safeLine.gr

Annual Report 2016

PROJECT PARTNER

FORTH INSTITUTE OF COMPUTER SCIENCE

PART OF

SaferInternet4Kids.gr
ΓΙΑ ΕΝΑ ΑΣΦΑΛΕΣΤΕΡΟ ΔΙΑΔΙΚΤΥΟ

MEMBER OF

INHOPE
ins@fe

CO-FUNDED

Co-financed by the European Union
Connecting Europe Facility

Milestones 2016

safeLine

Milestones 2016

204
reports sent to other hotlines

23 May
Successful INHOPE auditing

63
reports sent to service providers

12 Febr.
Safer Internet Day 2016

12%
more actioned reports, than 2015

17 Mar.
Police Digital Forensics visit to SafeLine

281
reports sent to Hellenic Police

3,812
reports received

21%
more CSAM* reports, than 2015

* **C**hild **S**exual-**A**buse **M**aterial

In brief:

What we do?

Our job is to reduce the amount of 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, were 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, form other Useful Information.

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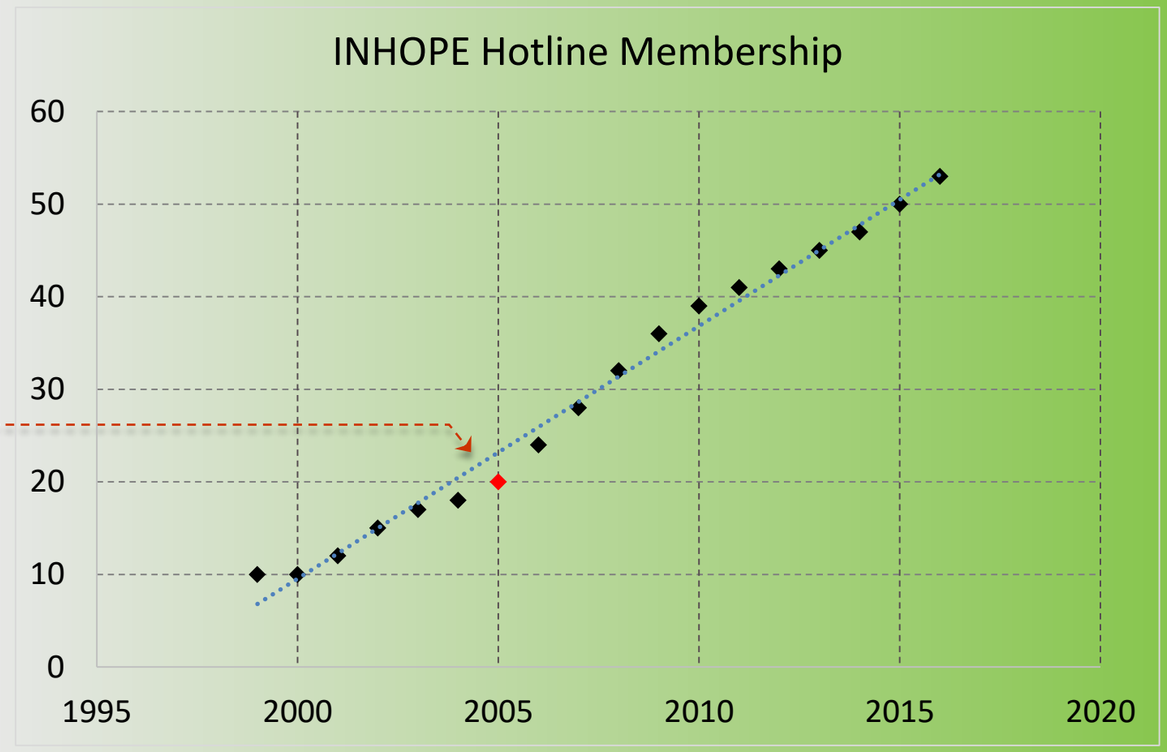
safeLine *believes that current generations are fortunate enough to have Internet, as it greatly enhances human rights, democracy, commerce, culture & innovation and it does so outside the control of any single authority. It is then in the interests of its members, the ordinary Internet users, to help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

At the same time, Internet as a global medium, can only be protected by global efforts. It is with the above in mind that SafeLine sought …

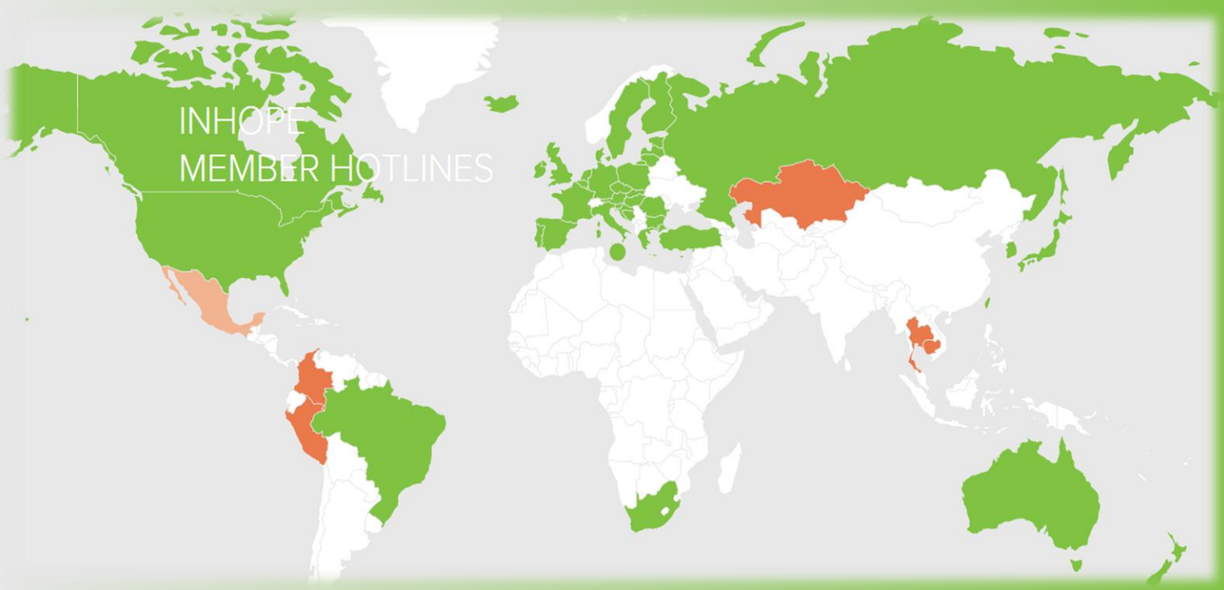
In brief:

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.



The INHOPE hotline network achieved a consistent (R^2=99%) growth, over the last 17 years, of about 2.7 new hotlines every year.



Safety tips for **parents**

Encourage your children to **use Internet** and **use it safely**. Talk to them about the hidden dangers.

Ask your ISP about **filtering** programs.

Learn from your child.

Express an **interest** on what your children do while online.

Encourage your children to discuss with you what makes them **uncomfortable**.

Ask to become a "friend" with your child in **social media**.

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

Safety tips for **children**

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

Avoid **adult** content.

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

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.

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

For **more** information visit
http://www.safeline.gr/en/information/safety-tips

Safety tips for **social networks**

Do not upload photographs which show your **location**.

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

Consider that any content you upload will be **publicly** available.

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

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

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 the public a way to anonymously report Internet material, they suspect to be 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.

Check next page for NOTES.

Internet users come across **content** that they **think is illegal**.

They go to www.safeline.gr to **report** the finding. Reporting may be anonymous.

1 — **SafeLine receives** the report and tries to locate the content. If the **content can't be located**, the report is deleted.

2, 3, 4 — If the **content is located**, SafeLine determines type of the content & the hosting country and updates the statistical counters.

5, 6 — If the content **is CSAM**, the URL is uploaded to INHOPE's ICCAM database, through which Interpol and other hotlines are notified.

INHOPE

7, 8 — If SafeLine thinks that the **content may be illegal**, it considers following Notice & Takedown procedures.

If the content is **hosted in Greece**, the report is forwarded to the Hellenic Police.

If, and when, feasible, **feedback** is forwarded **to the report originator**.

NOTES on Report Processing

(previous page)

1. **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.

2. **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.

3. **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.

4. **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.*

5. **CSAM**:
   Although legislation uses the term *child pornography*, a more appropriate one is **C**hild **S**exual **A**buse **M**aterial (**CSAM**).
   The problem with the term *pornography* is that it may give the impression that the sexual acts had the consent of the children.

6. **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.

7. **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.

8. **Notice & Takedown**: Please see p. 20.

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:

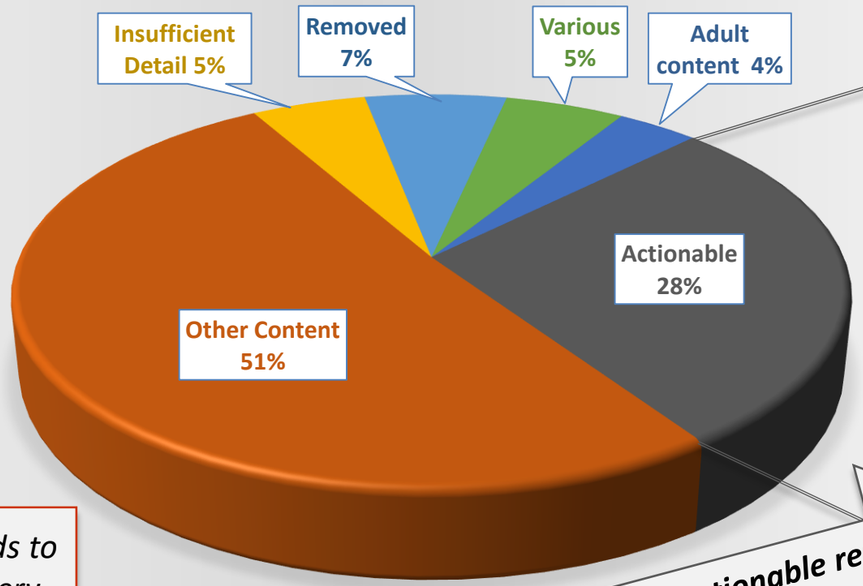
- Addiction: Gamers may become so involved that they lose touch with the offline world and stay late at night playing, neglecting also their obligations.
- Abuse: Some young people can become abusive to other gamers, in their effort to progress with the game.
- Risky behavior: Some young people may fall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

G. What is phising?
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

safeLine

3,812 Reports received in 2016



This corresponds to 2.2 reports every working hour, or one report every 31 minutes.

*On average, one **actionable report**, every 1.5 working hours.*

Other Content: Content outside SafeLine's remit.

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

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

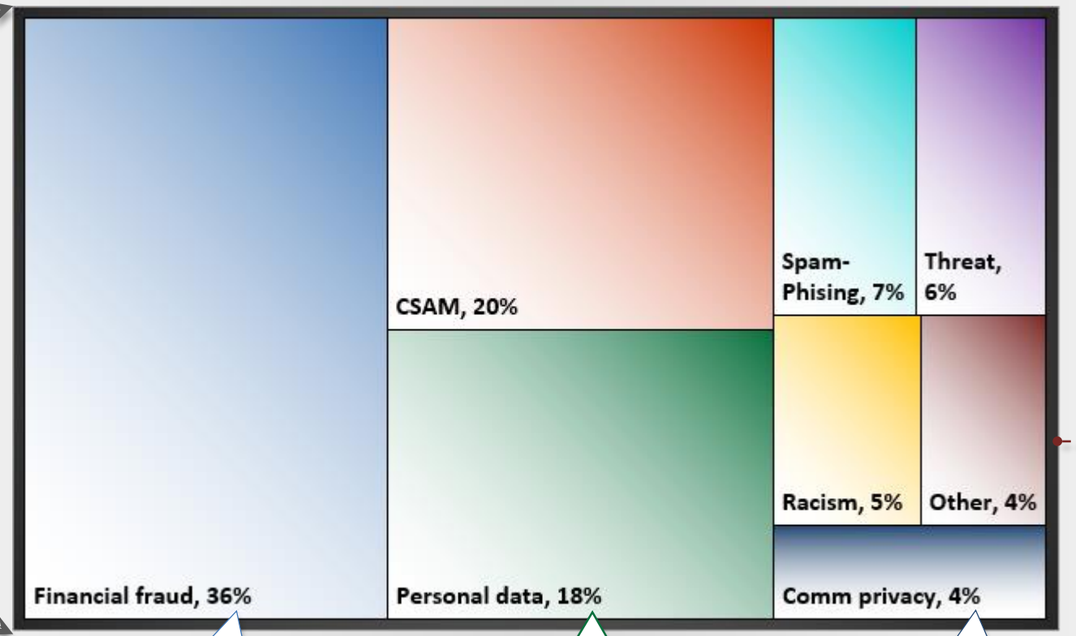
Adult Content: Adult Pornography, or Extreme Adult Content

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

Removed: Reports about content which was subsequently withdrawn.

safeLine

1,063 Actionable reports



Online financial fraud

Personal data violation

Communications privacy breach

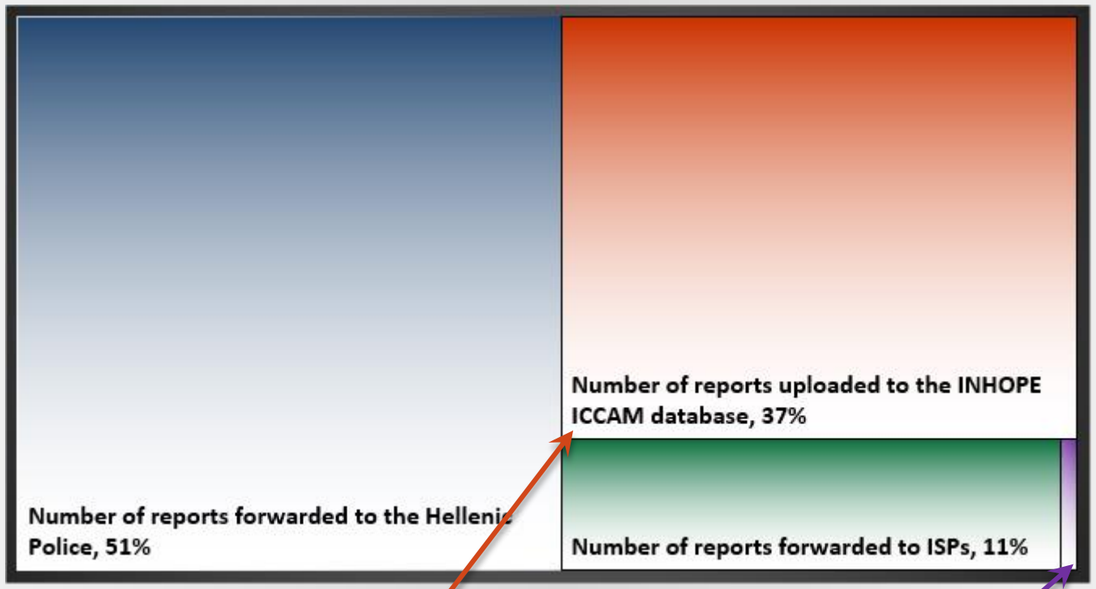
Other: Other smaller categories of actionable reports (Copyright breach, Defamation, Other child-related content, Terrorism, Drugs, Promotion of suicide & Sexual harassment).

*Of the above, **71%** of the reports were **actioned**.*

*On average, one **actioned report**, every **2.3** working hours.*

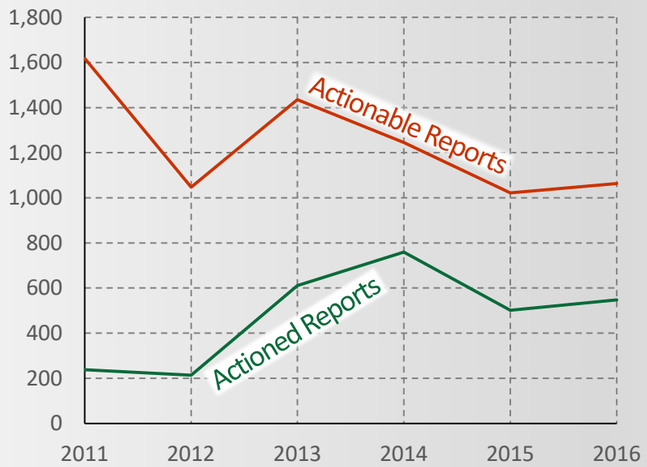
Actioned: Reports for which SafeLine took action.

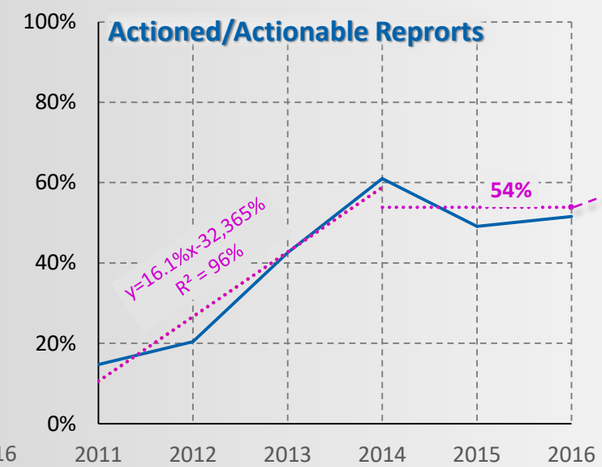
752 Reports were actioned in 2016



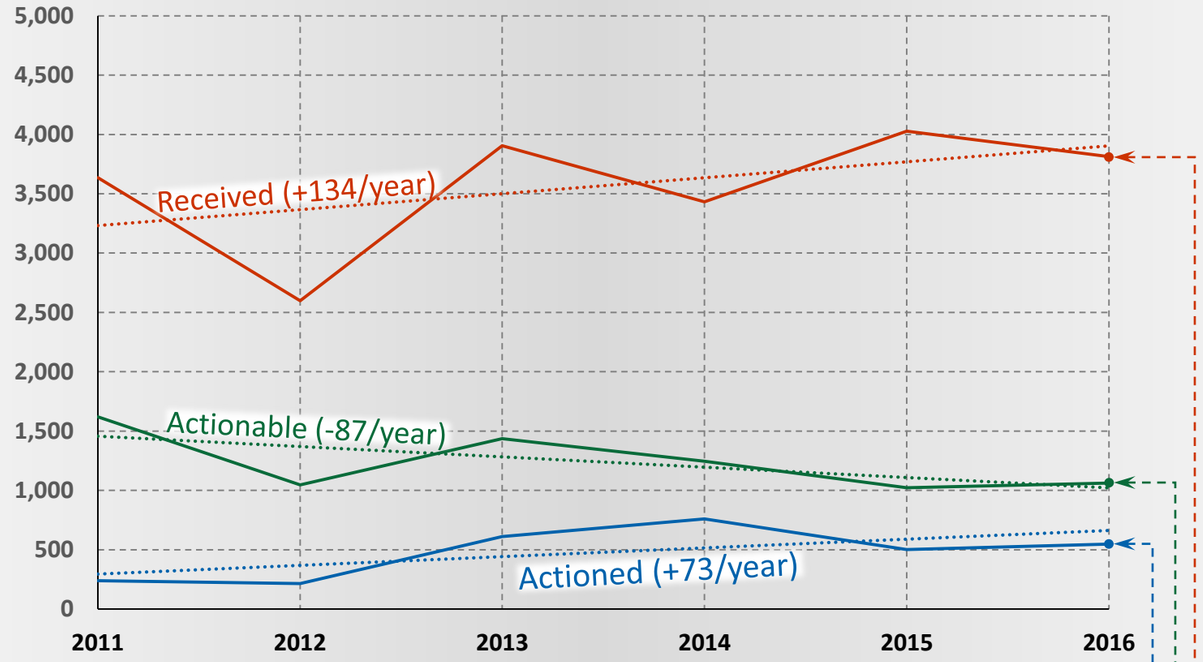
Reports destined for *other INHOPE hotlines, INTERPOL & INHOPE* are forwarded via the **INHOPE ICCAM database**.

Number of reports forwarded to Content Owners, 0.3%





2011-16 trends



Over the period 2011-16:

- The number of reports **received** by SafeLine has **increased**, on average, by **134** per year, but the forecast value of this rate is low, as R^2=23%.
- The number of reports **actioned** by SafeLine has **increased**, on average, by **73** per year. This activity is better approximated by a power trend (with R^2=60%), which forecasts growth, but at a smaller, and decreasing, rate of 55-65 extra reports per year.
- Over the last 3 years, **54%** of the **actionable** reports were actually **actioned**.
- The number of reports characterized by SafeLine as **actionable** has **decreased**, on average, by **87** per year. Again, the forecast value of this rate is low, as R^2=44%. It is rather expected that this trend will become increasing, following the rising trend of **actioned** reports, which appear to constitute about **54%** of the **actionable** reports.

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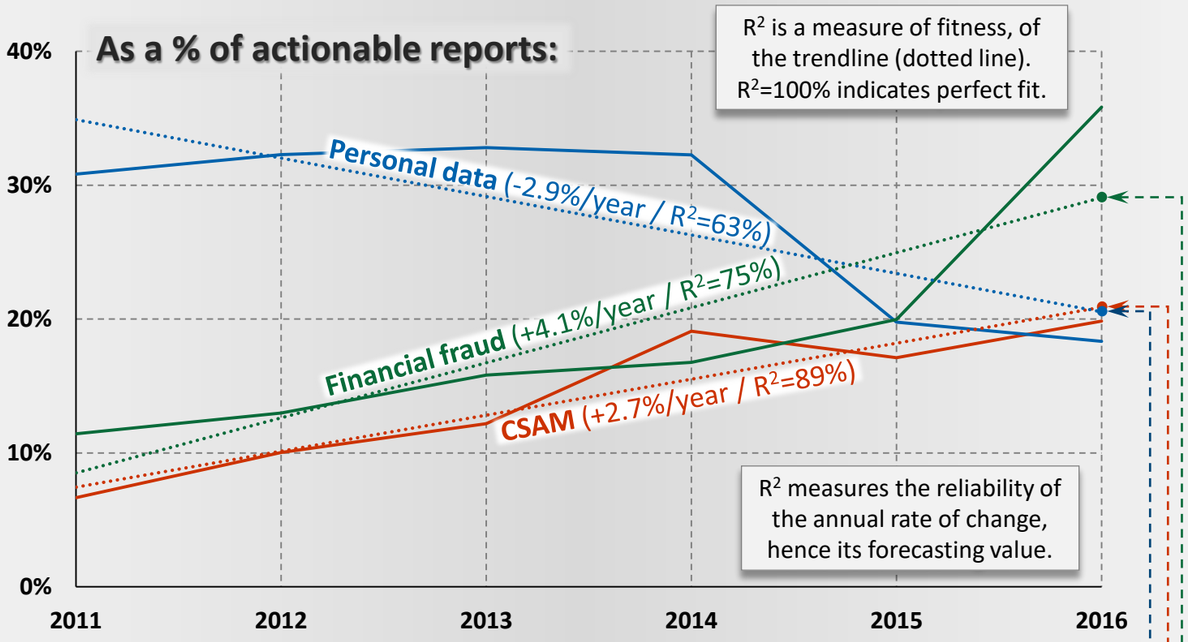
2011-16 trends on actionable reports



Over the period 2011-16 the following reliable trends were observed:

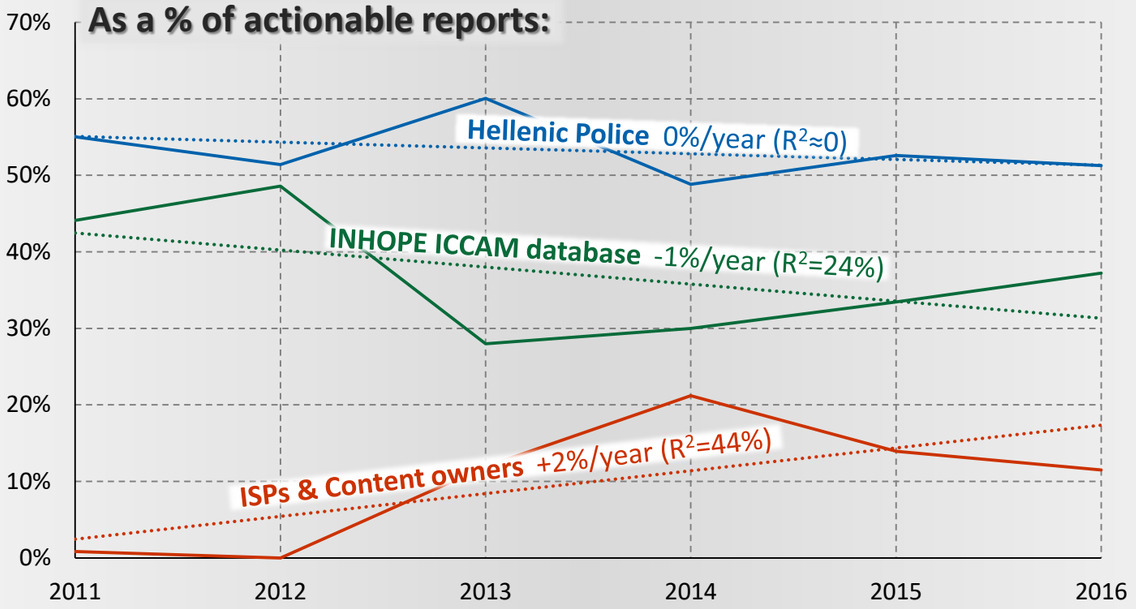
- Personal data violation, as a % of actionable reports, decreased at an average annual rate of 2.9% per year.
- Online financial fraud, as a % of actionable reports, increased at an average annual rate of 4.1% per year.
- CSAM (Child Sexual-Abuse Material), as a % of actionable reports, increased at an average annual rate of 2.7% 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 +2.7%/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, 2011-16).

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.

2011-16 trends on actionable reports



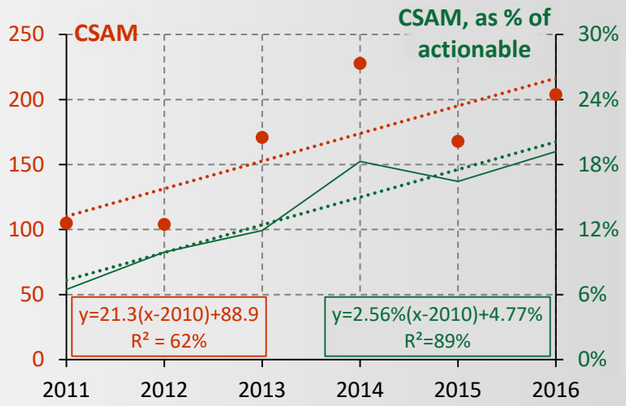
Over the period 2011-16, as a % of the actionable reports,

- Hellenic Police, received an average of 39%.
- INHOPE ICCAM database, received the 21-31%.
- ISPs and Content owners, received a percentage which varied between zero and 16%.

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.

2011-16 trends on actionable reports

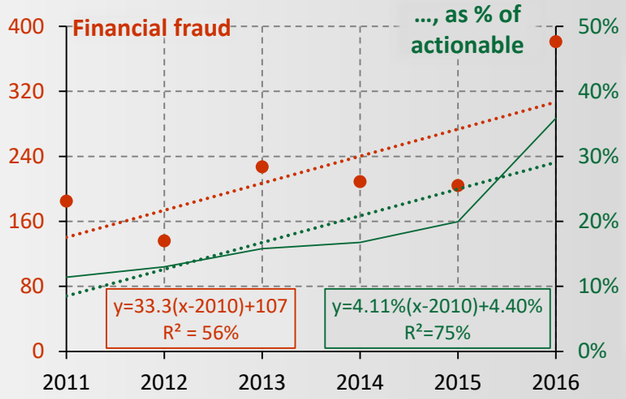


CSAM reports have increased, since 2011, both in absolute numbers, and in relative terms as a % of actionable reports:

- +21 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:

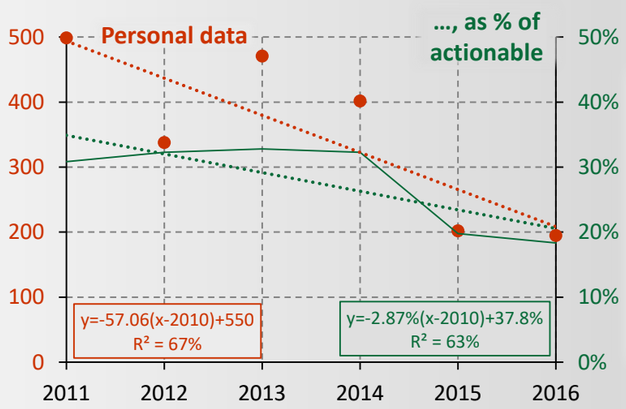
- ~20 / year, from ~200 in 2016, and
- +2-3% points / year, from ~20% in 2016.



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

- +33 reports per year, on average.
- +4.1% 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 ~4% points / year.



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

- -57 reports per year, on average.
- -2.9% points per year, on average.

It is expected that CSAM reports will keep **decreasing** over the next few years, at a rate of 2.5-3% points / year.

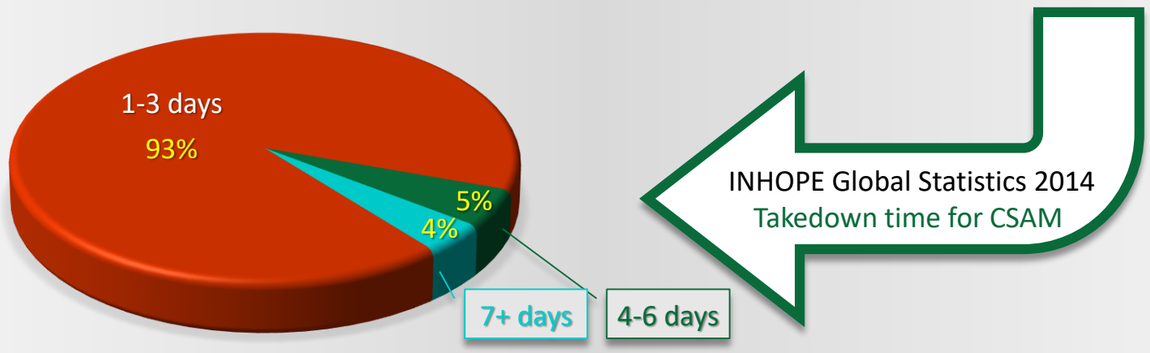
Notice & Takedown

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 a number of IIs:
   - 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.



safeLine

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

Facebook

Twitter

Developed by Dr. Nikos P. Frydas, FORTH

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