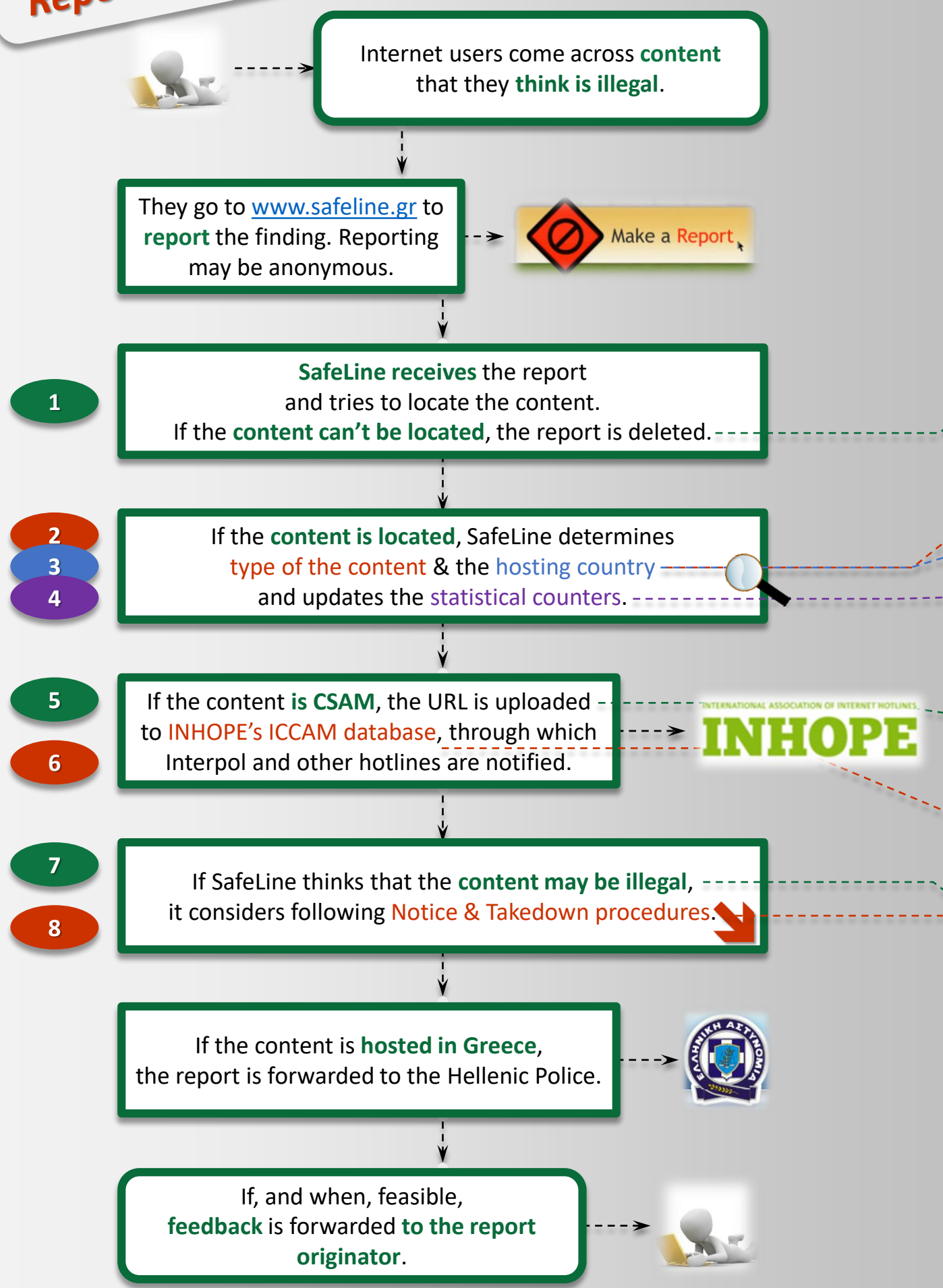
A hotline is an entity which offers to the public, a method to anonymously report Internet material, that they think is illegal. SafeLine is the Greek hotline.

To process the received **reports**, SafeLine follows the procedure in the next page. The procedure has been approved by INHOPE.

SafeLine has been audited by INHOPE, regarding compliance with standards and procedures, as set out in the INHOPE Quality Assurance programme.



Procedure for Report processing.



NOTES on Report Processing

(previous page)

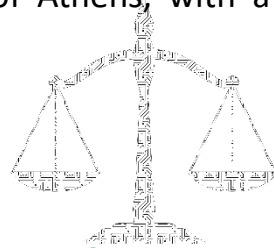
- Why the reported content may not be located?**
Because, between reporting and processing, the content is often **withdrawn**, by the content owner / provider / authorities / etc. In such a case, the report cannot be processed.
- What is the type of the content?**
SafeLine categorizes the reports in a number of ways, including the **content type**: Child pornography, Racism & xenophobia, Terrorism, Drugs, ..., Other content / Not illegal, Queries & Outside Hotline remit.
- What is the hosting country and why do we need to know it?**
Responsibility for the content is assumed by the authorities of the country physically hosting the content. The report must be forwarded to them.
- What are the statistical counters?**
SafeLine & INHOPE publish statistics every year. The **counters** count content types & location, action taken, etc. for the reported period. Statistics are useful because *if you can't measure it, you can't improve it*.
- CSAM:**
Although legislation uses the term *child pornography*, a more appropriate one is **Child Sexual Abuse Material (CSAM)**. The problem with the term *pornography* is that it may give the impression that the sexual acts had the consent of the children.
- INHOPE database, ICCAM:**
INHOPE maintains a database (**ICCAM**) with unique CSAM URLs: "ICCAM provides vital intelligence to law enforcement, including INTERPOL, in identifying previously unseen CSAM and supports the process of victim identification". This speeds up action to save the children involved.
- Doesn't SafeLine, or the reporter of the content, know if the content is illegal?**
What is illegal is determined by the Law. The Law is interpreted by the Courts of Justice, or other appointed authorities. If SafeLine suspects that the content may be illegal it forwards the report to the authorities.
- Notice & Takedown:** Please see p. 20.



Working with the Police

As mentioned under “Procedure for Report processing”, if SafeLine thinks that the content may be illegal and if the content is hosted in Greece, then the Report is forwarded to the Hellenic Police, and in particular to its Cyber Crime Division.

Although the cooperation between SafeLine and the Police dates back to 2004, the Cyber Crime Division, in its current form, is based on a 2014 decree and operates out of Athens, with a sub-division operating out of Thessaloniki.



The Law

Hellenic penal laws apply to all acts committed in Greece, even by foreigners, as well as to any act described as a felony or misdemeanor, committed abroad by a Greek national, if this act is punishable according to the laws of the country where it was committed.

For crimes committed on the Internet, the place where the crime took place is either the place where the webpage can be read, or where it is hosted.



Working with the Industry

SafeLine cooperates with the Internet industry, like Facebook, Instagram, YouTube, Twitter, Google & others, as well as with the Greek ISPs.

One dimension of this cooperation concerns the “Notice & Takedown” process (see p. 25), while other areas of cooperation include participation in common meetings and activities.

Frequently Asked Questions

A. What kind of Internet content is considered illegal?

Every country defines what is illegal in her own way. Usually, what is illegal offline, is illegal online. In general, all countries outlaw, CSAM and racism or xenophobia.

B. What kind of Internet content is considered harmful?

It is any material, otherwise non-illegal, which is subject to distribution restrictions (adults only, for example).

C. What type of Internet content should I report to SafeLine?

You should report webpages with content you believe is illegal. For harmful content use filters, appropriate browser/ISP/router-setting, and/or parental control tools.

D. Can I report illegal content anonymously?

Of course! When you visit the “Make a Report” page, in the “Personal Information” box, *anonymous* is the default value.

E. Why is content I reported still online?

If reported content is still online it may be that what you reported is not illegal in the hosting country, or it may be because an international cooperation of the police is necessary, which might lead to delays in some cases.

F. Are there any risks to children & young people when playing online games?

Gaming sites can be fantastic fun for young people. However as with any online technology, there are risks:

- **Addiction:** Gamers may become so involved that they lose touch with the offline world and stay late at night playing, neglecting also their obligations.
- **Abuse:** Some young people can become abusive to other gamers, in their effort to progress with the game.
- **Risky behavior:** Some young people may fall victim to adults who are prepared to ask them for sexual favors in exchange of information and knowledge useful to progress with the game.

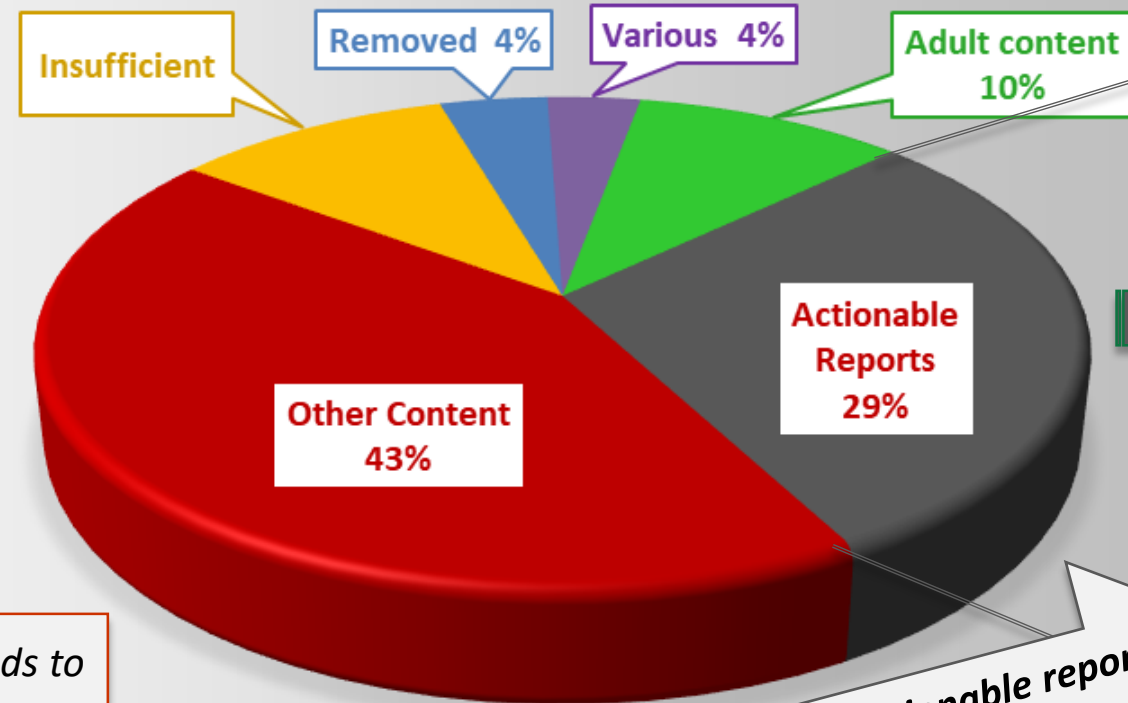
G. What is phishing?

It is the attempt to obtain sensitive information (passwords, etc.) by disguising as a trustworthy entity (for example your Bank).

H. For more FAQs, visit:

<http://www.SafeLine.gr/en/information/qs>, or
<http://inhope.org/gns/who-we-are/faqs.aspx>

4.327 Reports received in 2017



This corresponds to 2,5 reports every working hour, or one report every 24 minutes.

On average, one **actionable report**, every 1,4 working hours.

Other Content: Content outside SafeLine's remit.

Various: Cyberbullying, Queries, Not illegal, or Not accessible.

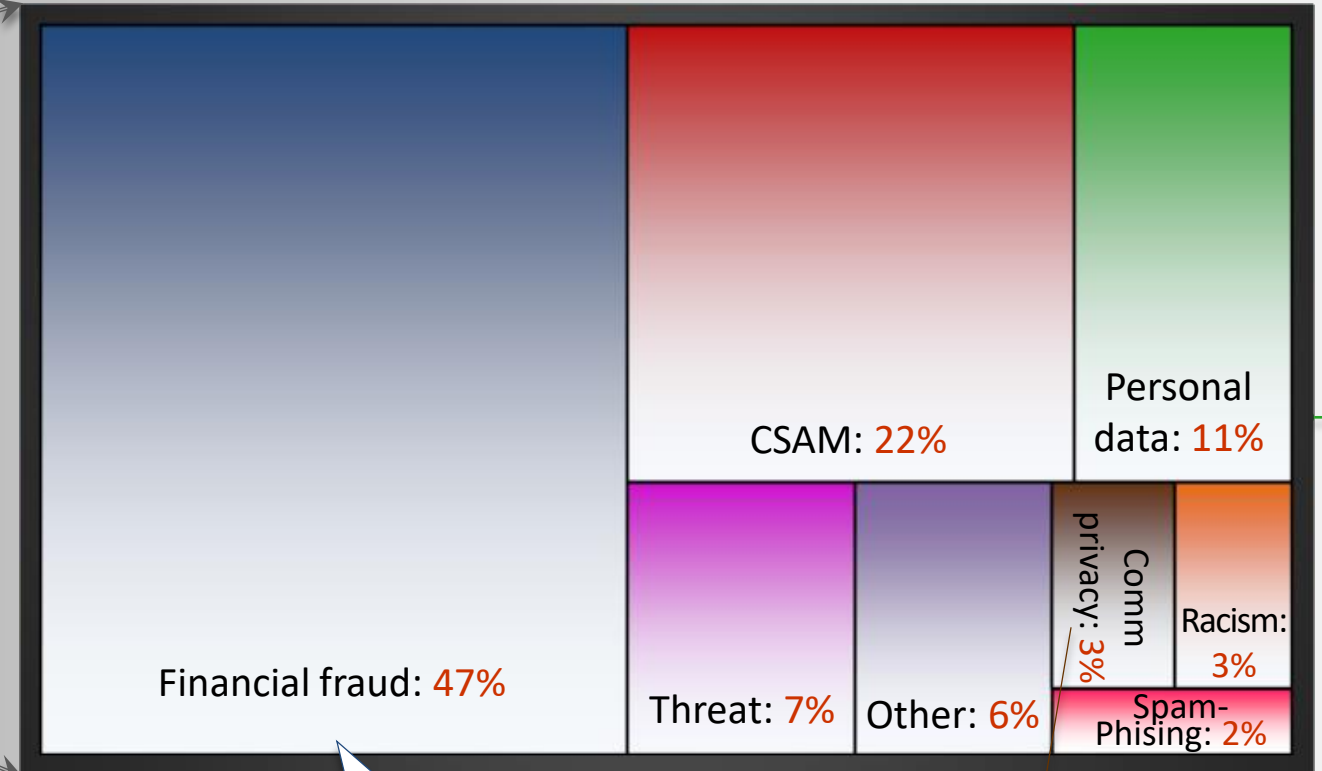
Insufficient detail: Report with insufficient data, to allow processing.

Actionable: Reports SafeLine plans to take action on, because they are likely to be illegal under Greek Law.

Adult Content: Adult Pornography, or Extreme Adult Content

Removed: Reports about content which was subsequently withdrawn.

1.268 Actionable reports



Online financial fraud

Communications privacy breach

Personal data violation

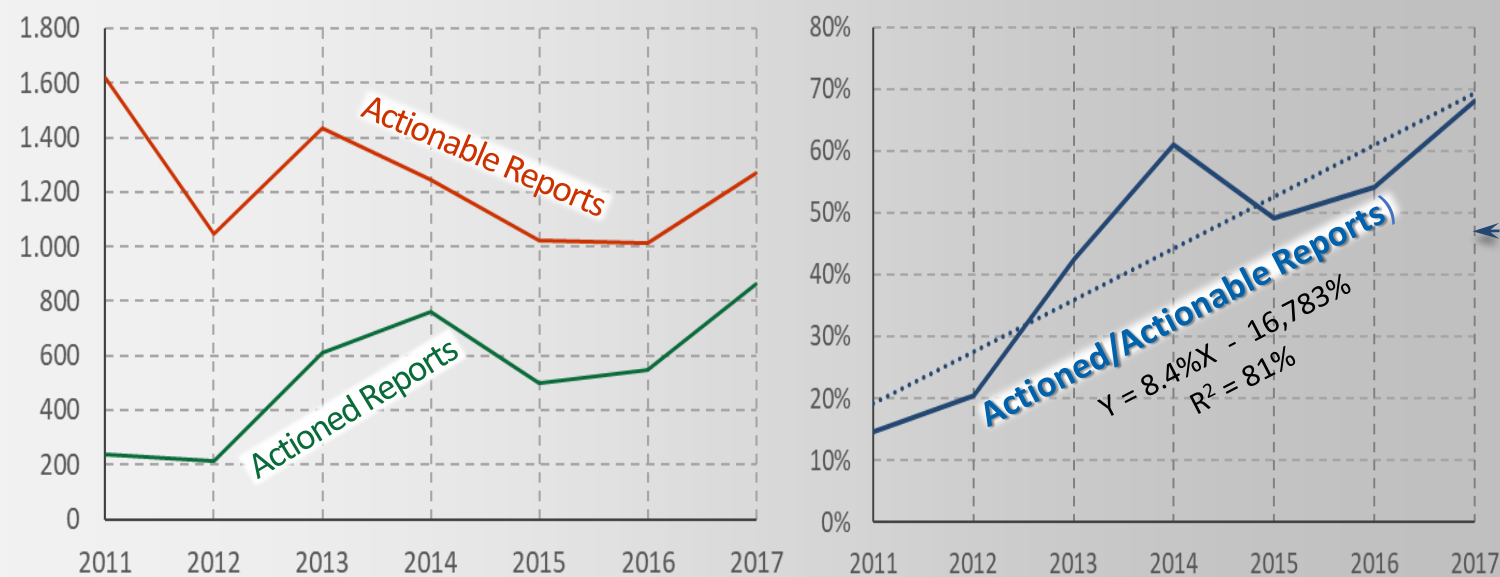
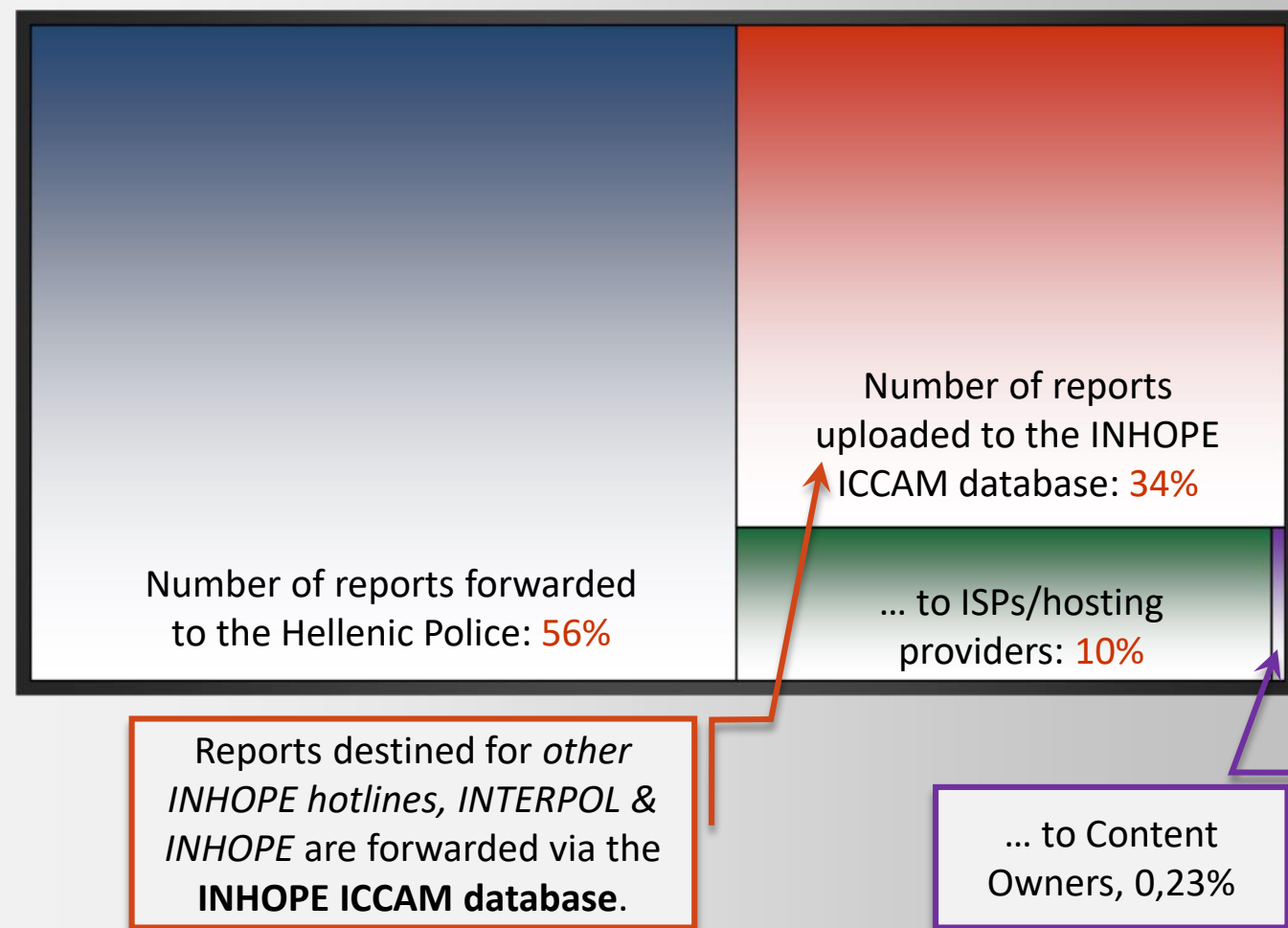
Other: Other smaller categories of actionable reports (Copyright breach, Defamation, Other child-related content, Terrorism, Drugs, Promotion of suicide & Sexual harassment).

Of the above, **68% of the reports were actioned.**

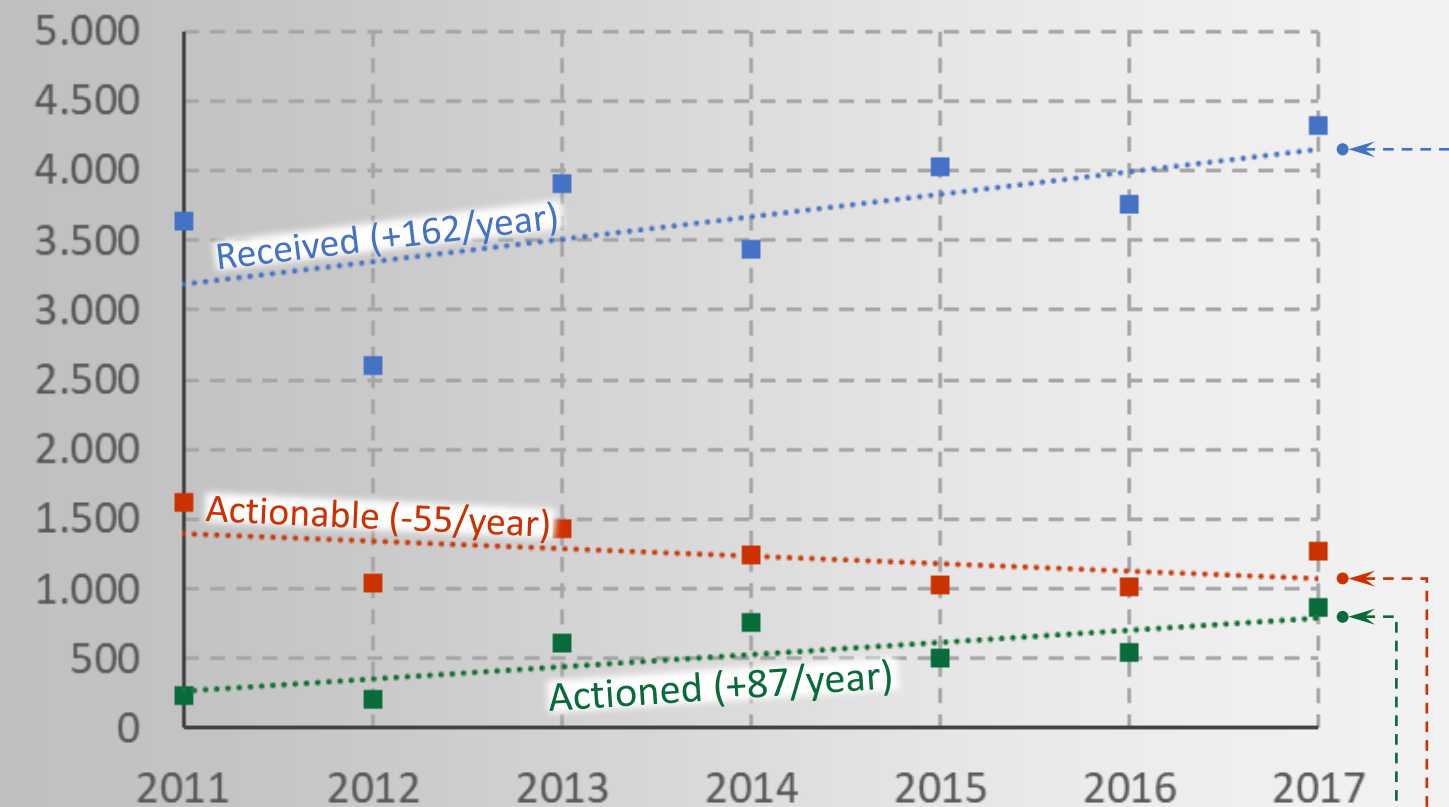
On average, one **actioned report**, every 2 working hours.

Actioned: Reports for which SafeLine took action.

862 Reports were actioned in 2017



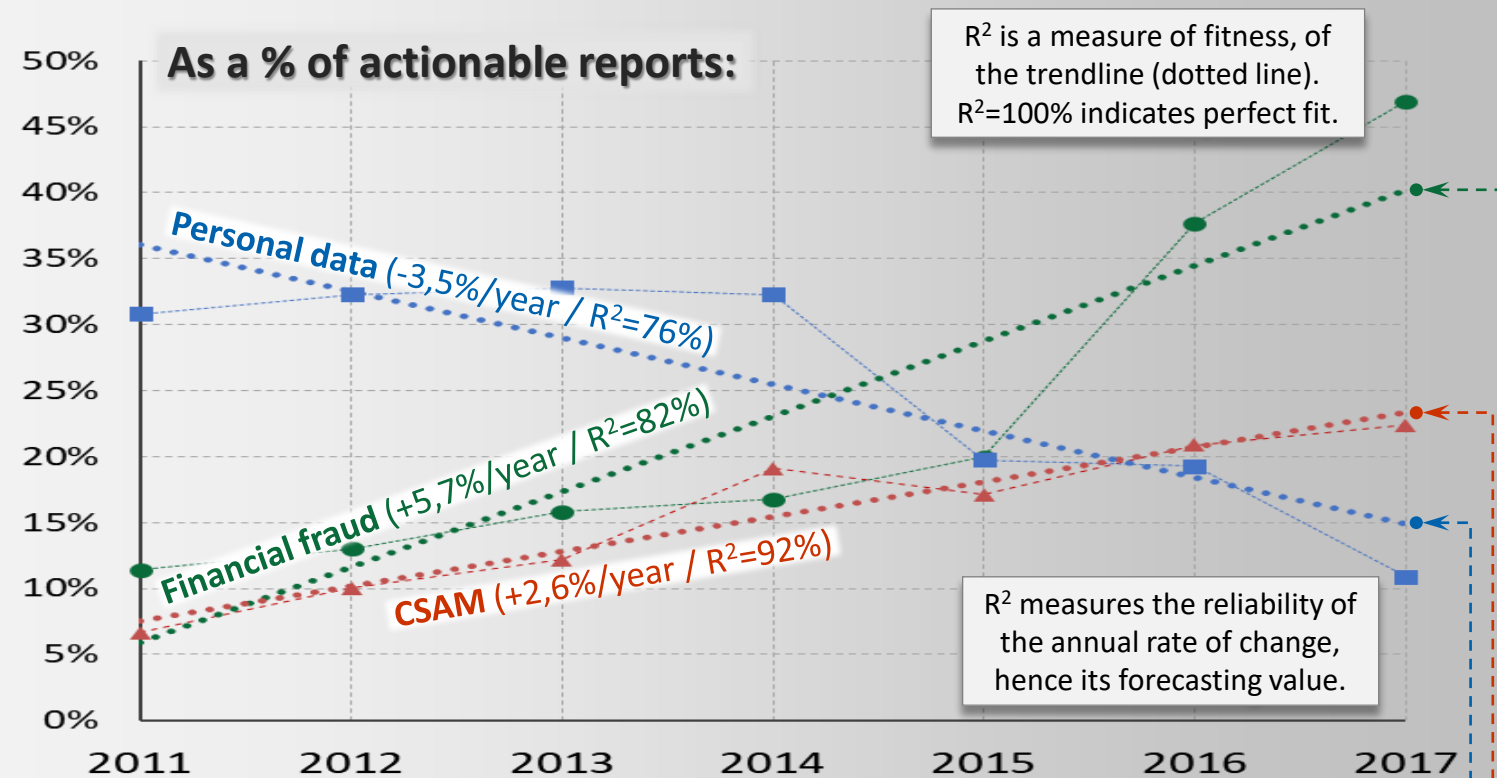
2011-17 trends



Over the period 2011-17:

- The number of reports **received** by SafeLine has been **increasing**, on average, by **162** per year, but the forecast value of this rate is low, as $R^2=40\%$.
- The number of reports **actioned** by SafeLine has been **increasing**, on average, by **87** per year. The forecast value of this rate is good, as $R^2=59\%$.
- Over the last 7 years, **43%** of the **actionable** reports were actually **actioned**. The ratio of **actioned/actionable** reports has been increasing at a reliable ($R^2=81\%$) trend of **+8%/year**.
- The number of reports characterized by SafeLine as **actionable**, has been **decreasing** by **55** per year, on average. The forecast value of this rate is low, as $R^2=26\%$. It is expected that this trend will switch to increasing, following the rising trend of **actioned** reports, which constitute about **43%** of the **actionable** reports.

2011-17 trends on actionable reports



Over the period 2011-17 the following reliable trends were observed:

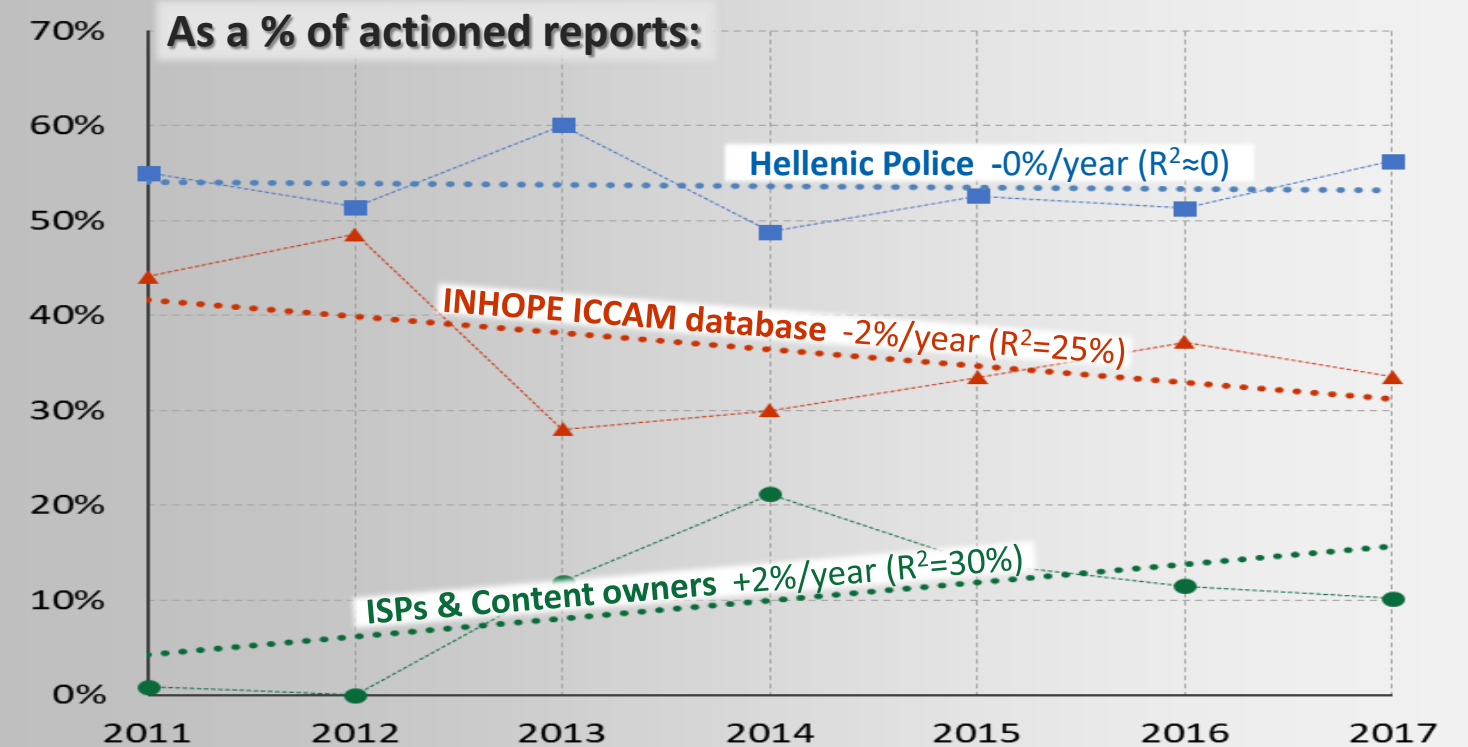
- **Personal data violation**, as a % of actionable reports, **decreased** at an average annual rate of **3,5% per year**.
- **Online financial fraud**, as a % of actionable reports, **increased** at an average annual rate of **5,7% per year**.
- **CSAM (Child Sexual-Abuse Material)**, as a % of actionable reports, **increased** at an average annual rate of **2,6% per year**.

NOTE A: When we observe time-series, like in the diagrams above, we can attempt to add a trendline (dotted lines), of an appropriate shape. The most common shape is a straight line. Each shape has a different fit and the quality of fit is measured by R^2 .

The value of a linear trend line is that it also gives us the average rate of change, say +2,6%/year for CSAM. This rate of change is an undeniable fact, whatever the value of R^2 , and describes what has happened over the observed period (here, 2011-17).

If R^2 is good (say, >70%), we can use the trendline to forecast the next 2-3 years. The closer R^2 is to 100%, the more reliable the forecast.

2011-17 trends on actioned reports



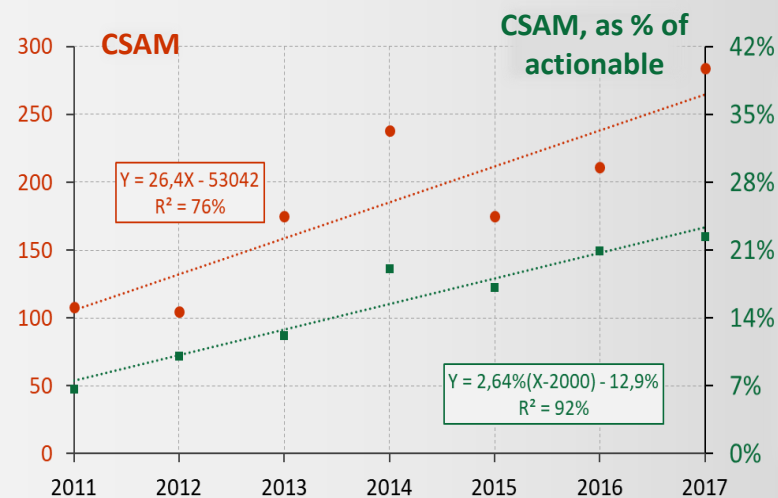
Over the period 2011-17, as a % of the actionable reports,

- **Hellenic Police**, received an average of 54%.
- **INHOPE ICCAM database**, received the 28-49%.
- **ISPs and Content owners**, received a percentage which varied between zero and 21%.

NOTE B: A note of caution is necessary, when we discuss statistical trends, as a common reflex is to try and draw dangerous conclusions. For example, in p. 20, we examine the rising number of CSAM reports received per year, by SafeLine. This fact, does in no way imply that CSAM material is on the rise. What we have observed is that CSAM reports are on the rise, but we do not know the reasons, until we conduct a separate study.

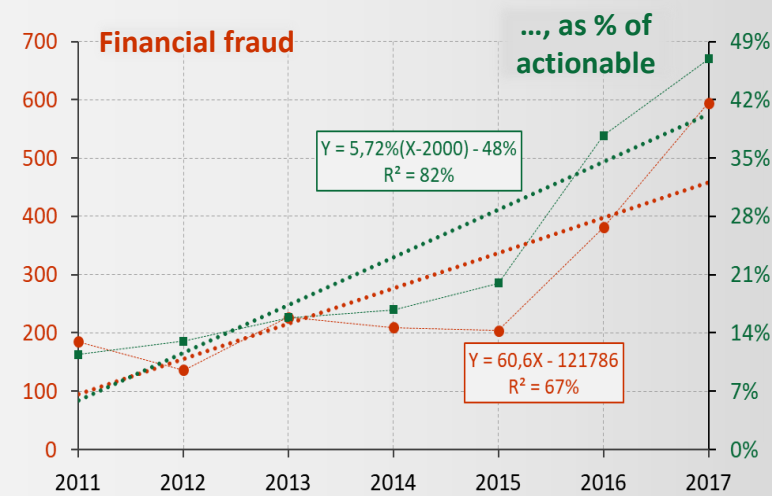
A very challenging, and most likely unsolvable problem, is the separation of the *cause factor* from the *observation factor*. For example, an increase in the number of CSAM reports/year may be due to an increase in CSAM content, or an increase in SafeLine visibility, or an increase of public awareness, or an increase in the use of Internet, etc., or on a combination of the above and other factors.

2011-17 trends on actionable reports



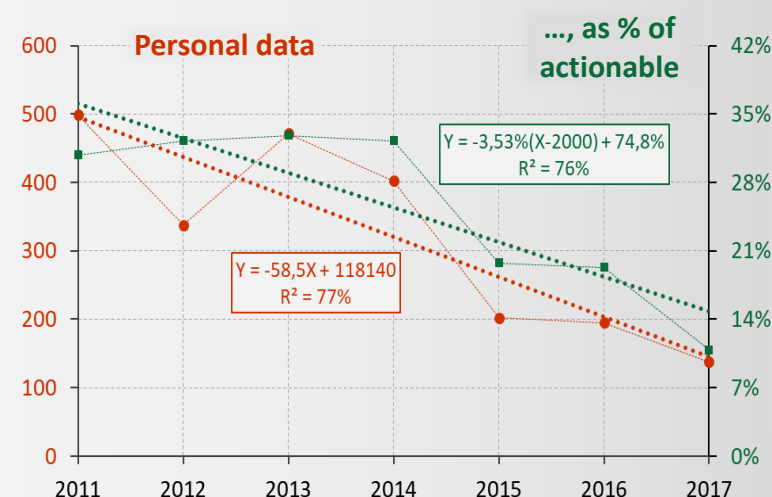
CSAM reports have increased, since 2011, both in absolute numbers, and in relative terms as a % of actionable reports:

- +26 reports per year, on average.
 - +2,6% points per year, on average.
- It is expected that CSAM reports will keep **increasing** over the next few years, at a rate of:
- ~20 / year, from ~280 in 2017, and
 - +2-3% points / year, from ~22% in 2017.



Financial online fraud reports have **increased**, since 2011, both in absolute numbers, and in relative terms as a % of actionable reports:

- +61 reports per year, on average.
 - +5,7% points per year, on average.
- It is expected that Financial online fraud reports will keep **increasing** over the next few years, at a rate of ~5% points / year.



Personal data violation reports have **decreased**, since 2011, both in absolute numbers, and in relative terms as a % of actionable reports:

- -59 reports per year, on average.
 - -3,5% points per year, on average.
- It is expected that CSAM reports will keep **decreasing** over the next few years, at a rate of 3,0-3,5% points / year.

Digital world

1. **Digitized information:** Information (video, picture, music, text, etc.), represented by bits (0s & 1s), so that it can be processed, stored & transmitted, by computers. Technologies processing *digitized information* are called *digital technologies*.
2. **Digital transformation:** The transformation through which businesses and the society, in general, have to go through in order to fully exploit *digital technologies*. To the extend that society transfers more and more of its operations from physical to digital, to that extend, and perhaps faster, we should supplement physical with digital (or *IT*) *safety & security*, to protect people & property against *IT threats*.
3. **IT Safety & Security:** Both refer to the condition of being protected from *IT threats*. *Safety* refers to the control of the risks through safety measures, awareness & preparation. *Security* refers to solid measures taken to protect from *IT threats*, like antivirus, firewall, etc.
4. **Hash value:** It is a digital word (say, 20 characters), easily produced from a digital file (any size), in such a way that even if one bit of the file changes, hash also changes in many places. So, a *hash value* is like the fingerprint of the file. The probability that two different files have the same *hash* is negligible. The INHOPE network, once it categorizes suspected imagery as CSAM, it uses its *hash value* for further processing. This is necessary to satisfy the law and minimize the risk of accidental spill of CSAM.
5. **Digital signature:** If the hash value, of a file, is encrypted by the file *sender* and attached to the file, this may serve as the *digital signature* of the file *sender*: A hacker can change the file, but not its (encrypted) hash value, so any attack will be detected by the owners of the encryption password.
6. **Blockchain:** It is a digital record duplicated thousands of times across a network of computers, in such a way that all the copies of the digital record are regularly updated, say every ten minutes. As there is no single central location, where the *blockchain* is hosted, it cannot be successfully hacked. *Blockchain* is updated by adding new blocks. Each new block contains an encrypted hash of the previous block, a timestamp and the new content. Private *blockchains* have been proposed for business use. Digital currencies use public *blockchains*.

Removal of CSAM

Child Sexual Abuse Material (CSAM) is the most horrific of the illegal content, hotlines come across on the Internet. Frequently, CSAM is being referred to, as *child pornography*; nevertheless, the term *pornography* may give the impression of consent of the actors, which cannot be the case for underage individuals. CSAM is then used as the most accurate term, which reinforces that behind images of child pornography there is sexual abuse of real children.

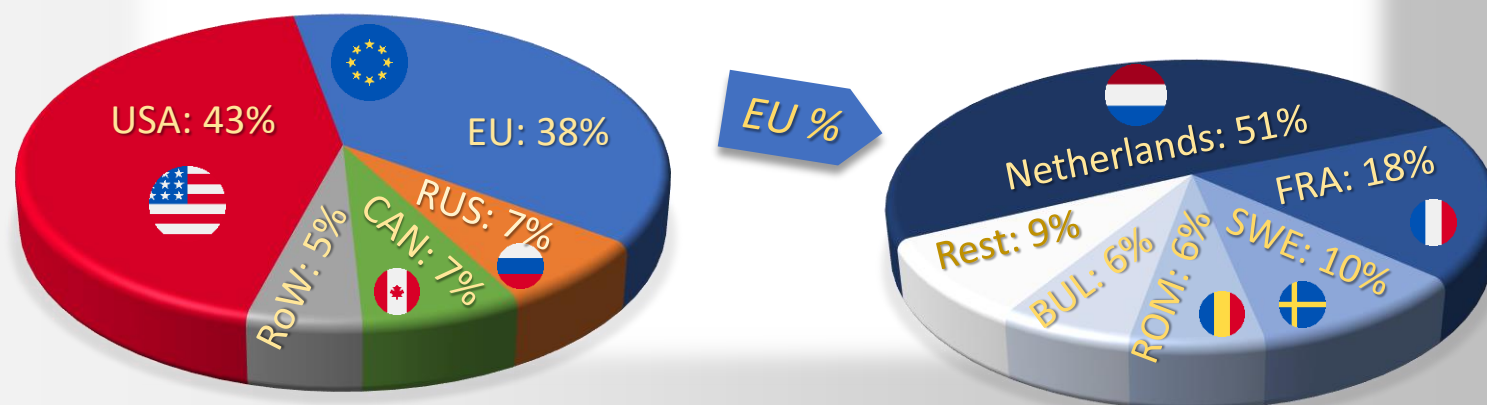
Once CSAM is detected, and to minimize re-victimization, it is extremely important that this content is *taken down* immediately. Even more important is the assessment, by Law Enforcement, that the specific CSAM depicts past acts, known to the authorities and not ongoing abuse of children. If the latter is the case, then Police have to move in urgently to free the abused victims.

Hence, especially for CSAM, speed is of the essence.

To assist Police, CSA imagery found by the hotline network is stored in a specific **INHOPE database**, called **ICCAM**, which allows the identification of new imagery, flagging out the duplicates. This economizes on police time which may be used to save new victims.

The procedure used to remove CSAM from the Internet is called *Notice & Takedown* and is described on the page opposite.

In 2017, INHOPE member Hotlines traced online CSAM to over 70 countries. Its geographical distribution is depicted below:

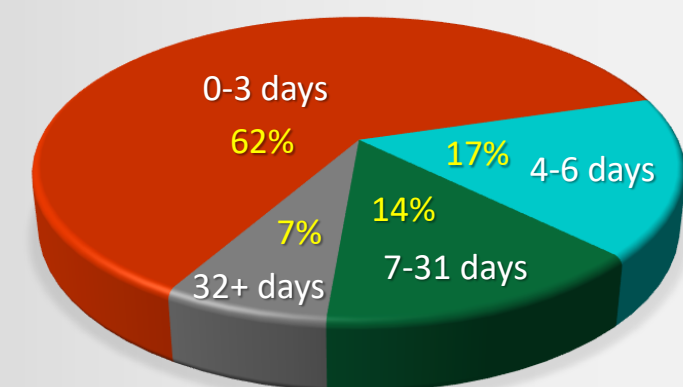


Notice & Takedown

1. **Notice & Action** procedures are those followed by the Internet Intermediaries for the purpose of combating **illegal content** upon receipt of **notification**.
2. **Takedown** is the most common outcome of *Notice & Action*. Other possibilities are:
 - **Blocking**,
 - voluntary takedown,
 - proactive & preventive measures &
 - action against repeated infringements.
3. SafeLine **notifies** the Internet Intermediaries for content on their servers, **suspected** to be **illegal**.
4. SafeLine **cooperates** closely with many Internet Intermediaries:
 - Facebook
 - Instagram
 - YouTube
 - Twitter &
 - others.
5. On **notification**, by SafeLine, the Internet Intermediaries normally **takedown** the reported content.
6. A **measure** of the effectiveness of the Notice & Takedown procedure is the **time** it takes to remove the “notified” piece.

Internet Intermediaries:

- Internet service providers,
 - Search engines
 - Social media platforms &
 - others.
- They are companies that facilitate the use of the Internet.





To report illegal material:



www.SafeLine.gr/en/node/122



Mail at report@SafeLine.gr

For more information:



Mail at contact@SafeLine.gr

To complain about the Hotline:



Mail at complaints@SafeLine.gr

*Find **safeLine** on:*



www.SafeLine.gr



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Developed by Dr. Nikos P. Frydas, FORTH

Cyber Law Clipart:



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Police Cap

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2012-08-18

Description

a police officer cap

Tags

Authority , Cap , hat , Police

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Loved by

3 People

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PNG

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PDF

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BIG IMAGE (PNG)

MEDIUM IMAGE (PNG)

SMALL IMAGE (PNG)

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internet

By

warszawianka

Created

2010-03-29

Description

"Internet" icon from Tango Project

Since version 0.8.90 Tango Project icons are Public Domain Tango Project FAQ</div>

Tags

earth , externalsource , globe , icon , internet , net , network , Nice Art , observer_open-clip-art , planet , tango

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