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Fighting to free the  
world of CSAM.

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# Annual Report

# 2022.

**INHOPE**

## COLOFON

# Head Office

INHOPE (Co-Office)  
Bos- en Lommerplein 280,  
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The Netherlands

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## A LOOK BACK

# Letter from the President

**The governance of a global network of 50 hotlines and over 200 analysts united to remove CSAM from the online world is no small responsibility. For Board members, delivering value to those on the first line of defence is an endless quest. We must never forget our motivation and core goal: to protect the victims in those images and videos.**

## Our focus since 2020: People and Technology.

People: as a global network, our growth and success depend on the professionals within it. Each hotline operates in a different culture and jurisdiction, and the members have brought diverse expertise to their roles. The most crucial role is that of the content analysts, members of the Trust & Safety community. These are the key people who work behind the scenes investigating child sexual abuse and exploitation material online reports and ensure that content is removed from the internet if found to be illegal. With 24 capacity-building events in 2022, the focus has been on ensuring content analysts are equipped to tackle CSAM. And we will continue to do so in 2023.

Technology: the technical capabilities of member hotlines across the globe was clearly insufficient in 2020. The sheer volume of reports is part of the challenge and content analysts need the efficiencies provided by tooling to support their role. In 2022, our highlights for technology include: 1) the Global Standard project, which will create a common ontology of CSAM categorisation that facilitates automated translation between and among different categorisation schemas; 2) Project AviaTor which utilises a combination of artificial intelligence, OSINT, and hash listing technologies to give law enforcement officers a powerful tool to prioritise reports of CSAM; and 3) our

global network report exchange platform ICCAM has been strengthened with automated takedown/availability of content, and we prepared the launch of a new API that will increase the efficiency of our CSAM report exchange to 47 hotlines.

## Our new Frontier: Regional Cooperation and Children

Now that our focus on People and Technology has been rejuvenated, we can explore two other fundamental dimensions: Regional Cooperation and Children. Our recently elected Board includes representatives from four continents, and we hear the aspirations of all regions to benefit from the expertise and data available within INHOPE. From Africa to Asia and Latin America we will prioritise support to organisations in the most vulnerable regions, where we know we can support them with our network's knowledge and experience. The upcoming European Centre against Child Sexual Abuse will be a welcome element for an efficient global cooperation.

Whenever we are talking about the victim or survivor of CSAM, we must remember we are always talking about a child. The massive adoption of smartphones in the last five years has brought a new dimension to the type of CSAM which is available online. Whether the content that our member hotlines take down is an assault on a young victim or has been self-generated by the child as part of the exploration of their sexuality, a child needs support and protection. In the course of the two years ahead of us, you can count on my full commitment to ensure INHOPE delivers on its mission and contributes to protect children.

*INHOPE President*  
*Jean-Christophe Le Toquin*



## BEFORE WE START

## Welcome from the Executive Director

**2022 saw the world gradually emerge from a global pandemic which affected everyone everywhere. During the pandemic CSAM reporting increased while working restrictions limited many hotlines' capacity to operate. Even with these issues, the INHOPE network rose to the challenge. While the INHOPE network focusses on providing members with technology-based tools, at its heart, it is powered by people.**

With that in mind, as we introduce the 2022 INHOPE Annual Report, I want to acknowledge and thank all INHOPE member hotline teams and our partners across the globe for their efforts during the pandemic in working toward our shared vision of a digital world free from child sexual abuse material.

As a members' organisation, run for its members by its members, 2022 saw the formal end of the two-year term of the INHOPE Board at the Annual General Meeting. Mr Toby Dagg from the eSafety Commissioner stepped down after two very successful years as Vice President and five of the existing Board Members were re-elected. In addition, we welcomed the election of a new Board member – Mr. Mashilo Boloka from Film & Publication Board of South Africa, which expands our global footprint and will aid INHOPE expansion in Africa. I want to thank all past and present members of the Board for their continued guidance and support of the INHOPE Secretariat. I would also like to thank all of the INHOPE Secretariat team for all of their efforts during 2022.

Starting in January 2022, INHOPE began the first full year implementation of the 2022-2024 strategic plan, which is delivered via six organisational pillars: network expansion, strategic communications, capacity building, sustainability, innovation, and organisational excellence. As you will see in this report all of INHOPE's activities and outputs were aligned and delivered in accordance with the 2022 strategic plan and driven by a focus on People & Technology.

While 2022 saw many positive developments in terms of impact and future growth, the publication by the European Commission of the draft regulation on the combatting of CSAM flagged the need for INHOPE to become more involved in policy development at a European level. INHOPE welcomes the regulations and what they are trying to achieve; however, there are aspects that require amendment, including the lack of hotline recognition. As we progress into 2023 INHOPE will continue to work with all stakeholders to try to ensure that the regulation is fit for purpose and will contribute toward a safer internet for all.

In closing, 2022 was a positive year for INHOPE as we strengthen the network and I like would to thank everyone for all their efforts as we head into 2023.

*INHOPE Executive Director*  
**Denton Howard**



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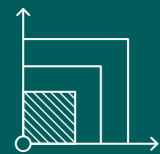
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## Key to Success – Partnerships

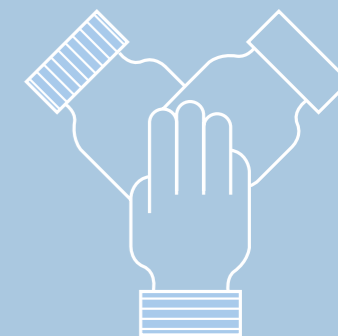
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CHAPTER 01

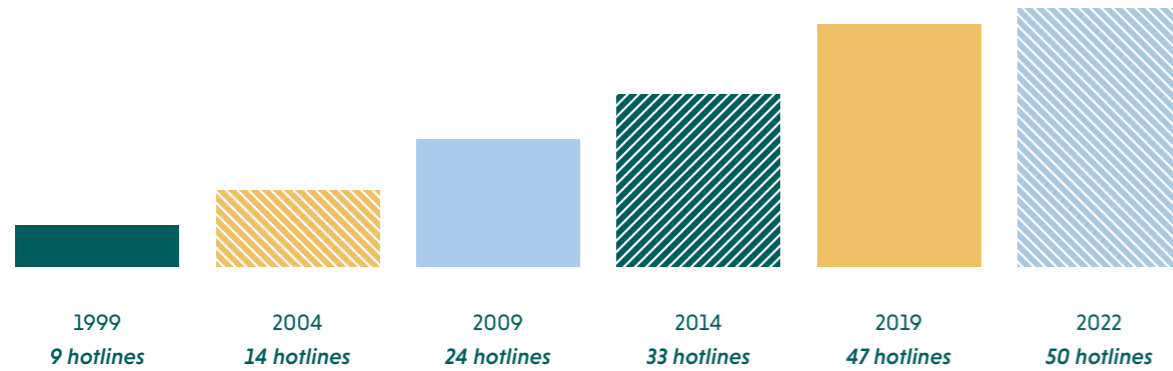
# INHOPE

INHOPE was formed by nine hotlines in 1999 with an initial European focus, which has now grown into a global network of 50 Hotlines – with a shared vision of a digital world free from CSAM.

DESCRIPTION

## Who we Are

INHOPE is the global network of hotlines combatting online Child Sexual Abuse Material (CSAM). The network consists of 50 hotlines in 46 countries (as of December 2022) that provide the public with a way to anonymously report illegal content online with a focus on CSAM. Reports are reviewed by trained content analysts who review and classify the reported material. If confirmed illegal, law enforcement agencies will be advised and a Notice and Takedown order will be sent to the relevant hosting provider so that the content is removed from the digital world as rapidly as possible.



As a network we support hotlines and their partner organisations through training and ensuring that required quality and operational standards are adhered to. This includes the implementation of mandatory network-wide best practices which include a particular focus on staff welfare.

INHOPE provides hotlines with access to ICCAM, a secure platform that facilitates the instant exchange of CSAM reports between member hotlines and INTERPOL.

INHOPE works continually to promote legislative and policy development that supports our vision of a digital world free from CSAM.

Based in the Netherlands, INHOPE and our member hotlines operate across six continents: Africa, Asia, Australia/Oceania, Europe, North and South America.

Online CSAM is a global problem and requires a global response. In a borderless digital world CSAM has global consequences and as its distribution grows, so do our efforts. INHOPE's success to date has only been possible

with the support and funding from our partners: the European Commission, End Violence Against Children Fund, NEO Philanthropy Foundation, and INHOPE's corporate donor partners.

### Vision

Our vision is a digital world free of Child Sexual Abuse Material.

### Mission

Our mission is to support and enable INHOPE hotlines in rapid identification and removal of Child Sexual Abuse Material from the digital world.

**Join us in the fight!**

## Our Objectives

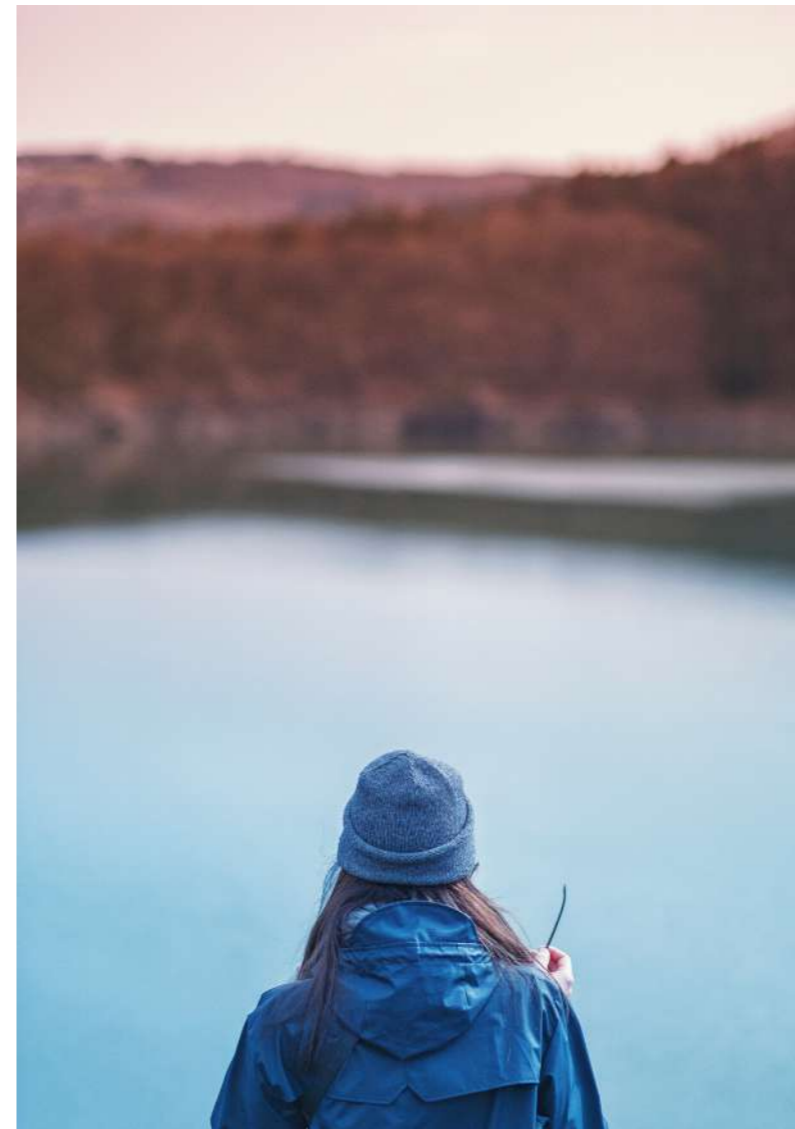
**Raise awareness:** to inform the public of what to report and where, as well as educate policy makers at the international level, including government, law enforcement and other related bodies, with the aim of achieving better co-operation internationally.

**Grow Partnerships:** to work with a diverse mix of government agencies, inter-governmental organisations, civil society organisations (including child welfare), industry-sponsored initiatives and other private sector partners.

**Expand our global network:** to expand the network of INHOPE hotlines around the world by identifying and supporting new hotlines to become members by providing consultation and training to meet best practice standards.

**Exchange expertise:** to establish policies and best practice standards for hotlines and encourage exchange of expertise among members and relevant stakeholders through fostering good working relationships and trust.

**Quality assurance:** to ensure effective response to illegal content reports around the world by developing consistent, effective, and secure mechanisms for exchanging reports between hotlines internationally, and ensuring a coordinated approach is taken.



## Our Values

Transparency

Commitment

Collaboration

Responsibility



CHAPTER 02

# Network

The INHOPE network consists of 50 hotlines spread across North America, Latin America, Sub-Saharan Africa, Europe, Asia, and Oceania

THE BASICS

## What is a hotline?

A hotline enables the public to anonymously report online material they suspect may be illegal. A hotline analyst will investigate the report and, if confirmed illegal, they will act to have the content removed from the internet as rapidly as possible.

When we think about the ability to report, we can sometimes oversimplify this by just considering the online platform. However, tackling CSAM requires many stakeholders to be truly successful in making a difference long-term. A local presence provides the opportunity for a country to take ownership of the challenge of CSAM.

A hotline can be run by a civil society organisation, a trade body, an ISP Association, a regulatory authority, or other appropriate entity.

To ensure scalability and sustainability, it is strongly advised to focus on the creation of a hotline as a service integrated into the operations of an existing organisation, whether it be a civil society organisation, an industry-led initiative, or a government agency.

Country profiles on page 98.

OUR MISSION

## Why should every country have a national hotline?

- o To reduce the availability of online child sexual abuse material (CSAM) online and prevent revictimisation
- o Country ownership
- o Be part of a stronger, global and national response against CSAM and cyber crime
- o Save police time
- o Stakeholder responsibility

A hotline's primary goal is the rapid removal of illegal material from the internet. This is done through a Notice and Takedown procedure where the hotline notifies the hosting provider and reports the case to the relevant law enforcement agency for victim identification purposes. Hotline analysts are trained by INHOPE, INTERPOL and national law enforcement agencies. They assess the illegality of the content according to national law and international standards. If the content is classified as illegal, then the hosting location of that content is traced automatically using ICCAM. When the material is hosted in the same country as the country in which the report was received, the hotline analyst will report it to

the national law enforcement agency and the relevant hosting provider in the country, both of whom they will have a relationship with already. It is more usual that the content is hosted in a different country than the one where it was first reported.

INHOPE member hotlines are operated on a national basis by a variety of different types of organisations including governmental institutions, non-profit/NGO, internet service provider associations, domain registries, research centres, or hybrids of any of the above. Hotlines differ in size and range from very small with two staff, to larger organisations with up to forty-five staff.

The unifying factor of INHOPE's member hotlines is that they all receive reports relating to online child sexual abuse material. However, hotlines across the world receive reports on topics other than CSAM depending on their mandate, including child abduction, child trafficking, adult pornography (and adult pornography accessible to children), obscene information, racism, cyberbullying, grooming, sexting, racism, hate speech, drug-related information, and information on prostitution and terrorism, and gambling, among others.

OUR WORK

## The Role of a Network

INHOPE creates global access to public reporting of CSAM online. We support prospective hotline organisations to set up efficient and secure hotlines every step of the way. We use our prominent voice to assist in the hard conversations with law enforcement agencies, governments, and tech companies to ensure success in establishing a hotline. A national hotline helps provide the structure to tackle the problem at its core. The national relationships built on the ground create a foundation for future cooperation, while being part of the INHOPE network provides continuous growth and long-term support.

INHOPE hotlines interact with each other through ICCAM, where reports are exchanged between hotlines. There are also monthly Q&A sessions, scheduled

trainings each year and a peer-to-peer program for analysts to have a chance to interact with each other. A new INHOPE hotline can also rely on a 'buddy hotline,' a more experienced hotline from the INHOPE network who can guide and advise the new hotline in the beginning of its work as a hotline.

Providing knowledge, expertise and best practice is how INHOPE continues to support its members while engaging, teaching, nurturing, and growing a network of more than 200 hotline analysts around the world. Our goal is to expand to all continents so that every country has a hotline, and everyone knows how to report CSAM online. As part of INHOPE's expansion strategy, special focus will be given to Africa, the Middle East, and Latin America in the coming years.





## MEMBERSHIP

## Provisional and Full Members

In 2022, we had the joy of welcoming three new full members to INHOPE: Fundación Pas (Te Protejo Mexico); The Centre for Missing and Abused Children (CNZD) from Serbia, and the Child Rights Centre Albania (CRCA) from Albania. We look forward to continuing collaboration with these hotlines in 2023.

In 2023, we expect to welcome Thailand and Japan to the network as full members and we are thrilled to be supporting organisations in Moldova, Slovakia, Argentina, Zimbabwe, Cameroon, Nigeria, Ukraine, UAE and Nepal to become provisional members during 2023 and leading into 2024.

With the 2022-2025 Network Expansion Strategy in place, we will continue to forge ahead growing the network in Africa, MENA and APAC, welcoming more organisations to become INHOPE hotlines tomorrow and beyond for a stronger global response to fighting online CSAM.

Note: It can take between 18 months and four years to establish a hotline due to all the agreements that need to be put in place; from national meetings to raising awareness of the hotline, to training and communications support.

*For more details on our member hotlines please see country profiles on page 98.*

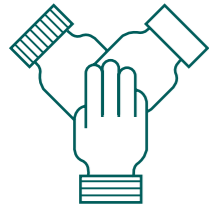
## STEP BY STEP

## Joining the INHOPE Network

Becoming an INHOPE member hotline is a process outlined in our [hotline creation timeline](https://www.inhope.org/EN/hotline-guide), which can be found in INHOPE's Hotline Development Guide (<https://www.inhope.org/EN/hotline-guide>). This timeline was developed to provide a transparent overview of the hotline development process and the roles and responsibilities of INHOPE, and of the applying organisation on its journey to becoming an INHOPE hotline.

The time it takes to create a hotline in each country varies as there are several factors that must be considered. Some organisations can establish a hotline in a year and others take two years or more. This is due to the fact that organisations are more (or less) ready to apply for INHOPE membership, which accepts applications twice a year.

# Timeline for Creating your INHOPE Hotline



**INHOPE**

Once a request to establish a hotline is received, INHOPE conducts a country review using a country assessment framework.

INHOPE undertakes a due diligence mission to establish if the applying organisation is fit for purpose.

If the applying organisation is appropriate for a hotline, INHOPE organises a meeting to provide an overview of what a hotline does, the INHOPE network of hotlines, including a discussion of expectations from both parties.

Approx. time period: Months 2-8

INHOPE schedules monthly meetings with the applying organisation. During this period, INHOPE assists with:

- o Organisation of a roundtable with relevant stakeholders
- o Preparing the applying organisation to operate a hotline with the support of templates and best practices developed by the network of hotlines
- o Preparation of the organisation's application for INHOPE membership

INHOPE holds a Report Box Training for the applying organisation. The technical manual can be downloaded [here](#).

Both INHOPE and the applying organisation together start to plan the timeline for the stakeholder roundtable. The stakeholder roundtable should take place between months 7 and 11.

MONTH 01

MONTH 02

MONTH 03

MONTH 04

MONTH 05

**Organisation**



Start: Applying organisation contacts INHOPE and expresses interest to establish a national hotline. The process to establish an INHOPE hotline is started here - congratulations!

The applying organisation schedules a meeting with the national law enforcement agency (LEA) to introduce and explain the role of a hotline. Ultimately the hotline requires an official agreement with LEA e.g. Memorandum of Understanding. This agreement allows the applying organisation to analyse online CSAM and send it on to LEA and to Industry for rapid removal. LEA outreach can take a long time so this must be started as soon as process commences. INHOPE assists as necessary.

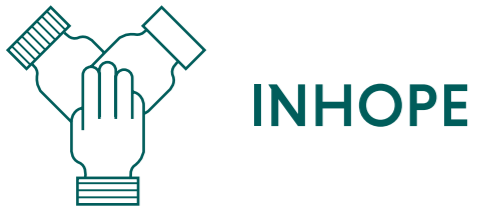
Approx. time period: Months 2-8

In addition to LEA, the applying organisation must start to gather support and written letters from:

- o Government departments (e.g. Ministries of Interior, Education, Digital Transformation)
- o Technology Industry (e.g. hosting providers, social media platforms, telecommunications companies and manufacturers)
- o NGOs in child advocacy and child protection space INHOPE will supply example letters)

Approx. time period: Months 5-7

The applying organisation ensures a web-reporting form is in place and informs INHOPE. Examples include Eco Germany Hotline Web-Reporting and Spanish Hotline Web-Reporting. INHOPE will provide a template and best practices for a web-reporting form.



**INHOPE**

**Communication Guidance**  
INHOPE's Communications team assists the applying organisation with awareness-raising campaigns and publicity of the newly-established hotline. This includes guidance and advice on launching a general hotline campaign to ensure that the national public are aware of the need to report online CSA.

**Quality Assurance Visit**  
The applying organisation welcomes INHOPE to conduct a Quality Assurance visit to determine whether the applying organisation is ready to apply for provisional membership at INHOPE.

Approx. time period: Months 2-12

**Hotline Training Meeting**  
The applying organisation is invited to the bi-annual INHOPE Hotline Training Meeting to learn and exchange the best practices with other INHOPE hotlines.

**Training**  
INHOPE conducts CORE Training and INTERPOL Content Assessment Training for the new provisional member.

**Full Membership Application**  
If the provisional member is ready, their application for full membership is discussed with INHOPE's Network Expansion Task Group. The Task Group can recommend the hotline for full membership to INHOPE network.

MONTH 06

MONTH 07

MONTHS 08 - 11

MONTHS 12 - 14

MONTHS 15 - 17

MONTHS 18 - 20

MONTHS 21 - 22

**Organisation**



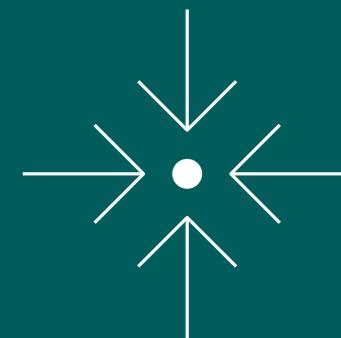
Approx. time period: Month 8-12

**Quality Assurance Visit**  
The applying organisation welcomes INHOPE to conduct a Quality Assurance visit to determine whether or not the applying organisation is ready to apply for provisional membership at INHOPE.

**INHOPE Annual General Meeting**  
One month prior to an INHOPE Annual General Meeting (AGM), the applying organisation must meet all requirements of the Provisional Membership Checklist. The organisation application for membership is voted upon during the Annual General Meeting by INHOPE members. The hotline is a provisional member of INHOPE.

**Recommendations & Requirements**  
The hotline improves its operations according to the recommendations made during the Quality Assurance Visit and reports back to INHOPE.

**Full Membership Application**  
The provisional member meets all criteria for full membership and submits its application at least one month before the next Members Meeting.



CHAPTER 03

# Our Impact

The statistics and numbers collected in this report represent a fraction of the extraordinary network that stands behind them. Our impact is thanks to the immense dedication, inspiring collaboration and commitment of every hotline analyst, and child protection practitioner involved. In acknowledgement of their work, we want to dedicate the following segment to celebrate the amazing achievements of our network.

The INHOPE network is focused on the people and technology which drive effectiveness in our efforts to achieve our mission. People run the hotlines, raise awareness of CSAM and work tirelessly to remove it, while the technology we utilise plays an essential role in ensuring hotlines are prepared to tackle the volume of CSAM online. The role of hotlines is diverse in nature, however, every activity is linked to either people or technology.

Organisational Excellence

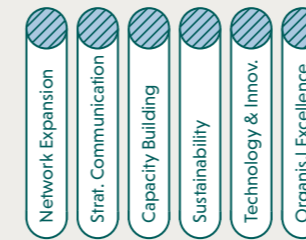


# Hotline Training

Two Hotline Training Meetings took place in 2022 with more than 70 participants from INHOPE member hotlines.

## Strategic Direction

INHOPE entered the implementation phase of its 2022-2024 strategy in 2022, focusing on its six main strategic pillars.



## Growing the Team

INHOPE welcomed 7 new colleagues into the INHOPE secretariat.

INHOPE's Board ensured that the network expands in countries beyond our current scope. We worked hand in hand with INTERPOL and international partners to enable online CSAM reporting in countries without a hotline.

## Global Impact

Our governance supported the Secretariat to ensure effectiveness of our member Hotlines through technology, best practices, quality assurance and training.



# New Partners

Annual funding partnerships directly support INHOPE's work. This year we welcomed ZEPETO, Amazon, Twitch, Grayshift, Tether and SNAP. They join Cloudflare, Microsoft, Meta, Google, ActiveFence, Crisp and Trend Micro in the fight against CSAM.

## Strategic Communications

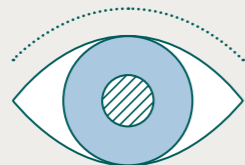


More than 300 experts from around the world gathered at the [INHOPE Summit 2022](#) to push against the boundaries of child sexual abuse. The theme "Talk About It" urged attendees representing a broad range of law enforcement, tech industry and NGO backgrounds to explore **actionable ways** for improving education and empowering dialogues about Child Sexual Abuse (CSA) and Child Sexual Abuse Material (CSAM).

## Raising Awareness

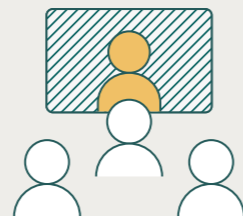
Our **Focus Group** on the topic of ["Grooming & Proactive Victim Protection"](#) highlighted three topics: the global **impact** of grooming, the current **trends** around grooming activities and how these activities have **changed over time**. With 72 attendees participated in sessions by the European Commission, Dr Michael Seto, Twitch, the Belgian Federal Police, and three break-out sessions were led by Crisp, Patreon, and Microsoft.

Launch of ["Shaping the Story,"](#) a campaign designed to address the media's portrayal of **child sexual abuse (CSA)** and child sexual abuse material (CSAM).



## Cross Collaboration

INHOPE again partnered with **ECPAT** to promote our **'Don't Look Away' campaign**. Child sexual abuse is not limited to one location, economic circumstance or offender type. We promoted reporting during the summer period by raising awareness to travellers and the tourism sector of the facts. Read more on our [public](#) and [industry](#) resource pages.



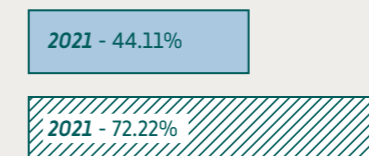
## Knowledge Sharing

**Nine Expert Insights webinars** were held and brought together 1030 passionate individuals. The valuable sessions provided a platform to form collaborations and share knowledge about protecting children against Child Sexual Abuse Material (CSAM). See the [recap](#) here.

## Technology & Innovation

### Innovation

Satisfaction of ICCAM with the latest improvement (version 2.2.7 to 2.2.8) has substantially increased. This improvement was rated as good or excellent by 72.22% of respondents, in comparison to the 44.11% accounted for improvements in 2021.



### Reduction in Exposure

Previously assessed content in ICCAM does not need to be reviewed repeatedly by analysts. If the same image is reported at any time in the future, it is automatically flagged as previously assessed content. This functionality means a high proportion of content does not need to be repeatedly reassessed. An analyst's job has an emotional and psychological impact because of the images analysed and identified. This technological solution maximises efficiency while minimising unnecessary exposure.



ICCAM's ability to **reduce the viewing of previously-seen material** was rated positively (as excellent, good or average) by 66.97% of the respondents. As a result of this ICCAM development, INHOPE analysts are not required to reassess this known content, which protects them from repeatedly viewing harmful material and increases efficiency of the INHOPE network in removing previously assessed content faster. A clear demonstrates of the importance and value the Technology pillar.

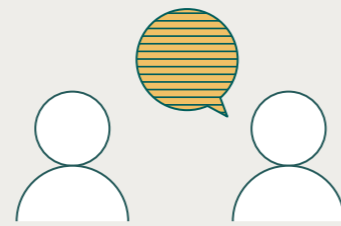
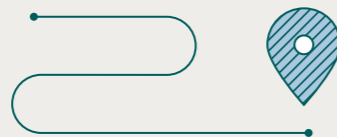


## Network Expansion

### International Cooperation

On February 8th, INHOPE celebrated **Safer Internet Day** in Mexico with Fundación Pas, the organisation that operates as the third INHOPE hotline in Latin America, Te Protejo Mexico. The team addressed Mexican senators and policy makers at the Senate of the Republic of Mexico.

INHOPE's Network Expansion team has **assessed over 80 countries** using our country assessment framework tool. Read [here](#) how it's done.



### Support Framework

This year, we received a grant from Google. Under this project **two regional INTERPOL trainings**. The first was held in Mexico City in April with more than 25 attendees from **Argentina, Brasil, Colombia, Ecuador, and Mexico**, and the second was held in Singapore with more than 14 attendees from **Cambodia, Thailand, Nepal, Taiwan, and the Republic of Korea**.

**80** +

The network Expansion team had **over 80 online meetings** with organisations looking to set up a hotline and participated in roundtables in **Mexico, Colombia, Slovakia, Nepal, Thailand, and Cambodia**.

## Capacity Building



# Peer to Peer Exchanges

Throughout 2022, INHOPE organized **11 successful exchanges** between hotline analysts all over the world who got to meet their international peers, share their **best practices** and discuss the **most pressing problems**.

### Advancing Analysts

A total of **189 participants** were trained by INHOPE in 2022!

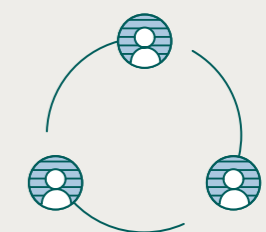
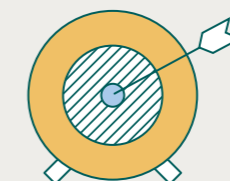
INHOPE and INTERPOL organised four Content Assessment Trainings. Two of them (Mexico and Singapore) combined trainings and regional meetings. Participants from numerous countries in South America and Asia explored how to strengthen regional cooperation.

Our **Advanced Analysts workshop** in Amsterdam worked on **six of the most pressing topics**. The outcomes can be found [here](#).

### Supporting Success

**Staff welfare** was integrated into **all trainings** in 2022. Furthermore, Purpose and Motion organised an online training consisting of 5 sessions in Q1 on Dealing with Vicarious Trauma.

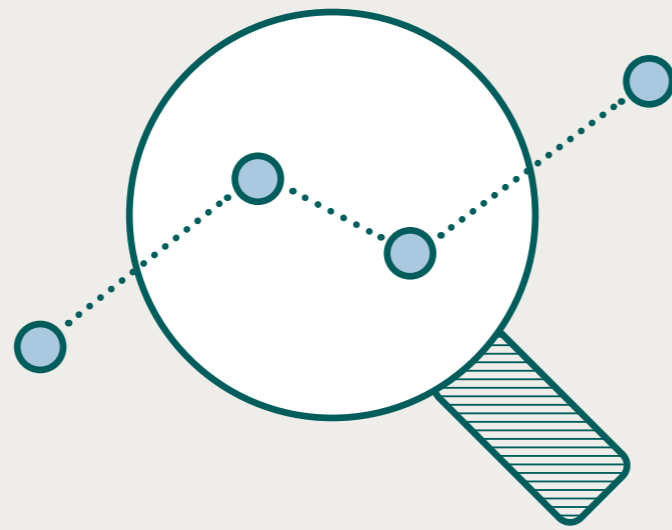
**11 Quality Assurance reviews** were conducted - all 11 hotlines earned the **INHOPE Quality Assurance Certificate**.



### Connecting Hotlines

**Monthly Q&A sessions:** During 2022, twelve Q&A sessions were organized giving the opportunity to hotline analysts from around the world to **connect**, get a better understanding of **processing CSAM reports** and **bond** with one another.

Project Highlights



## The Global Standard Project

INHOPE launched the *Global Standard project* in June 2022 with a successful *First Focus Group* in Amsterdam, attended by key representatives of hotlines, law enforcement agencies and industry partners.



# New Hotlines

The *ESCAPE project*, funded by the End Violence Against Children Fund, enabled us to *set up hotlines in Serbia and Albania*, and we are currently in the process of setting up a new hotline in *Moldova*.

- o The ReportBox website has been translated into *seven languages*
- o An updated *version 3.0 of the ICCAM API* has been developed, tested and launched as a part of project ESCAPE
- o We held *4 editions of the Quarterly Seminar*, "How to create an INHOPE hotline", which are now *available in Spanish*.

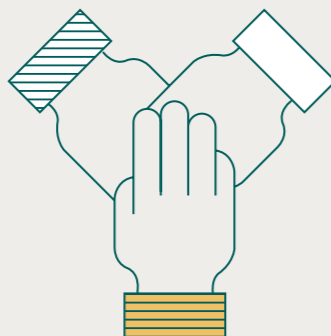
### AviaTor

We continued the Second Phase of the *AviaTor project*, together with its project partners: the National Police of the Netherlands, the Federal Police of Belgium, the German Institute for Artificial Intelligence, ZiuZ Forensics, Web-IQ and the new addition and legal support from Timelex.

- o In August, the first *AviaTor Annual Report* was published, this introductory report covered the developmental stages of AviaTor and explained the story behind the numbers of industry CSAM reports.
- o In September we organized a *hybrid Peer-to-Peer Learning Event*. Participants exchanged expertise about the use of the AviaTor tool and the investigation methods used for the processing of NCMEC reports.

### Stronger Together

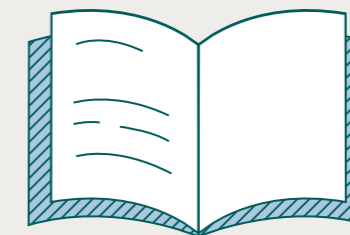
INHOPE started implementing "*Stronger Together*", supporting our *operational activities*, funded by the European Union Directorate-General Justice and Consumers through the Citizens, Equality, Rights and Values Programme.



### Better Internet for Kids

*Better Internet for Kids Programme Phase 4* continued in 2022 with a successful coordination of the *European network of hotlines*, organisation of *Hotline Training Meetings* and *Focus Groups*. As part of this programme INHOPE ensures high quality standards and participates in the celebration of the Safer Internet Day with organisations from around the world.

### Publications



### Best Practice Guidelines

INHOPE created "*Guidelines on best practice in collaboration between Hotlines and National Law Enforcement*" based on recommendations, experiences, and practices of five INHOPE member hotlines (DE, EE, GR, LT and SE). The *Guidelines* provide hotlines with recommendations on how to *start, facilitate and strengthen* cooperation with national LEAs.

### Legislative Overview

*Legislative Overview* – EU Focus publication was developed in 2022 to highlight the *differences between national jurisdictions in 27 EU Member States*. This publication analysed the current mandate of national hotlines and legislations affecting the differences in illegality of content and context of material depicting exploitation and abuse of children online.

### AviaTor Annual Report

In August, the first *AviaTor Annual Report* was published, this introductory report covered the developmental stages of AviaTor and explained the story behind the numbers of industry CSAM reports.



## OTHER HIGHLIGHTS

## Newsletter Standouts

2022 was a year characterised by innovation, inspiring collaboration, creative initiatives, and a continued dedication to accelerate the fight for a digital world free of CSAM. COVID-19 has left many marks, and those are especially prominent in the realm of online safety. Global lockdowns and learning-from-home orders have permanently altered how we, and especially children, interact with technology. These unexpected circumstances have created new challenges that our network has worked tirelessly to address.

**Non-Consensual Image (NCII) abuse and Self-Generated CSAM remained prevalent topics in the year 2022. Our member hotlines demonstrated great efforts in tackling this issue at every step – from research to awareness raising, resource material development and technological advancements.**

The Polish hotline, Dyzurnet.pl commissioned a qualitative study investigating young people's perspectives on producing and receiving intimate materials to help us understand whether they are aware of the potential consequences of sharing such content. The report's summary includes best practices for adults on how to appropriately handle discovering that a child has created intimate content online.

To address what happens when such intimate content is non-consensually contributed, the French hotline Point de Contact created a comic strip under the name "A picture of Lou has been taken without her consent/Lou es prise en photo à son insu." The resource illustrates how abuse can start quickly and cause harsh psychological consequences to the victim.

SafeLine Greece, in collaboration with the Revenge Porn Helpline from the U.K, developed new software to support victims and survivors of such abuse. The tool generates a hash value from an intimate image which is then shared by StopNCII.org with participating companies so they can help detect and remove the images from being shared online.

Other hotlines have dedicated their time to developing innovative resources to address CSA and CSAM at the root and interfere as early as possible. To this end, in collaboration with Save the Children Finland, Save the Children Denmark published a guidebook for professionals working with adolescents sexually attracted to children.

As illustrated by these materials, developed as products of collaboration, inter-hotline partnerships represent the real value of the INHOPE network. After the COVID-19 enforced break, members were finally able to interact in person again which facilitated fruitful cooperation opportunities. Not only did our members work together to create new resources, but the peer-to-peer exchange also gave hotlines the possibility to receive insights on the daily operations and report handling of hotlines in other countries. Newly joined members could learn from well-established ones, while long-standing hotlines had the opportunity to gain a fresh perspective.

The Dutch hotline EOKM welcomed SafeLine Greece and the Danish hotline RedBarnet as part of the peer-to-peer program. The two visiting hotlines had the opportunity to learn from one of the busiest hotlines in Europe. Telefono Azzurro gained insight into the daily operations of the Finnish hotline and learned how they approach staff welfare and report processing. Lastly, ECPAT Sweden enjoyed a visit from CRCA Albania with facilitated conversations about future collaborations between member hotlines. Only by working together can we successfully tackle shared issues.

Following this sentiment, on the 21st September, Point de Contact and the Korea Communications Standards Commission (KCSC) signed a joint statement about cooperation in the fight against image-based Child Sexual Abuse. Furthermore, the three German hotlines eco, FSM, and jugendschutz.net organised their first online event on sexualised violence against children. The key focus was placed on the topics of safety by design and security by default, sexting and self-generated content, and technological solutions and artificial intelligence. The event included participants such as the German Federal Ministry for Family Affairs and the German Federal Criminal Police Office (BKA), INHOPE partner hotlines, child protection organisations like ECPAT, Klicksafe, the helpline NgK and several industry partners like Snapchat, TikTok and Google.



Last October, Te Protejo Mexico signed an important collaboration, information, and best practices exchange agreement with NCMEC, one of the most influential organisations in the protection of children and adolescents worldwide. Overall, our network showed an inspiring level of dedication and engagement – 170 participants attended our 14 INHOPE trainings in 2022 which took place in Mexico City, Singapore, and across different countries in Europe.

In addition to processing and handling reports, developing educational resources and exchanging expertise, our member hotlines dedicated great efforts to enhancing their collaborations with local government and law enforcement agencies. Leading examples of intensified cooperation could be witnessed primarily in Greece, Sweden, Albania and Slovakia

After many years of cooperation, Memorandums of Understanding were signed both in Slovakia and Greece between the hotlines and local police. As a consequence of a nine-year campaign to make an Albanian sex offender register a reality, CRCA/ECPAT Albania was able to celebrate an immense success this year. As the proposed law was approved with a vote of all members of the Albanian Parliament. ECPAT Sweden participated

in a panel discussion at the European Parliament on the new legislative proposal from the EU Commission to prevent and combat child sexual exploitation and abuse. ECPAT Sweden stressed that voluntary measures have proved insufficient and that mandatory measures to detect, report and remove are necessary.

**It was a busy, demanding, but successful year packed with innovative ideas and inspiring new cooperations. We want to thank all of our member hotlines for their amazing dedication, which motivates and re-energises us in our fight for a world free of CSAM.**

CELEBRATING SUCCESS

## Hotline of the Month Initiative

The members of the INHOPE network serve their local community in providing an essential service to the public and their impact on a local as well as global level should be recognised.

Every hotline faces different challenges that they overcome with innovation and dedication, and this is why we highlight one hotline every month to promote and celebrate their work and impact. Meet the Hotlines of the Month for 2022:

**January:** Te Protejo, México

**February:** NetPatrola, Serbia

**March:** Isigurt CRCA, Albania

**April:** Internet Hotline Center, Japan

**May:** Internet Hotline, Hungary

**June:** Biztonsagosinternet Hungary

**July:** Centar za Nestalu i Zlostavljanu Djecu (CNZD), Croatia

**August:** STOPonline.cz, Czech Republic

**September:** Korea Communications Standards Commission (KCSC), Korea,

**October:** SafeLine, Greece

**November:** Clicca e Segnala, Italy

**December:** Point de Contact, France

SUPPORTING EACH OTHER

## Hotline Training Meetings 2022

Two Hotline Training Meetings took place in 2022 with more than 70 participants from INHOPE member hotlines. The first one took place online on 29 & 30 June. The second one took place in Lisbon, Portugal on 16 & 17 November with more than 80 participants. This was the first face-to-face meeting since the COVID-19 pandemic began. Hotline members from the INHOPE network came together for an Annual General Meeting to elect a new Board and participate in two days of training on topics relevant to the creation of an INHOPE hotline and general hotline work (HTM).

INHOPE's Hotline Training Meetings are six-monthly meetings providing a chance to exchange knowledge and learn from expert practitioners, industry, academics, LEAs and importantly, each other. We ensure that they have INHOPE's support and that they support each other, maintain robust mental health and heightened resilience, as well as a support system in their colleagues. INHOPE continues to ensure that hotline analysts have the best tools, tips and tricks to undertake the challenging work they dedicate themselves to each day.

FOCUSED EFFORTS

## Network Expansion

How do we determine target countries? Where will we focus our efforts to establish hotlines?

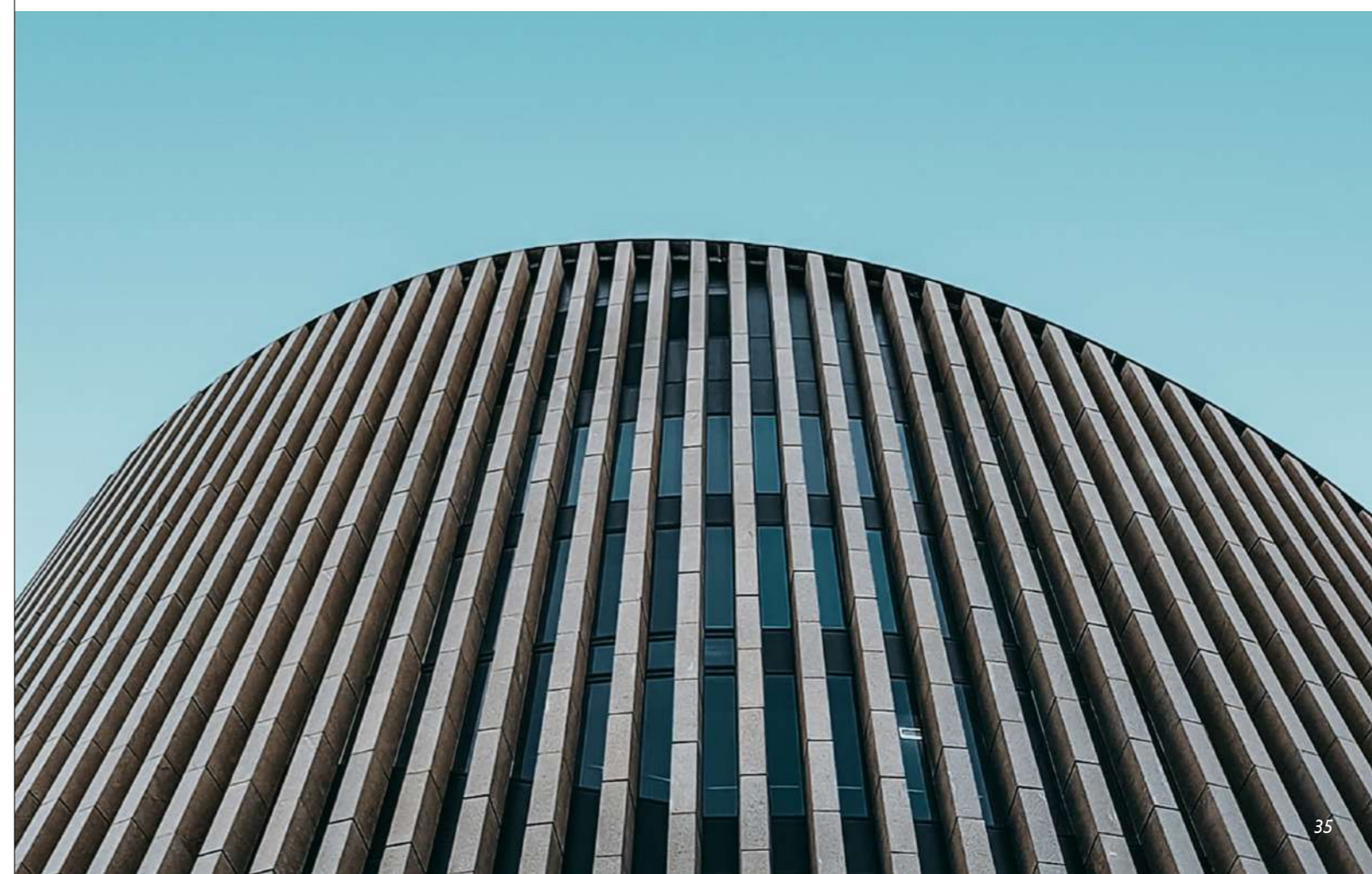
The answer to these questions is that we use our own country assessment framework to undertake qualitative and quantitative research and evaluate a variety of factors that result in an overall country rating.

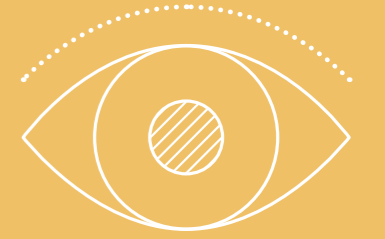
This research has three fronts:

- **Geo-political:** analyses number of children within the country, number of mobile subscribers, regional safety, country literacy, the percentage of individuals on the internet, and other cultural norms.
- **Hosting of CSAM:** assesses the number of CSAM items hosted in the country (according to ICCAM) and the latest hosting infrastructure forecasts for that specific country or region.

- **Hotline set-up factors:** evaluates the current legal framework, country stability, the existence of a cybercrime unit, and its connection to the ICSE database, thus INHOPE's likelihood of success to set up a hotline. With a rating assigned to each country, we can obtain the probability of successfully establishing a hotline in several countries. Therefore, the final ranking determines whether a particular country will be on our target list.

INHOPE's goal is to have national hotlines in every country around the world and we prioritise high-risk areas. Where possible, our target list always includes forecasts of major technical countrywide infrastructure projects. Often, this kind of national infrastructure overhaul goes hand-in-hand with an increase of internet usage in related regions (e.g., Asia Pacific, South Asia, Latin America & Africa and MENA) as this is a vital factor in the hosting and ultimate removal of CSAM online.





CHAPTER 04

# Facts & Figures

A review of 2022, where we look at the INHOPE Network of hotlines, the environment it operates in, and its global impact on Child Sexual Abuse Material (CSAM).

## A YEAR IN NUMBERS

## Facts & Figures

Every year we publish our annual figures to transparently show the reality of the fight we face against removing CSAM online.

Our member hotlines exchanged a little more than half a million URLs of potentially illegal and harmful material depicting child sexual abuse and exploitation in 2022. Each one of these content URLs may contain an image or video of a child victim. Children of all ages and genders around the globe.

The impact of our network is supported by our partnerships with INTERPOL, EUROPOL and all national law enforcement agencies our hotlines work with. INHOPE cooperates with INTERPOL by making the illegal material available as soon as it is processed. INHOPE in turn sits on EUROPOL's Global Response Against Child Exploitation or GRACE Advisory Board. The national law enforcement agencies cooperate with the hotlines in their countries to exchange material and intelligence to manage cases. By working together hotlines are able to provide key intelligence to these partners, which leads to safeguarding of victims as well as identification of perpetrators.

### Overview

In 2022, there were 587 852 reports of potential child abuse cases. While this figure is significantly less than the volume of reports from 2021 (928.278), we need further context because each hotline around the world operates in a different ecosystem and environment. INHOPE's reporting platform ICCAM has the scope to record the number of reports that our member hotlines encountered and where across different national jurisdictions. Therefore, the sum of all the work that our member hotlines has done is greater than what the platform reports.

The 587 852 reports only represent the content URLs that were input into ICCAM; therefore, this figure reflects only the material that the hotline analysts considered to be potentially illegal CSAM. This figure is lower than the actual number of reports received from all our hotlines.

### What were the trends in 2022?

We repeatedly see similar patterns, year after year, of the type of sexual exploitation and abuse inflicted on children as young as 4 months old<sup>1</sup>. The harm follows those children throughout their lives because the recording of their abuse continues to circulate online. Children depicted in child sexual abuse material are subjected to ongoing abuse and re-traumatisation as a result of the CSAM's continued online presence. This can lead victims to endure psychological, social, and emotional traumas as they grow up, and can impact negatively their adult lives.

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**84% of CSAM reports** were of never-before-seen material, depicting new and known child victims of sexual abuse.

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**68% of 587 852 reports exchanged in ICCAM were classified as illegal.** In 2021, 48% of the reports were illegal. This increase indicates good collaboration and standardisation of processes among the INHOPE members and higher awareness of the issue in the general public, from public cases and arrests, and documentaries introducing the issue.

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**The majority of victims are girls.** In fact, 91% of the CSAM reported is of young girls, with 7% containing the abuse of young boys. The final 2% of content includes both male and female victims, meaning there can be multiple child victims in the reported image or video.

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In 2022, hotlines analysts have observed **the rise of Child Abuse Pyramid Sites (CAP Sites)**, a new type of commercial site which uses a particular form of "invitation" system to access CSAM content. In this context, users are encouraged to share their personal link to invite external people to the site, and the more invites they share the more points they accrue to access CSAM content.

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9 in 10 of victims depicted are aged 3 to 13 years old and 1% are in the infant category (0-2 years), with children as young as 4 months old. For the majority of the victims depicted in the 3-13 years category, a contributing factor is self-generated content. The IWF reported in 2021 that 97% of the self-generated material recorded showed children 7-13 years of age, in particular 82% of this was recorded in their age category of 11-13 years of age. A more recent news story released by the IWF in Jan 2023 shows the shocking increase in the material seen in the younger age group of 7-10-year-old children, which shows how this age group is 1,000% worse off since lockdown<sup>2</sup>. According to the last 3 years' stats the 3-13 category has continue to increase steadily, going from 76% in 2020 to 88% in 2022. A dangerous phenomenon that must be tackled with a global approach.

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Reports show that while suspected CSAM is found all over the internet, certain hosting platforms have more CSAM than others. **Image host sites (a website that allows users to upload and share images) accounted for 38% of child sexual abuse distribution in 2022**, increased from 25% in 2021. We assume this is because reports often come in the format of webpages or TOR/onion sites that contain links to image hosters. **File hosting**

**platforms dropped from 26% of CSAM in 2021 to 6% in 2022**, likely because of the difficulty in accessing and reporting premium level accounts on file hosting platforms, both as a citizen or as a hotline analyst.

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CSAM becomes more and more accessible and as we continue to rapidly remove reported and identified material, so does material move to hidden and closed environments. We believe there is **a new obstacle in the Notice and Takedown process**. In 2020, there were only 49 countries that analysts had to work with, **now they are battling against a record number of 83 countries with different processes**. Nevertheless, hotline analysts around the world ensured that **68% of CSAM was reported to law enforcement and 26% was taken down the same day** it was inserted into ICCAM, their focus being to remove this heinous material online.

In 2022, the number of challenges increased as the industry landscape shifted, with dramatically decreased capacity in Trust & Safety teams, the appearance of Child Abuse Pyramid Sites (CAP Sites)<sup>3</sup>, a new type of commercial site which uses a particular type of

“invitation” system, and an increase of material that requires downloading, registration, or payment procedures. Yet the number of hotline analysts did not increase. Governments must invest in their hotlines in order to support this tireless work. Analysts are real people who put themselves in harm’s way to tackle the sexual abuse of children. This content cannot be allowed to spread online. Its removal has a significant life-long impact for the victims<sup>4</sup> and shows the importance of working collectively as a global network. The collaborative effort of our member hotlines to exchange vital information with each other and law enforcement and to act swiftly is how to create a digital world free of CSAM.

### Why were there fewer public reports in 2022?

The major downturn in the volume of reports received by the hotlines does not mean there is less content out there to remove; it simply indicates less public reporting in the year. This closely relates to the first year where COVID restrictions were always in place, travel and leisure was limited/banned, and general internet usage saw a major downturn<sup>5</sup>. Average time spent online in 2022 shows the biggest dip in a decade.

*Important to note: The number of content URLs does not give the full picture of the workload of the analysts processing content within our network. A content URL can be a single image, or it can contain a long form video. A content URL can be automatically closed if the hosting and URL are previously seen inside a 5-day period, or it can be automatically classified if the content matches by hash to a known content item already classified. These are the technological processes that help decrease the exposure of analysts to previously seen harmful content. If the content URL is new, previously unseen material, it can be an image that is legal or illegal, or it can be a long form video that may take considerably more time to review and assess.*

### Why aren’t all reports from the public put into ICCAM?

The 212 hotline analysts are trained to assess content and use their expertise and experience to classify whether or not content is potentially illegal CSAM. If a hotline analyst assesses a report as not illegal, they may not insert it into ICCAM, because there is not a requirement to exchange information. In addition, as ICCAM has a mandate to remove from the public web, any TOR/onion-hosted material or websites that the platform could not

download would not be included in the numbers in this annual report. It is important to remember that hotline analysts focus on cases of CSAM in order to prioritise the removal of this harmful material online. ICCAM is used to process reports of child sexual abuse material on the public web. However, all public reports received by hotlines are assessed to ensure there are no suspected incidents of the sexual exploitation of a child online.

### What happens to the reports of potentially illegal CSAM?

The 587 852 content URLs entered the INHOPE system, ICCAM, were assessed as necessary for exchange with other hotlines. Once the reports are in ICCAM, the content is then assessed by an analyst within the host country where the national jurisdiction is applicable. The analyst in the host country classifies the content as either baseline (illegal globally), national (illegal in the host country), not illegal, or undetermined (requiring further review). Depending on the national legislation, content is reported to law enforcement and then to the hosting provider for takedown. Content classified as illegal is then taken down. This is why the number of content URLs removed online is lower than the number of reports received.

### Why is hosting so different across countries?

Hosting locations refers to the country that the illegal CSAM was traced to, which relates to distribution, not its production. The amount of CSAM hosted varies extremely from country to country and this is impacted by the IT infrastructure, pricing, and availability, which results in the majority of reports going to a small quantity of hotlines.

If we compare the amount of illegal CSAM reported in 2022 with 2021, we see a major increase in hosting locations. While in 2020 INHOPE hotlines traced CSAM content to hosting providers in 49 countries, just two years later in 2022 hosting providers were located in a record number of 83 countries. This indicates the need to strengthen and expand the hotline model worldwide to even more locations, to cover the standardised exchange in all locations where CSAM is found. It also may imply that criminal activity is moving to less-legislated countries, escaping regulations and preventive measures in others.

It is also very important to note that hosting of CSAM moves over time and so analysts need to repeat the tracing and processing steps.

## How is illegal CSAM taken down? What is a Notice and Takedown?

Once the content is assessed as containing child sexual abuse, the analyst then locates the hosting provider and sends a Notice and Takedown order to get the content removed. A Notice and Takedown order is a procedure for asking a hosting provider (HP) or search engine to immediately remove or disable access to illegal, irrelevant, or outdated information hosted on their services.

If the illegal CSAM is hosted through a content delivery network (CDN), getting the image or video removed requires additional steps and time. A CDN is a geographically distributed network of proxy servers and their data centres. In this case, the analyst must first reach out to the CDN, which in turn slows down their ability to remove this content. The CDN then determines the exact hosting provider, and only then can they send out a Notice and Takedown order.

With the significant increase of reports received by hotlines comes an increase of analytical work and workload, whereas the number of analysts does not always increase. This in turn has consequences for the time it takes to process reports, send Notice and Takedown orders, and have the content removed from the internet.

We see two changes that have increased how long it takes hotlines to remove CSAM in 2022:

1) This year we have a record number of hosting locations recorded, therefore the removal process becomes even more fragmented when removal needs to happen outside the INHOPE network. We have five hotlines that have taken on the global challenge of issuing Notice and Takedown in hosting locations outside the INHOPE member network. These hotlines are doing this to ensure that no image or video containing the sexual abuse of a child stays online. These hotlines have agreed to take on more work for their organisations and have therefore seen their workload and complexity of processes increase. As stated, there are now 89 countries hosting CSAM and this includes countries without the local presence and support of a hotline. Without direct cooperation with these hosting providers, this has resulted in increased removal times as there is no standardised cooperation protocol that would have been established by a local hotline.

2) Effort and complexity to remove instances of CSAM is not evenly distributed. Although there has been a major reduction in public reports recorded in ICCAM in 2022, this has not reduced the relative workload for hotline analysts. As we stated, reports are handled by the host country and therefore the workload is not spread evenly across all 50 hotlines. Also, ICCAM is a record of only material that is already classified as illegal – meaning that the total workload processed is a smaller set of all material received and classified. This means that the data input into ICCAM from a small number of hotlines has a vast impact on the overall figures reported and published.



<sup>1</sup> Data obtained from direct query about age in seen material from EOKM, INHOPE member from the Netherlands.

<sup>2</sup> IWF Case Study on self generated content from 2021 <https://annualreport2021.iwf.org.uk/Trends/CaseStudy> and 2022 Study on self generated rise <https://www.iwf.org.uk/news-media/news/sexual-abuse-imagery-of-primary-school-children-1-000-per-cent-worse-since-lockdown>

<sup>3</sup> IWF news story on the rise of CAP sites <https://www.iwf.org.uk/news-media/news/public-warned-as-disturbing-new-trend-risks-exposure-to-child-sexual-abuse-material-online/>

<sup>4</sup> [https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/12726-Fighting-child-sexual-abuse-detection-removal-and-reporting-of-illegal-content-online\\_en](https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/12726-Fighting-child-sexual-abuse-detection-removal-and-reporting-of-illegal-content-online_en)

<sup>5</sup> According to research done by GWI Core, summarized here: <https://www.thevibes.com/articles/lifestyles/82140/average-time-spent-online-in-2022-shows-biggest-dip-in-a-decade>

KEY FIGURES

## 2022 in Graphs

In 2022, there were 587 852 reports of potential child abuse cases. This figure represents the number of content URLs that were input into ICCAM. 84% of all exchanged content among INHOPE hotlines in 2022 was new and 68% of all exchanged content in 2022 was illegal. This is an increase, from this figure being at 48% in 2021.

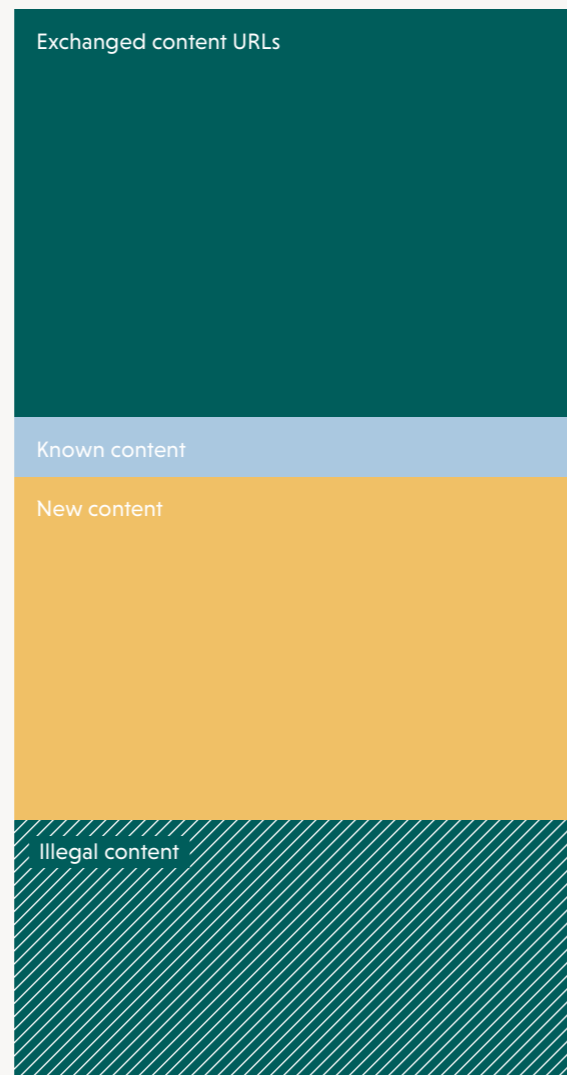
KEY FIGURES

## Number of Reports

84% of all exchanged content among INHOPE hotlines in 2022 was new.

68% of all exchanged content in 2022 was illegal. This is an increase, from this figure being at 48% in 2021.

- Number of exchanged content URLs: 587.852
- Known content: 90.851
- New content: 497.001
- Illegal content: 402.601



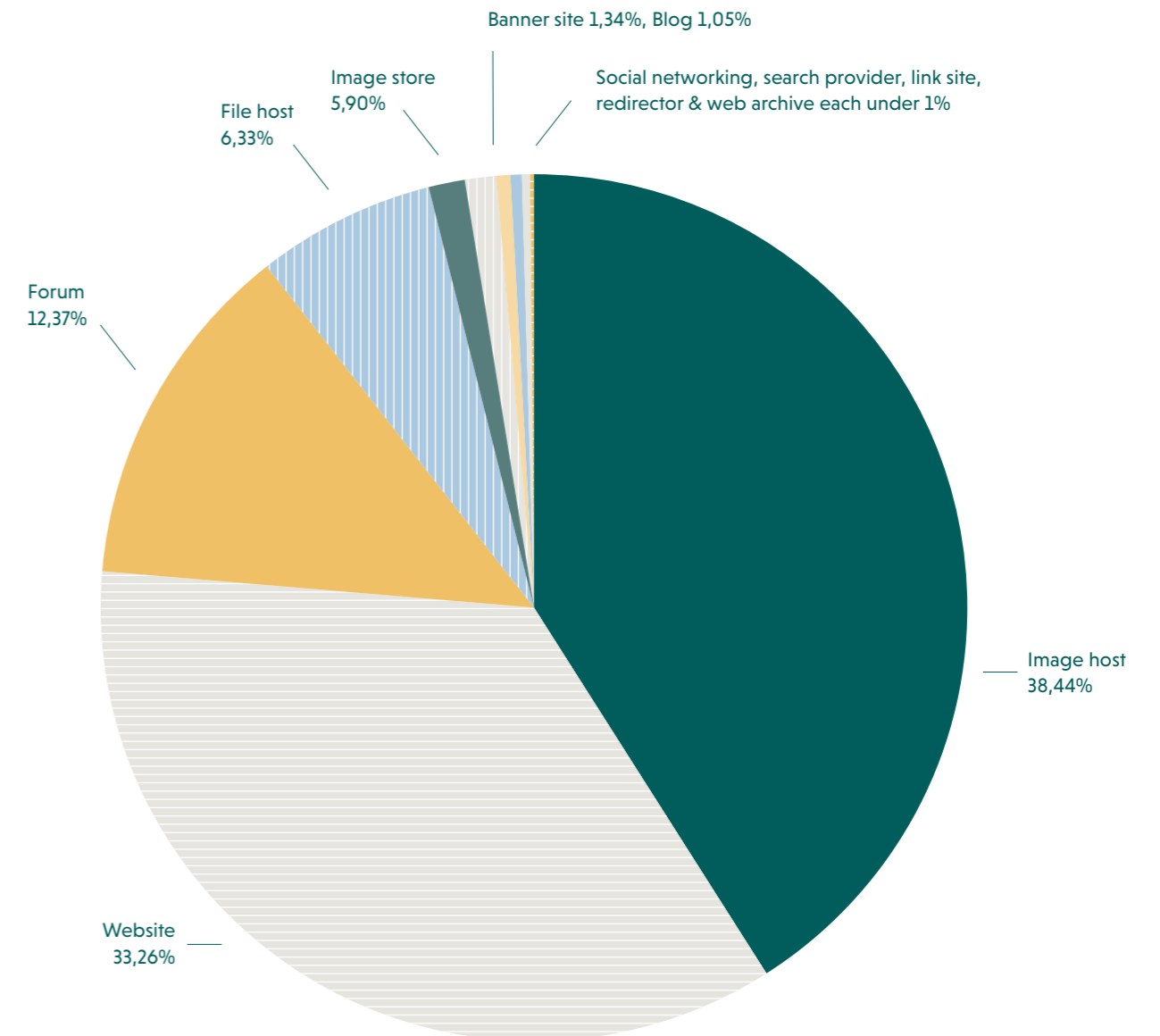
KEY FIGURES

## Site Type

This pie chart shows the variety of sites where CSAM was found on reports sent to INHOPE hotlines in 2022. As in previous years, INHOPE hotlines continue to report that CSAM is mostly found on image hosting sites and websites.

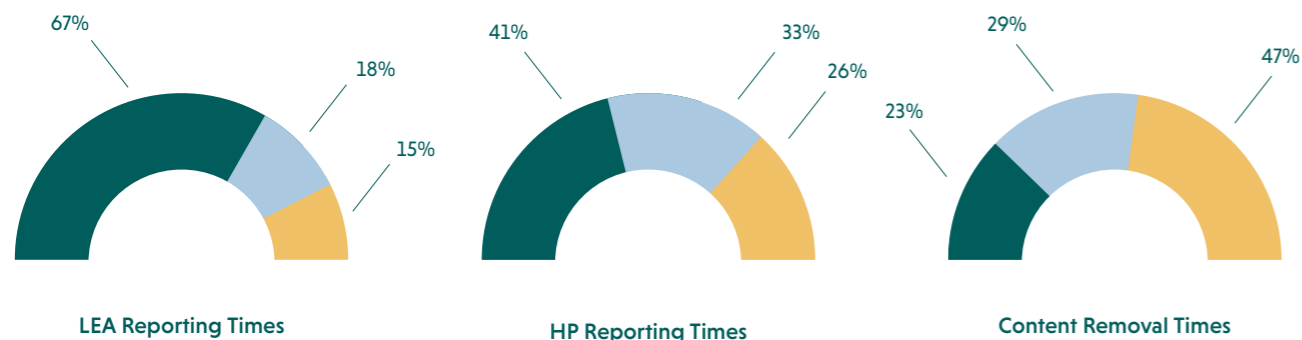
In 2022, a trend was observed of the image hosting site type growing and overtaking the prime category of where content was reported. Compared to the previous year (2021), the primary sites type sources for CSAM reports were websites (31%) and file host (26%), with image hosting sites being the third most used category, at about 24%. This indicates a growth of about 14% for the image hosting category within one year.

- Image Host
- Website
- Forum
- File host
- Image store
- Banner site
- Blog
- Social networking
- Search provider, Link site, redirector, web archive

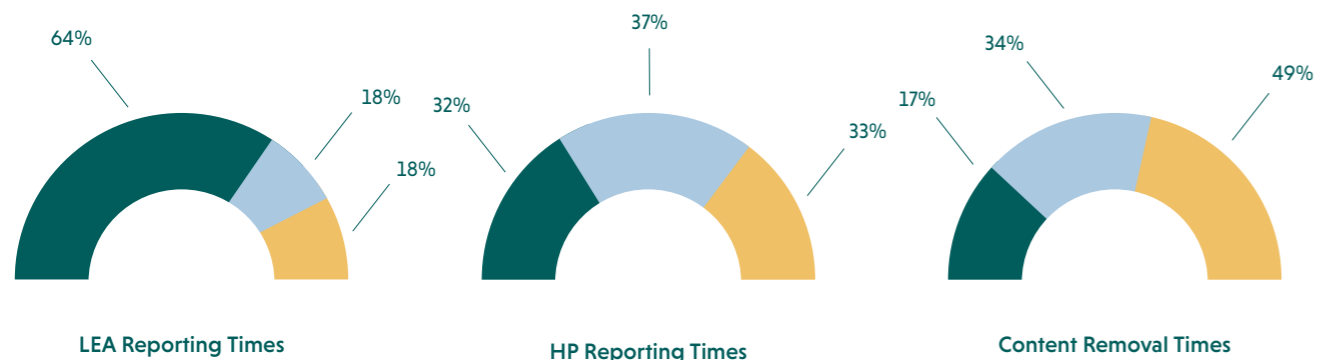


REPORTING TIMES

## Global



## Europe



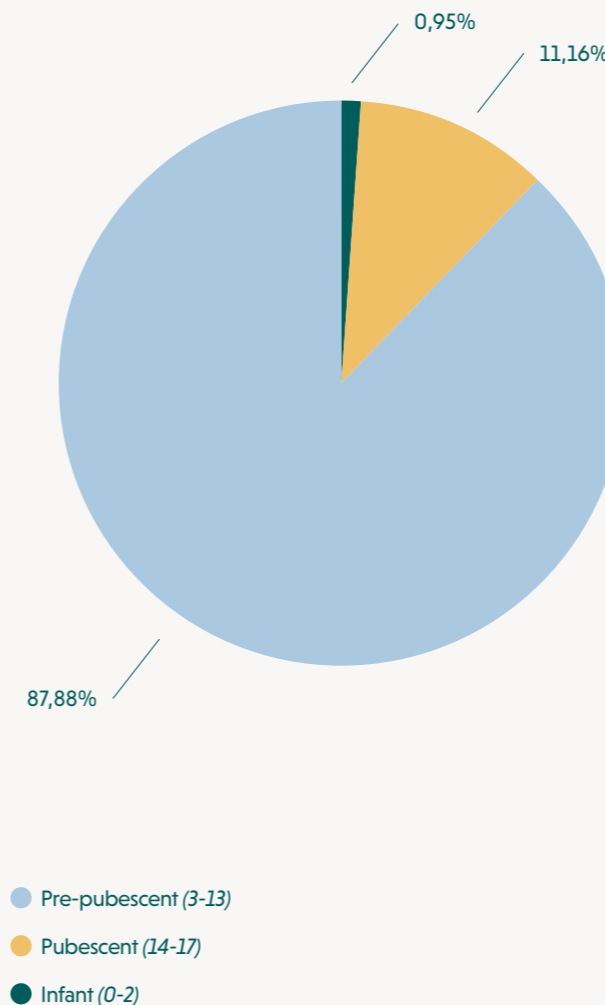
● Same day    ● 2 - 7 days    ● 7 + days

Note: The breakdowns are based on the number of reports which have been sent to law enforcement agencies (LEA), hosting provider (HP) and/or have been removed from the internet.

67% of all illegal content URLs were removed from the internet within three days after a Notice and Takedown order from INHOPE hotlines.

KEY FIGURES

## Age of victims



In 2022, there is a slight increase of the figure of pre-pubescent (3–13-year-old) victims depicted in the processed CSAM reports, from 80% in the 2021 data.

KEY FIGURES

## Gender of victims



Similar to previous years, in 2022 the highest registered percentage corresponded to female victims. However, in comparison to the previous year a slight increase was accounted for the male category, reported at 7% in 2022 and 2% in 2021.

# 91%

of CSAM in 2022 was showing female victims

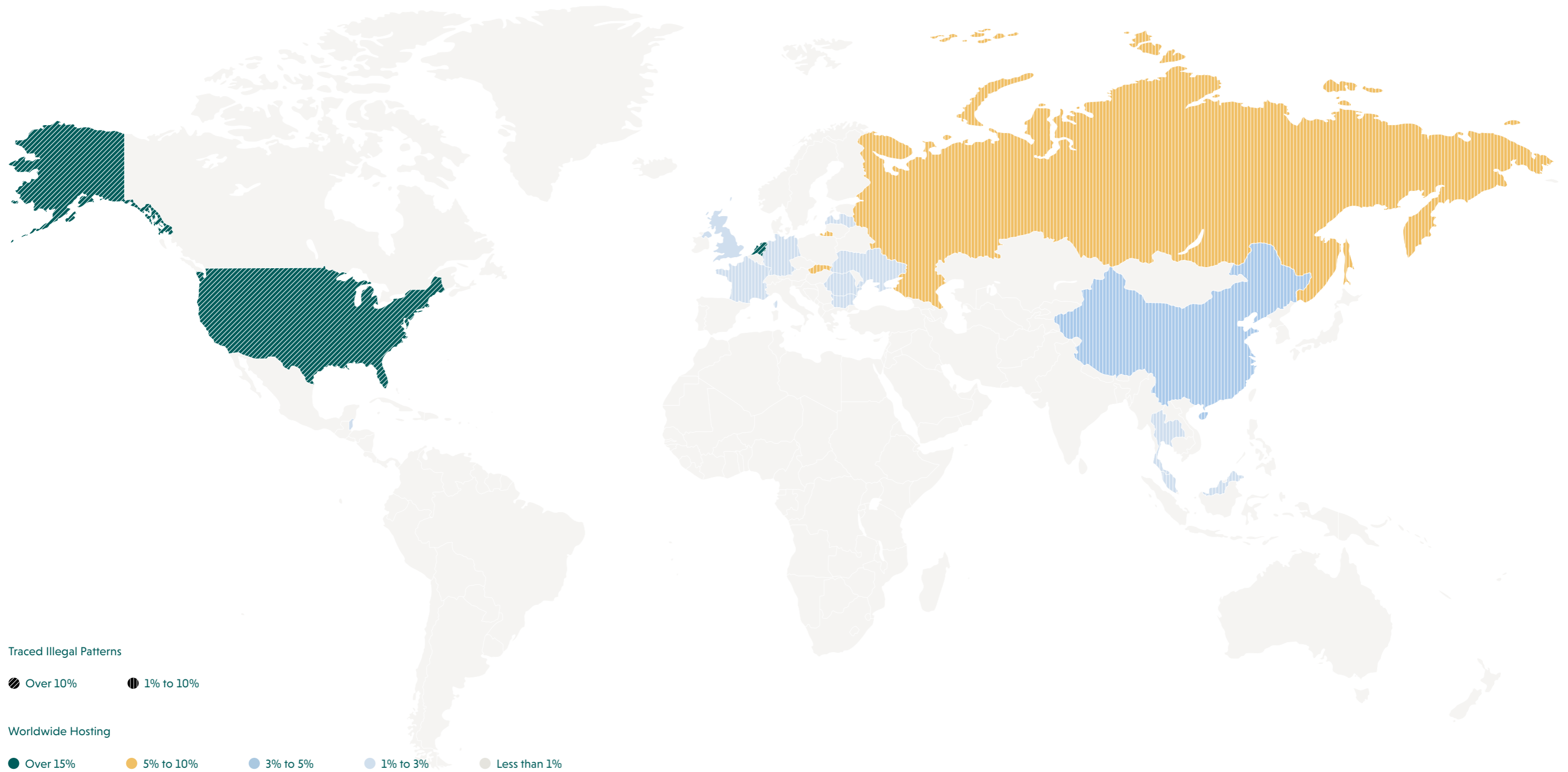


KEY FIGURES

# Worldwide Hosting & Illegal Patterns

INHOPE traced CSAM material to 83 countries in 2022. This is a major increase in variation – just two years before in 2020 we have seen material hosted in 49 countries. Out of these, INHOPE is present in 42

countries. INHOPE is actively working to set up hotlines in the remaining countries, among which are Ukraine, India, Moldova, Hong Kong, Switzerland, Slovakia, and Vietnam.

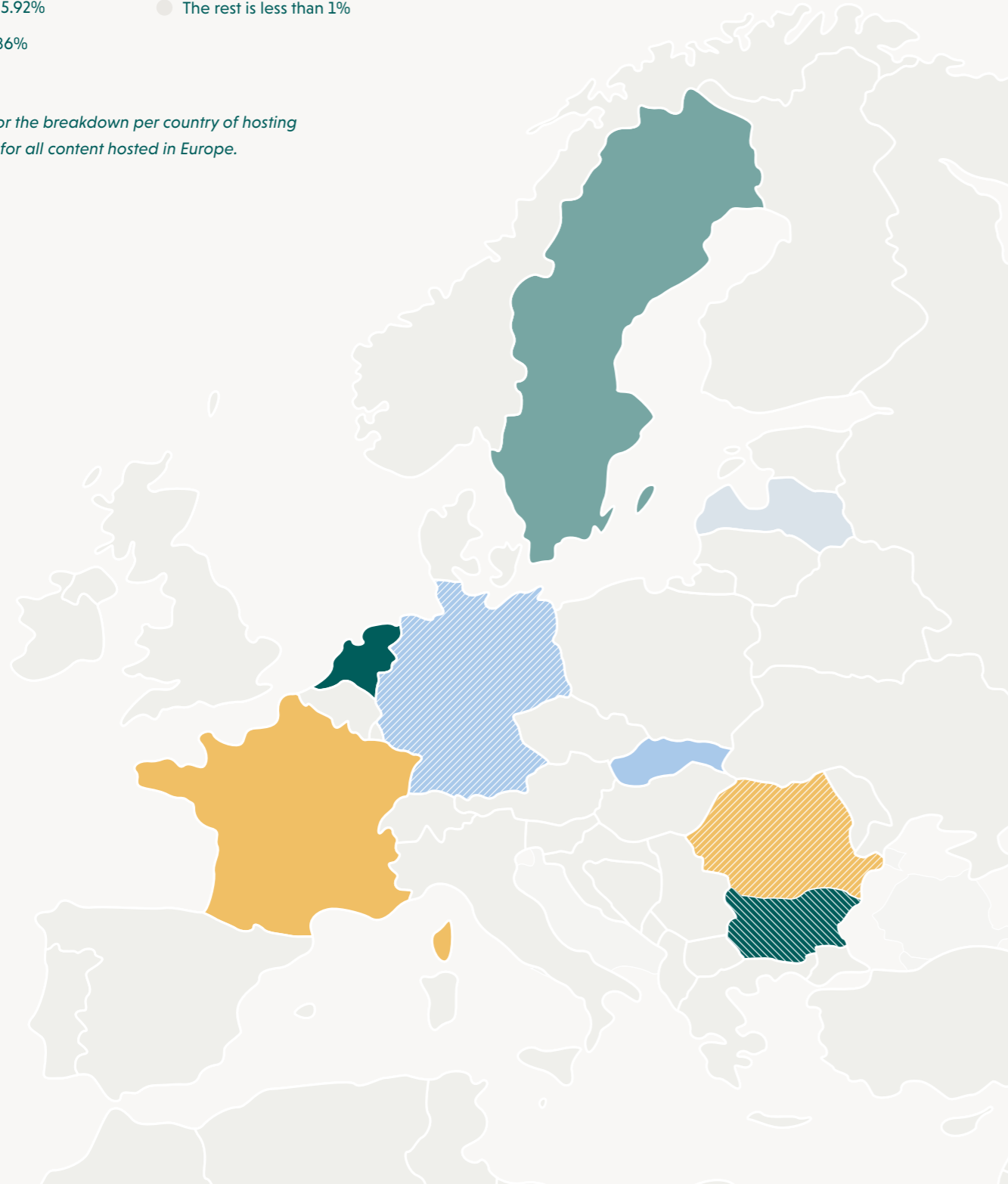


KEY FIGURES

# Hosting Data Patterns Europe 2022

- Netherlands 52.83%
- Slovakia 19.18%
- Bulgaria 6.02%
- Germany 5.92%
- France 5.86%
- Romania 2.62%
- Latvia 2.39%
- Sweden 1.44%
- The rest is less than 1%

This data is for the breakdown per country of hosting percentages for all content hosted in Europe.



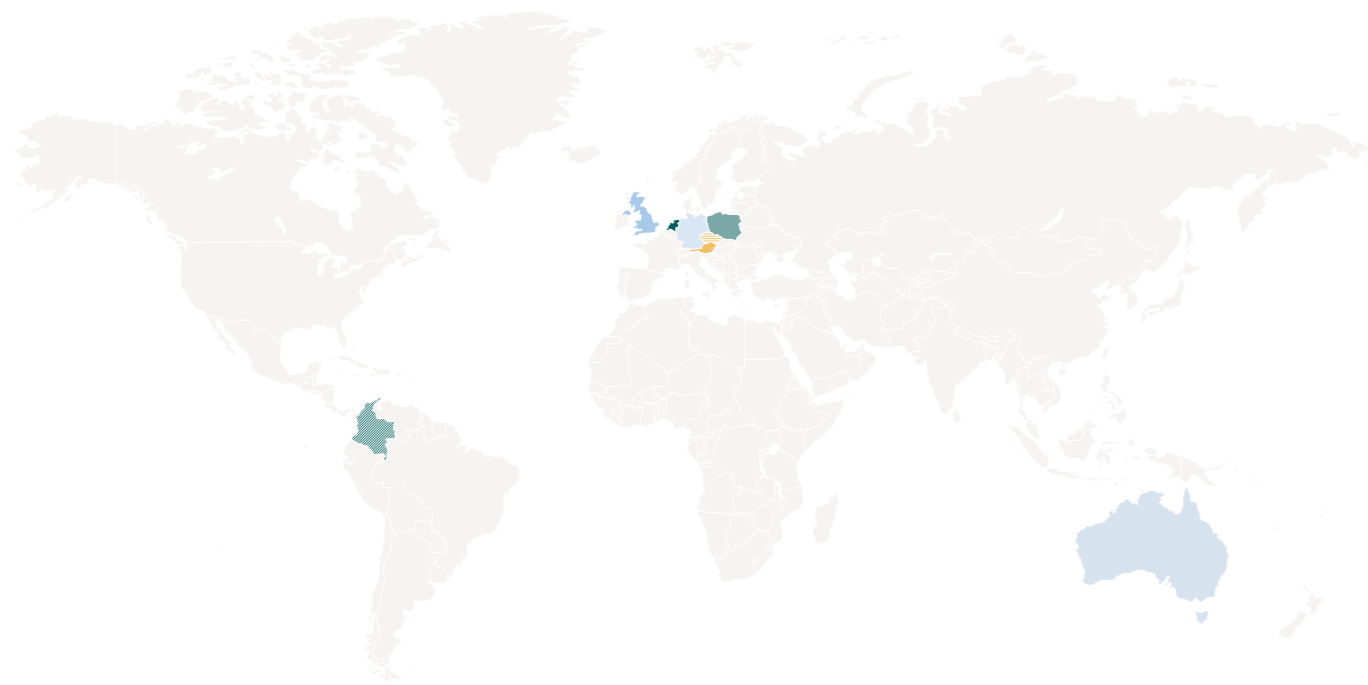
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KEY FIGURES

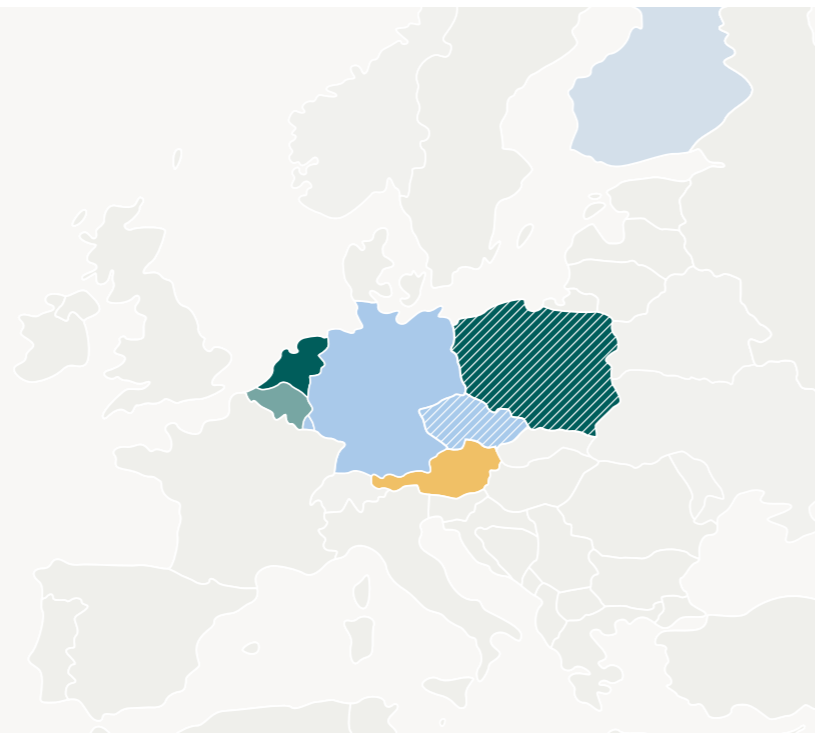
# Worldwide Reporting Data

- United Kingdom 43.52%
- Netherlands 10.15%
- Austria 8.06%
- Germany 6.08%
- Colombia 5.94%
- Czech Republic 4.74%
- Luxembourg 3.41%
- Poland 3.20%
- Australia 2.84%
- Others less than 2.5%



## Reporting Data Patterns Europe 2022

- Netherlands 21.76%
- Austria 17.29%
- Germany 13.03%
- Czech Republic 10.16%
- Luxembourg 7.31%
- Poland 6.86%
- Belgium 4.69%
- Finland 4.55%
- Others less than 3.5%



Note: Based on the total reporting coming from hotlines in EU countries.

BACKGROUND INFORMATION

# Guiding principles of ICCAM Statistics

This section describes the guiding principles behind the calculations and presented ICCAM statistics in this Annual Report.

INHOPE's mandate as a member association of hotlines has two pillars of focus: people and technology. In terms of people, we want to create tools and processes so the analysts assessing content can do their work in the most efficient way. In terms of technology, we want to create a system that supports the secure exchange of illegal content and also makes sure no known content needs to be reassessed or seen for a second time.

Therefore, we have decided to showcase four figures that capture the value of the network of hotlines:

1. Exchanged content
2. Known content
3. New content
4. Illegal content

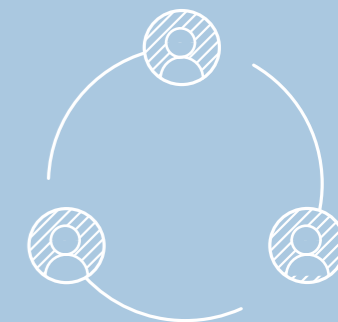
**Exchanged content:** This figure demonstrates the full number of individual content items that were entered to be exchanged through ICCAM among hotlines and is meant to illustrate the total volume of effort by the INHOPE network in 2021.

**Known content:** This figure demonstrates the value of the Technology pillar of INHOPE. It gives an indication of how many exchanged content URLs in 2021 were matched against URLs, images and videos previously inserted into ICCAM and assessed accordingly. As a result, INHOPE analysts were not required to reassess this known content, which protects them from repeatedly viewing harmful material and increases efficiency of the INHOPE network in removing previously assessed content faster.

**New content:** This figure demonstrates the value of the People pillar of INHOPE. It gives an indication of how many exchanged content URLs were new and required assessment by analysts in 2021. This number shows the analysts' effort required to assess newly reported and potentially illegal material.

**Illegal content:** This figure demonstrates the number of URLs which contained actual CSAM. These URLs were either assessed in 2021 by analysts or were marked as illegal as a result of matching with previously known material in ICCAM. Therefore, they are a mix of both known and unknown content. This number shows the total amount of illegal URLs identified in 2021.

These figures are comparable to the previously published numbers in INHOPE's Annual Report 2021.



CHAPTER 05

# ICCAM

ICCAM is a secure platform used to collect, exchange, and classify reports of Child Sexual Abuse Material (CSAM) which supports the rapid removal of this illegal material from the internet.

THE BASICS

## What Is It & Why Is It Important?

ICCAM supports the rapid removal of CSAM from the internet and compiles unique statistics on the proliferation of this material on the internet. ICCAM enables the secure exchange of URLs portraying child sexual abuse between hotlines located in different jurisdictions, with the aim of quick removal from the internet.

### ICCAM is a tool which aims to:

01. Be accessible to all INHOPE member hotlines and other authorised bodies.
02. Provide a technical tool for secure exchange of CSAM among different jurisdictions around the world.
03. Enhance hotlines' capacity and efficiently assist in identifying and analysing CSAM, and collation of corresponding intelligence.
04. Facilitate image/video hashing/fingerprinting and crawling technologies.
05. Streamline hotlines' workflow and content assessment:
  - by reducing content analysts' exposure to known CSAM
  - by supporting development of robust, comprehensive statistics both at country/hotline and global level.
06. Escalate "new" CSAM to law enforcement for victim/offender identification purposes.
07. Reduce the number of duplicate investigations.

Once a hotline receives a public report, the hotline analyst assesses the reported material, and if it is believed that there is illegal material on that page, the URL is inserted into ICCAM. The system then crawls all information found on that URL and the analyst can classify each picture and/or video separately as baseline

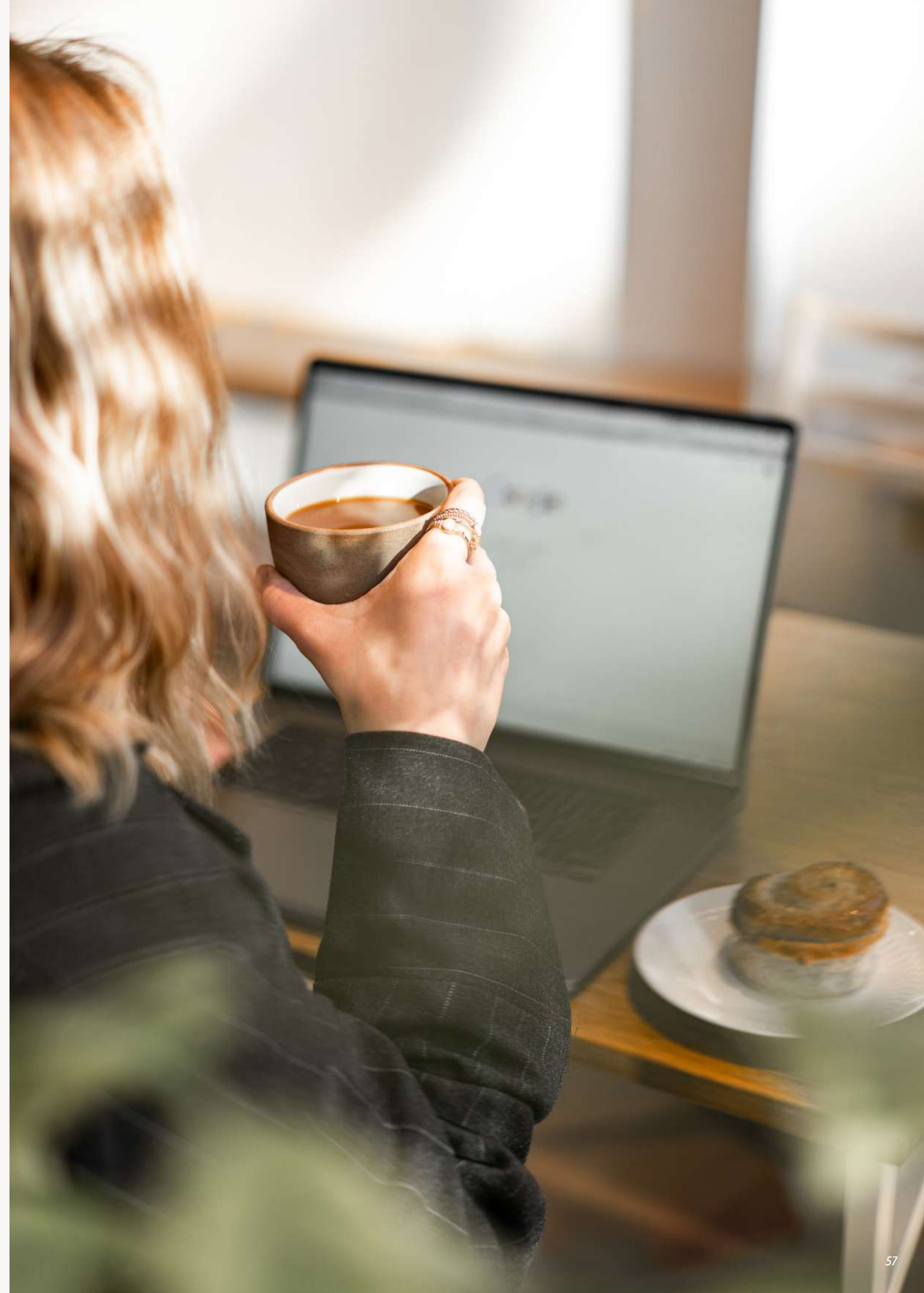
Additionally, ICCAM provides a service to hotlines worldwide to classify images and videos according to international legislation (INTERPOL's criteria) as well as national laws all in one system.

(internationally illegal according to INTERPOL's criteria), nationally illegal (according to national legislation in the hosting country) or not illegal. In most cases the receiving hotline informs local law enforcement and sends a Notice and Takedown to the relevant hosting provider if the material is illegal.

If there is no INHOPE hotline present in the hosting country, the so-called "orphan report procedure" will be followed. The "orphan report procedure" is as follows: several hotlines in the network are able to process reports in countries without an INHOPE hotline. These hotlines see a list of all orphan reports, choose a list to process and will in turn contact the Law Enforcement Agency and send the Notice and Takedown to the provider where the material is hosted. In case the content has moved to another country it is possible to reassign a report to another country or change the hosting country of a separate image or video within the report.

All images and videos marked as baseline and nationally illegal are made available to INTERPOL through an ICCAM portal specifically designed for them. Consequently, INTERPOL downloads this material and transfers it for insertion into their International Child Sexual Exploitation Image Database (ICSE Database).

The ICCAM platform was developed by INHOPE and Ziuz Forensics with funding from the European Commission under the Safer Internet and Connecting Europe Facility programmes. The platform is currently funded through the Digital Europe Programme of the European Commission. ICCAM enables multi-stakeholder collaboration between hotlines, law enforcement agencies (particularly INTERPOL) and the industry.



# The Process

There are many elements and organisations involved in the removal of CSAM from the internet using the process of Notice and Takedown. These include the public reporting the content, hotlines, law enforcement agencies and the hosting providers. The following flow chart shows just how many moving parts are involved.

*Note: This flow chart shows the most common scenarios. There are always exceptions to the processes which depend on the national jurisdiction and the collaboration between hotlines, law enforcement agencies and hosting providers.*

<sup>1</sup>Baseline Hash# list – illegal in every country  
<sup>2</sup>National Hash# list – illegal in that country



## PROCESS

# How does INHOPE process NTDs?

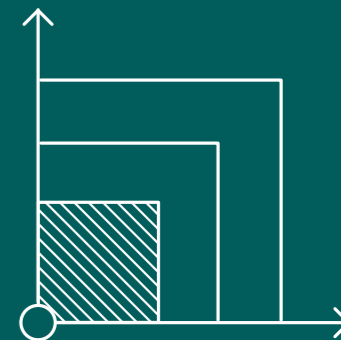
INHOPE hotlines send Notice and Takedown orders to HPs when a member of the public sends them a URL containing illegal images and videos depicting child sexual abuse and exploitation.

*You can visit our [website](#) for a deep dive into Notice and Takedown procedures in the countries where INHOPE member hotlines operate.*

*Notice and Takedown time is the time from when an INHOPE hotline receives a CSAM report from the public to the time a hotline reports it to the national law enforcement agency (LEA), the hosting provider, and ultimately the time the content is removed from the internet.*

**26% of all illegal content URLs were removed from the internet the same day it was reported.**

In 2022, INHOPE analysts sent a Notice and Takedown order to hosting providers within three days for 60% of all illegal content URLs.



CHAPTER 06

# Capacity Building

Capacity Building is a key strategic pillar of INHOPE. We have over 200 analysts around the world who are trained to assess and classify CSAM using their expertise.

## THE BASICS

## INHOPE's Capacity Building Programme

Capacity Building is a key strategic pillar of INHOPE. We ensure that more than 200 analysts around the world are trained in processing reports of online child sexual abuse and exploitation. We do this by equipping hotline analysts with the right knowledge and skills so that they can do their important work correctly and safely.

INHOPE's Capacity Building Programme consists of four elements:

01. INHOPE's trainings
02. Knowledge exchange tools & events
03. Resources and
04. INHOPE's Quality Assurance Programme.

Jointly, these tools increase the capacity of analysts employed at INHOPE member hotlines and ensure high quality operations of INHOPE member hotlines.

## THE DETAILS

## Capacity Building Impact 2022

INHOPE successfully organised 24 trainings, and capacity building events with 189 participants coming from 37 different countries in 2022. These participants represent 43 different organisations such as hotlines, law enforcement agencies, and digital companies.

24 capacity building events

07 trainers involved: INHOPE's Training staff, INTERPOL Intelligence Officers, other experts

189 participants

37 origin of participants from X countries

43 organisations represented (hotlines, industry, LEAs)

212 analysts 2022 using ICCAM (through User Interface & API connections)

11 Quality Assurance Programme conducted

The 2022 Member Satisfaction Survey section on capacity building found 91% of respondents rated the trainer's knowledge of the subject to be excellent and 81% rated the quality of training as very good or excellent.

## THE DETAILS

## Training Programme

INHOPE's Training Programme focuses primarily on **hotline analysts and on increasing their skills and knowledge in processing online CSAM reports. The secondary focus is on officers of law enforcement agencies, as well as moderators of Trust & Safety units at our industry partners. INHOPE's Training programme consists of three parts:**

- o **INHOPE Basic Training:** An introductory training for new analysts to get to know INHOPE as an organisation, to learn how to trace content on the internet and understand INHOPE's technology tools: ICCAM & Report Box<sup>6</sup>. Analysts are also introduced to INHOPE's Best Practices and Quality Standards in operating a hotline and processing CSAM reports. INHOPE also provides this as bespoke training for law enforcement agencies. **65 analysts followed INHOPE Basic training in 2022.**

- o **INHOPE Advanced Training:** A practical training where hotline analysts learn how to determine the illegality of CSAM according to INTERPOL's criteria (baseline) and national legislations. This training is provided in close collaboration with INTERPOL's Criminal Intelligence Officers and is held at INTERPOL's or LEA's premises. A key focus of this training is age assessment of the victims portrayed in the material which has an impact on the final illegality assessment and accordingly, correct processing of the material. Analysts also learn how the material is processed by INTERPOL and how to deal with already known victims and series. An in-depth demonstration of the ICCAM system and the collaboration it enables between hotlines is also a key element of this training.

**87 analysts followed INHOPE Advanced Training in 2022.**

Other Advanced-type trainings are organised and facilitated by INHOPE every year, depending on analysts' needs. In 2022, a joint training by INHOPE's member hotline in the UK, Internet Watch Foundation, and INHOPE took place, where 7 hotline analysts from different INHOPE member hotlines learned about processing CSAM on disguised websites.

- o **Online Learning Platform (hosted and developed by INHOPE):** INHOPE's online learning platform is a self-paced training tool, which analysts can follow at their own convenience by following different modules relevant to their work. The system offers self-testing and a certification capability. Each analyst that has completed the online training course becomes an INHOPE Certified Analyst. This training tool is continuously updated. **75 analysts enrolled to the Online Learning Platform in 2022.**



<sup>6</sup> Report Box is a system that new hotlines can use to create report forms on their websites so that they can receive, store and process CSAM reports in a secure way, without the need to create one by themselves.



## TRAINING SPOTLIGHT 1

## Continuous improvement

The Training agenda for 2022 was created with feedback received in 2021. We respond directly to the needs of hotline analysts and adapt our trainings to fit emerging trends and developments in ensuring safety online.

INTERPOL & INHOPE also work continuously on improving trainings following ongoing challenges that analysts and intelligence experts face. Therefore, the trainings that took place in 2022 improved the diversity and inclusion criteria of the material used in trainings by for example, increasing and improving training material with non-Caucasian individuals. This ensures that analysts from around the world are trained in correct classification of CSAM irrespective of the victims' and perpetrators' origin.

## TRAINING SPOTLIGHT 2

## Focus on South America

INTERPOL and INHOPE conducted a joint regional training in Mexico City on 5 and 6 April 2022. The event included INHOPE's Basic and Advanced training, as well fruitful discussions during roundtables with key stakeholders in the child protection field across South America.

Hotline analysts and law enforcement officers from these countries followed INHOPE Basic Training, followed by an in-depth demonstration of our secure platform ICCAM. INTERPOL Criminal Intelligence Officers provided Advanced training sessions on illegality and age assessment of child sexual abuse material. All participants received content assessment certification. Read the full article [here](#).

## TRAINING SPOTLIGHT 3

## Focus on South East Asia

INTERPOL and INHOPE conducted a joint regional training in Singapore on 29 and 30 November 2022. Hosted on the INTERPOL campus in Singapore, the trainings had 14 attendees from Cambodia, Thailand, Nepal, Taiwan, and the Republic of Korea.

A roundtable discussion was part of the two-day meeting focusing on regional cooperation between hotlines in Asia and the current status of legislation & stakeholder cooperations in the region. INHOPE identified key areas of support for regional cooperation and the onboarding process of prospective organisations in becoming members of the INHOPE network. Read the full article [here](#).

### South America

Joint regional training in Mexico City on 5 and 6 April 2022.

### South East Asia

Joint regional training in Singapore on 29 and 30 November 2022.



## ACTIVITIES

## Knowledge Exchange Tools & Events

To support the continuous exchange of knowledge, INHOPE facilitates knowledge exchange tools and organises capacity building events. We collect and enable the exchange of practical experience of more than 200 hotline analysts around the world. The following tools and events were facilitated in 2022:

- o **Workshop for Advanced Analysts:** A group of advanced analysts meets on an annual basis to discuss the most pressing topics that analysts deal with. This meeting serves the purpose to develop modules for INHOPE's Online Learning Platform and to document resources for the whole network. The topics discussed often result in the development of a Best Practice and/or Guideline for all hotline members to use and refer to. A two-day workshop for "Advanced Analysts" took place in September 2022 at INHOPE's office. 10 highly experienced analysts had the opportunity to exchange know-how and develop best practices on tools to deal with onion reports /dark web, file hosts, mental health of hotline analysts, and dealing with unresponsive hosts. **10 hotline analysts participated in the Advanced Analyst Workshop in 2022.**

- o **Dealing with Vicarious Trauma Workshops:** A series of three online workshops focusing on building organisational capacity to deal with vicarious trauma were held throughout 2022 by INHOPE. 16 practitioners followed the series led by three mental health experts and researchers of "Purpose+Motion". The workshops raised awareness about vicarious trauma and created a safe space for analysts to share their challenges and difficulties, as well as listen from their colleagues about how they have dealt with similar situations. Besides analysts of INHOPE member hotlines, the series was attended by moderators from Trust & Safety units at our industry partners. Insights from the workshops showed that analysts and moderators would like to see more opportunities at their workplaces to seek and receive support. The level of awareness about vicarious trauma and safe spaces to address mental health challenges

vary among different countries and regions. These insights will feed into INHOPE's future development and improvement of the staff welfare services & resources offered to analysts.

**16 analysts and Trust & Safety moderators attended the workshop series: Dealing with Vicarious Trauma.**

- o **Slack communication platform:** INHOPE facilitates a SLACK channel serving as an online chat-platform for analysts to discuss work-related subjects, ask questions regarding ICCAM reports to sending-or receiving hotlines and general questions about INHOPE.

- o **Buddy Hotline Programme:** INHOPE facilitates a programme where experienced and young hotlines are matched in a buddy programme. These hotlines are matched based on location, experience and national legislative set-up. The buddy hotline guides the new hotline in setting up efficient hotline operation.

- o **Monthly Q&A sessions:** Analysts from around the world meet in an online Q&A session to openly discuss any questions related to working at a hotline, ongoing matters & trends in processing CSAM reports and operating a hotline. During 2022, 12 Q&A sessions were organized giving the opportunity to hotline analysts from around the world to connect, get a better understanding of processing CSAM reports and bond with one another.

- o **Peer-to-Peer Exchange Programme:** Hotline analysts visit another hotline to experience the operation of another peer-organisation. The objective of the Peer-to-Peer programme is to provide an opportunity to INHOPE hotlines to exchange information, knowledge and best practices, and strengthen cross-border cooperation. During the 2022 exchange programme, a broad spectrum of topics was covered: hotlines' structures and procedures, ongoing projects, technologies used,



data collection and reporting, staff welfare, as well as the differences between national and institutional legislations. Analysts were given the opportunity to observe the practical work of peer analysts from other countries and discuss the work-specific obstacles and solutions. INHOPE facilitates this program by coordinating the process, identifying needs of hotlines and matching a corresponding hotline, as well as providing funding towards the travel, accommodation, and subsistence of an analyst from one INHOPE member hotline to visit another member hotline. Participating analysts expressed high satisfaction with the content and the opportunity to take part in the Peer-to-Peer exchange programme.

Several analysts highlighted that they would highly recommend this programme to other hotlines, and they would be happy to take part in such programme again

in the future. Overall, the analysts that participated in the programme in 2022 expressed their enthusiasm and appreciation in experiencing a "day-in-a-life-of-an-analyst," working in another organisation and creating personal and professional relationships with one another. There is enormous potential in setting up cross-border collaborations among the hotlines of the INHOPE network and working together to strengthen the common impact that all the members work hard to achieve. The feedback received enhances the motivation of the INHOPE team to further improve the Peer-to-Peer exchange programme and give the opportunity to more hotlines and analysts to travel to another country and visit a hotline of their interest in 2023.

**Nine analysts visited other nine peer-hotlines as part of the Peer-to-Peer Exchange Programme 2022.**

FEEDBACK

## Participants' Testimonies

"We really appreciated the opportunity that INHOPE provides to hotlines to learn from more experienced hotlines"

Bérengère de Wergifosse and Tijana Popovic,  
Child Focus Belgium

*Participants in the Peer to Peer Exchange Programme rated the programme highly. 100% of participants reported increased knowledge in hotline operations. The expectations of all participants were 100% met, which highlights the success of the programme.*

## Expectations of 100% of participants were met.

"Our way of working is not really different, because we pursue the same big goal for fighting CSAM (Child Sexual Abuse Material) and have similar procedures, but our tools may differ, i.e., PowerBI, HighlightThis, CleanView, API for ICCAM."

Igor Loran, BEE SECURE Stopline, Luxembourg

"We had the chance to reflect on our approach being guided by the Finnish colleagues; at the beginning we watched images taking care of facial expressions, feelings or guessing the story behind the act or the pose of a child. The analysts helped us focusing only on the relevant details, without giving attention to emotions or the possible story in order to protect ourselves from being affected by the abuse material."

Simona Maurino, Telefono Azzurro, Italy

GET STARTED

## Resources & Materials

As a network connecting the knowledge and experience of 50 different organisations, INHOPE ensures that successes and best practices are captured, recorded, and shared within the whole network. The sharing of information happens both within the network of existing hotlines, as well as potential future hotlines. For this purpose, INHOPE develops Best Practice Papers, guidelines, and manuals, as well as templates for operational hotline processes. In 2022, INHOPE created the following supporting documentation:

- o Guidelines on Best Practices in Collaboration between hotlines and law enforcement agencies
- o Template for a Memorandum of Understanding between a hotline and a national law enforcement agency
- o Template for a Reporting form to inform law enforcement agencies on CSAM reports
- o Resource on Trusted Flagger Programmes at major digital companies.



## MONITOR &amp; MEASURE

## Quality Assurance Programme

The INHOPE Quality Assurance Programme (QAP) is a comprehensive and systematic method for monitoring and continuously improving hotlines' services and standards and practices. The programme has been in operation since 2014 with updates occurring every year based on lessons learned. This programme involves existing member hotlines being reviewed against criteria set out in INHOPE's Quality Assurance Template. The implementation of the programme is conducted through a face-to-face visit to the hotline and a review of the hotline's services carried out by a representative nominated by INHOPE.

The objective of this review is to get an overall picture of the hotline's operations and ensure that the standards with which member hotlines are required to comply are met. These standards are outlined in INHOPE's Articles of Association, Code of Practice and Best Practice Papers. The Quality Assurance Template is also used as a self-assessment tool for existing hotlines or as a guide to new organisations setting up a hotline. During the review, INHOPE's evaluators inform the hotlines of best practices and good quality standards applied by other hotlines, and accordingly identify requirements and recommendations for improvement. Each hotline reports back to INHOPE within a 6-month period on the steps taken to address these points for improvement.

- o INHOPE conducted 11 Quality Assurance Programmes in 2022 and all reviewed hotlines received the INHOPE Quality Assurance certification 2022.

Reviewed hotlines in alphabetical order (per country):

- o APLE Cambodia, Cambodia
- o Te Protejo Colombia, Colombia
- o CZ.NIC, Czech Republic
- o Point de Contact, France
- o Biztonságosinternet, Hungary
- o Internet Hotline, Hungary
- o Te Protejo Mexico, Mexico
- o Korean Communications Standards Commission (KCSC), South Korea
- o ECPAT Sweden, Sweden
- o ThaiHotline, Thailand
- o CyberTipline, USA





## CHAPTER 07

# Projects

INHOPE's projects sit under our strategic pillars: Capacity Building, Network Expansion, Strategic Communication, and Technology & Innovation. The work and outputs of the projects enable the mission of INHOPE to ensure the rapid identification and removal of Child Sexual Abuse Material from the digital world.

## ONTOLOGY

### The Global Standard Project

The Global Standard project brings together the skills and experience of global experts to develop a common CSAM ontology for the categorisation of CSAM. Anticipated to have a major impact on CSAM detection and removal globally, the project is developing a common ontology of CSAM categorisation which will facilitate automated translation between and among different categorisation schemas in use globally and across sectors.

Funded by the Global Partnership to End Violence against Children, the Global Standard will be a game-changer in the fight against CSAM globally.

The relationship between laws, policies and operational procedures around child sexual abuse and exploitation is extremely complex. This has resulted in a situation where different countries, sectors and organisations use distinct categorisation schemas to process CSAM reports. This makes the exchange of data and intelligence difficult due to the large volume of imagery that is reported as child sexual abuse and exploitation material to all stakeholders involved, including hotlines, the technology industry and law enforcement agencies. The different categorisation requirements also lead to the creation of different categorisation schemas that do not interoperate nor are they readily translatable.

#### *June 2022: First Focus Group*

The project was launched in June 2022 with a First Focus Group. Participants from around the world came together as the "Global Standard" ambassadors at INHOPE's offices in Amsterdam on 21st and 22nd June. This 2-day workshop set the scene of the project and developed a shared vision for a common methodology to translate between existing categorisation schemas and ontologies for child sexual abuse material (CSAM).

The ontology developed as a part of this project will meet the needs of all stakeholder groups involved in the categorisation or implementation of CSEM/CSAM -based datasets for a diverse range of purposes. It will do this through standard terminology and clearly documented definitions, and by enabling differentiation between the minimum information required to assess illegality, and more granular content-based and context-based information. The ontology will form the basis of a system to determine the illegality of an image for a given

jurisdiction regardless of categorisation schema and legislation.

#### *July 2022: Establishing Subgroups*

Key experts have been meeting online to discuss important aspects of creating a common approach to categorizing CSAM, divided into four sub-groups: Ontology Development, Technology, Outreach & Communications, and Law & Policy.

#### *September 2022: Second Focus Group*

A group of experts came together for the second Global Standard Focus Group at the headquarters of NCMEC, INHOPE's member hotline in the US, on 22 and 23 September 2022. The two days of meetings were made up of series of practical and focused discussions on the progress of the four thematic sub-groups – Ontology, Technology, Law & Policy, and Outreach & Communications.

The attendees identified key activities to be undertaken by the Global Standard sub-groups:

- o Identifying and accommodating different use cases for the ontology
- o Addressing data-related challenges
- o Addressing terminology and language challenges
- o Prioritising analyst and investigator well-being in decision-making about annotation and training
- o Developing name and branding
- o Identifying key stakeholders and an outreach strategy to get them on board
- o Finding a solution for custodianship of a) the ontology and b) the data model/categorisation matrix

**November 2022:** Presentation of the project and ontology to INHOPE member hotlines at the Hotline Training Meeting.

**December 2022:** Evaluation of subgroup progress

#### Subgroup activities in 2022:

o The Ontology subgroup has created a first version of the document to send to experts for comments on both content and language. The INTERPOL DevOps group will be validating the ontology in January 2023. Their feedback will further refine the document, and the ontology will be presented at the INTERPOL Specialist Group meeting in March 2023.

o The Technology subgroup is looking into how to best realise the translation matrix and are outlining the technical specifications for implementation into ICCAM. Future topics for discussion will be data quality and future means of assurances.

o The Communications and outreach subgroup have been developing an audience-specific messaging matrix for different target audiences promoting the use of the ontology and has been creating a pool of potential names for the ontology.

o The Law and Policy subgroup has created a criteria matrix to determine the eligible organisation for custodianship and maintenance of the ontology after the Global Standard Project ends. Potential custodians have been identified and will be evaluated against the criteria matrix.

#Technology&Innovation #CapacityBuilding



#### A JOINT EFFORT

## Better Internet for Kids

Better Internet for Kids (BIK) is a European Commission-funded initiative aiming to create a better internet for Europe's children and youth, funded under the Connecting Europe Facility (CEF) instrument). The Better Internet for Kids core service platform and related activities are managed on behalf of the European Commission by European Schoolnet (EUN), which coordinates the Insafe network of awareness centres, helplines and youth panels, while INHOPE coordinates the network of hotlines. These combined strands are commonly referred to as Safer Internet Centres (SICs), operating in 26 EU Member States, plus Iceland, Norway, and the United Kingdom, in the drive to keep children and young people safe online. Under this project and with support from the European Commission, INHOPE implements numerous capacity building activities to ensure hotline analysts have the best tools, tips and tricks to undertake the challenging work they dedicate themselves to each day. These activities include bi-annual Hotline Training Meetings and Expert Insights webinars.

Hotline Training Meetings (HTMs) are two-day events where member hotlines meet to hear the latest trends and developments in the fight against CSAM online, as well as to exchange knowledge and best practices.

Hotline Training Meetings aim to:

- o explore new technologies and innovative solutions to combat CSAM online
- o support analysts in their professional development
- o enhance the technical capabilities of analysts, particularly in specialised content assessment
- o share best practices and lessons learnt regarding proactive care and empathy in the hotline work environment
- o explore how INHOPE can better collaborate with its members and partners
- o investigate how INHOPE can best support reporting everywhere
- o promote awareness raising strategies to ensure all citizens know what to report and how to report.



Funded by  
the European Union

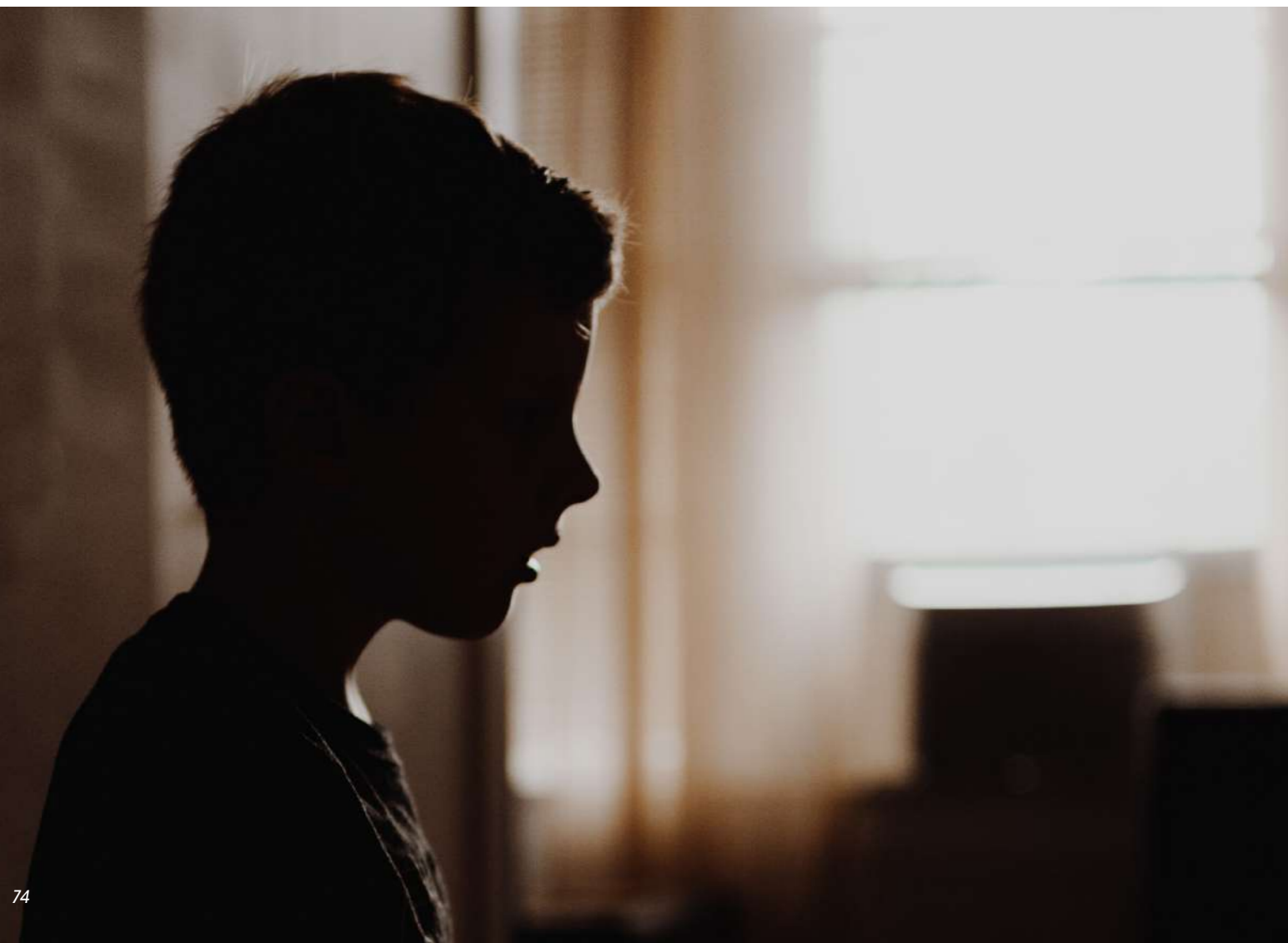
In 2022, INHOPE members met online during two Hotline Training Meetings (29-30 June online and 14-17 November in Lisbon, Portugal). 250 representatives from member hotlines, partner organisations, law enforcement experts and partners in the field attended these meetings.

Expert Insight webinars also took place as part of the Better Internet for Kids initiative in 2022. These are virtual events that enable collaboration and foster in-depth discussion amongst global industry players, multi-stakeholders, and digital first responders coming together for a common purpose to combat online child sexual abuse material (CSAM). The 2022 season of Expert Insights consisted of nine webinars with over 1900 registered attendees that brought together stakeholders, encouraged discussions, and facilitated collaborations amongst participants. The topics discussed included:

- o Cryptocurrency and the Trade of Online CSAM
- o The Consequences of Sharing Non-Consensual Content
- o Livestreamed abuse of Minors
- o Transactional Sexting and self-generated content
- o INHOPE 2021 Annual Data
- o Developing Resilience in the Digital Safety field
- o Online grooming: existing legislation and the importance of a global definition
- o Proactive vs. Reactive hotline communication

We form part of a larger approach to ensuring a safe digital world. The Better Internet for Kids Strategy of the European Commission defines four main pillars to give children the digital skills and tools they need to benefit fully and safely from what the Internet has to offer. INHOPE's work focuses on the fourth pillar of the strategy: fighting against child sexual abuse and child sexual exploitation online, and we are a proud partner of the European Commission in implementing this work.

#CapacityBuilding #StrategicCommunications  
#NetworkExpansion



## RAISING AWARENESS

## Stronger Together

The Stronger Together project supports the coordination of the INHOPE network of hotlines by strengthening our capacity building and awareness-raising work. With the support of DG Justice, European Commission, under the [Citizens, Equality, Rights and Values programme](#), the Stronger Together operating grant focuses on support to European networks, such as INHOPE, which strengthen the protection and promotion of Union values and respect for the rule of law.

INHOPE's work falls under these objectives as the network contributes to the implementation of the [Charter of Fundamental Rights in the EU](#), and the [EU Strategy on the rights of the child](#). All INHOPE member hotlines remove child sexual abuse material from the internet, and twenty European hotlines also process online illegal reports containing discrimination, racism, xenophobia, and all forms of intolerance.

As part of the Stronger Together project, INHOPE hotlines have an opportunity to visit and learn from each other through the Peer 2 Peer Exchange Programme (see Capacity Building Chapter for concrete activities

and results). These visits facilitate the development of Best Practice Papers, Guidelines and Templates which INHOPE makes available to internet hotlines worldwide to support hotline capacity and high-quality operations. Capacity building is also fostered by bringing advanced analysts together to create material for the INHOPE online training platform and provide content and feedback on all training programmes for hotline analysts.

Through the Stronger Together project, INHOPE promotes key messages across the network and unites hotlines through network-wide campaigns. These awareness-raising activities ensure that policymakers and key stakeholders are informed about the work of hotlines and act to further tackle the production and distribution of CSAM online.

#CapacityBuilding #StrategicCommunications



Funded by  
the European Union

## TECHNOLOGY

## The ICCAM Project

An effective fight against CSAM online demands a secure and swift exchange of CSAM reports between different jurisdictions worldwide. Our secure system ICCAM does exactly that.

The reality of how fast CSAM can spread around the world requires technology, tools, and collaborative approaches not only among law enforcement agencies and hosting providers worldwide but also among internet hotlines. Equally, each country must offer a hotline service to its citizens where one can report illegal material online. Hence, INHOPE operates the technical solution ICCAM, that supports hotline transactions and the removal of online child sexual abuse material.

ICCAM stands for I C [see] Child Abuse Material.

INHOPE operates and maintains the ICCAM platform together with its technical partner, ZiuZ Forensics, and INTERPOL. ICCAM was used by 47 hotlines in 2022, inputting CSAM reports into the system which shares all illegal images and videos with the International Child Sexual Exploitation (ICSE) database of INTERPOL. Maintaining and improving the system in 2022 was enabled within the ICCAM Project, funded by European Commission's Directorate-General for Communications

Networks, Content and Technology under the Digital Europe Programme.

ICCAM was continuously improved in 2022 and the immediate effects of its improvement were seen in the results of the ICCAM Annual Satisfaction Survey in September 2022, which is conducted among hotline analysts. 72,22% of the respondents expressed good or excellent rating of satisfaction with the latest improvements of the system in 2022. Overall satisfaction with the system is at a high rate with 94,44% rating it high, good or average satisfaction. The coordination of ICCAM's improvement by INHOPE's team has also been assessed as positive, with 33% rating it excellent and 55% good. Members feel heard about their needs, marking the responsiveness of INHOPE's team to their needs with 22% excellent and 55% good. The survey results also indicate an increase in automation in 2022, with a larger number of hotlines connecting to the system through the API.  
#Technology&Innovation



Funded by  
the European Union

## INNOVATION

## ICCAM Grant Project

From October 2022, INHOPE has been happy to extend its cooperation with the Directorate-General for Communications Networks, Content and Technology from the European Commission.

The ICCAM Grant Project runs for a two-year period and has three main goals: continue with the hardware and software maintenance of ICCAM, improve the automatic monitoring of taken-down content, enhancements of the

metadata relayed to law enforcement, and continuous reporting of key performance indicators of the data we are seeing inside the INHOPE network.

#Technology&Innovation



Funded by  
the European Union

## SAVING VICTIMS

## AviaTor

The US industry is legally required to generate a report whenever Child Sexual Abuse Material (CSAM) is discovered on their servers. This results in a steady influx of reports being sent to law enforcement agencies worldwide for processing - with the number of reports continuing to increase each year. The sheer volume of reports makes it difficult for law enforcement agencies to process them all in a timely manner, making automated prioritisation crucial. The AviaTor tool addresses this challenge by utilising a combination of artificial intelligence, OSINT, Photo DNA, and hash listing technologies to give officers a powerful tool to prioritise their ever-growing workload.

AviaTor phase 2 started in September 2021 and will run until the end of September 2024. While AviaTor phase 1 (2019-2021) was about research and creating the tool, AviaTor phase 2 focuses on ensuring that the system is functionally complete and sustainable, with more advanced AI and extending collaboration between national, regional, and international law enforcement agencies.

INHOPE is part of the AviaTor project team together with ZiuZ Forensic, the National Police of the Netherlands, the Belgium Police, WEB-IQ, DFKI and Timelex. The project is funded by the European Union's Internal Security Fund – Police. The primary role of INHOPE within the project is to facilitate support for the affiliates, enhance communication through the organisation of events, campaigns, and the dissemination of reports.

In 2022 the project hit some major milestones:

- o **June 2022:** the AviaTor website and interactive portal were officially launched in June 2022.
- o **August 2022:** the AviaTor project published its first Annual Report "The story behind the numbers."

- o **July – August 2022:** the Act Now campaign was launched and ran for 3 months, with the goal to get more law enforcement agencies to sign up for a demo.

- o **March and September 2022:** AviaTor Peer-2-Peer events are organised bi-annually. These events are meant to bring together the affiliate law enforcement agencies working with AviaTor with a focus on knowledge exchange, best practises, and feedback to the developers from the field. In March 2022 the team met online for their first networking event, followed by a hybrid event in September 2022 where the team met in Amsterdam.

- o A total of 20 official demos were given during 2022 and 2 new LEAs started using AviaTor. Currently LEAs in 13 countries are using AviaTor and several new affiliates are expected to join in the upcoming months. Current users are the Netherlands, Belgium, India, United Arabic Emirates, Estonia, Greece, Portugal, Moldova, Switzerland, Slovakia, Czech Republic, Hungary, and Bulgaria. The goal is to grow the number of users to 25 or more by the end of the project.

#Technology&Innovation #CapacityBuilding  
#StrategicCommunications



Funded by  
the European Union





## NETWORK EXPANSION

## Project ESCAPE

Project ESCAPE is a fast-moving project with a focus on expanding our network to at least four specific target countries where there is no hotline presence. The project also aims to enable a faster and more automated connection between hotlines within the INHOPE network. This is done by providing increased technical capabilities for INHOPE's hotlines for the faster removal of online CSAM. Thanks to support from the End Violence Against Children Fund for a two-year project, INHOPE has been able to develop and implement Project ESCAPE.

With a hotline presence in more countries and the improved technology that Project ESCAPE has afforded us, INHOPE's hotlines are able to reduce the availability of online CSAM at the same time as ensuring that:

- o countries lead and take ownership of the issue
- o key stakeholders take responsibility
- o the public becomes aware of the need and possibility to report
- o faster and smoother exchange of CSAM reports is enabled between INHOPE's hotlines, law enforcement agencies, and hosting providers.

In 2022 we welcomed two new members as part of the ESCAPE project: Net Patrola, INHOPE's hotline member in Serbia, operated by Tijana Juric Foundation, and iSigurt operated by CRCA/ECPAT Albania. An immediate success of welcoming them as members into the network is the involvement of an analyst from Net Patrola in INHOPE's Annual Advanced Analyst training, and the active engagement of iSigurt's Chief Executive Officer in INHOPE's work. The increasing number of reports received by these two hotlines only shows the need for them to be part of the INHOPE network.

Simultaneously, we have been conducting roundtables, stakeholder engagements, and capacity building activities in five target countries: Moldova, Ukraine, Vietnam, Pakistan and India, as part of this project. We engage continuously with organisations in these countries who could potentially operate an INHOPE member hotline in the future. We support these organisations in their engagements with national law enforcement agencies, hosting providers within their countries, national governments, and decision-makers. Key resources have been developed as part of this project, which support the operationalisation of hotlines in the selected target countries, but also in future

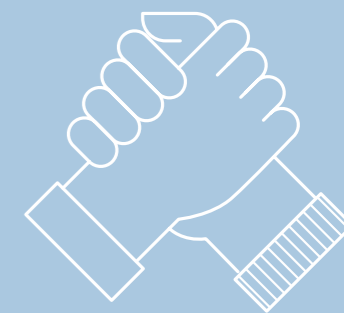
expansion efforts of INHOPE. These resources are not limited to, but include: INHOPE Hotline Development Guide, INHOPE Hotline Creation Timeline, and INHOPE Regionalisation Tool.

By entering new countries, a key lesson for INHOPE is that raising awareness on the topic of child abuse and specifically, child sexual abuse online, is crucial in setting up a national internet hotline. Therefore, INHOPE organised Quarterly Seminars on the topic: "The first step to creating a hotline." These seminars are organised each January, April, July, and October in English and Spanish, and they have been attended by 140 practitioners representing child's rights non-profit organisations, governments and law enforcement agencies from 41 countries.

( A full list of the country of origin of the Quarterly Seminars' participants: Austria, Belgium, Bosnia and Herzegovina, Bulgaria, France, Greece, Hong Kong SAR, India, Indonesia, Ireland, Italy, Kenya, Kyrgyzstan, Malaysia, Republic of Moldova, Montenegro, Netherlands, Nigeria, North Macedonia, Peru, Poland, Russia, Serbia, Seychelles, Singapore, Slovakia, South Africa, Switzerland, Tanzania, Thailand, Uganda, Ukraine, United Kingdom, United States, Vietnam, Mauritius, Somalia, Taiwan, Morocco, Cameroon, Sri Lanka.)

A technical aspect of Project ESCAPE was the development of a new modern API for ICCAM from the ground up. The API was created and delivered for testing during 2022. This API connection enables INHOPE member hotlines who process a large amount of CSAM reports to automatically transfer data from their own Report Management Systems to INHOPE's secure platform for exchange of CSAM reports, ICCAM. The new modern API speeds up the process of exchange of information, which in turn influences the speed of intelligence sent to law enforcement agencies, Notice & Takedown orders sent to hosting providers and ultimately, the removal of this illegal material from the digital world.

#NetworkExpansion #Technology&Innovation  
#CapacityBuilding #StrategicCommunications



CHAPTER 08

# Key to Success - Partners

INHOPE works with partners who believe in and support our mission to combat online Child Sexual Abuse Material (CSAM) by growing and supporting our global network of hotlines.

## VITAL SUPPORT

## Key to Success

INHOPE's Annual Funding Partners are vital to our network in fighting online CSAM. Their support has enabled the expansion of INHOPE's network of hotlines and contributed to the training and technical support of more than 200 analysts in 46 countries in 2022 alone.

To help our analysts work more effectively, we accept applications from private companies that wish to become active in the fight against CSAM. By becoming an Annual Funding Partner of INHOPE you can be part of the solution.

The distribution of online Child Sexual Abuse Material continues to grow on a global scale. In response to this ongoing challenge INHOPE's continues to pursue four main avenues: Technology development:

- o Technology development
- o Network expansion – growing in the major internet usage expansion zones (Asia Pacific, South Asia, Latin America, the Middle East and Africa)
- o Capacity building
- o Political and legislative engagement

To support us today, we would love to receive an application from you to become an Annual Funding Partner of INHOPE. This funding trains, sustains and develops the INHOPE network of hotlines in countries where a hotline and more online child protection awareness and campaigns are desperately needed.

Annual funding partnership directly supports INHOPE's impact and the sustenance of all aspects of the INHOPE network that enhances the everyday efforts of more than 200 analysts in 46 countries worldwide. Please see [here](#) for more information.

Thanks to partnerships and funding, we added five new to the INHOPE network in 2022. We believe that every citizen in every country should be able to help remove online CSAM by reporting it. With the support of our partners this will be possible. Join us!

Our relationships with industry, global institutions, law enforcement and NGOs were strengthened in 2022 as we developed ever more cooperative relationships with existing partners, and by expanding our reach geographically and across sectors.

Our Annual Funding Partner Programme also saw growth as we increased visibility of INHOPE through social media platforms and campaigns. None of INHOPE's successes would be possible without the consistent support of all our partners.

## HAND IN HAND

## Our Partnerships

INHOPE has built trustworthy and close relationships with law enforcement agencies, tech companies, and corporate sponsors over its 22 years of operation.

Support from our partners includes monetary contributions, technology, subject matter expertise and Advisory Board support. Our partnerships enable and strengthen the hotline-corporate relationship to protect the public, as well as victims of online abuse by issuing notices for rapid removal of confirmed CSAM. INHOPE's partners from government and institutional agencies include: UNICEF, INTERPOL, Europol, International Telecommunications Union, ECPAT, International Centre for Missing and Exploited Children (ICMEC) Child Helpline International, Virtual Global Task Force, European Financial Coalition, the Tech Coalition, and the Council of Europe.

For more than two decades now, European Schoolnet and INHOPE have played a leading role in the coordination of European Commission-funded Better Internet for Kids Programmes. Since 1999, the Safer Internet Programme has provided a solid backdrop for national and EU-wide actions to make the internet safer by protecting and educating children and young people online. The Safer Internet Digital Service Infrastructure (DSI), funded under the Connecting Europe Facility (CEF) in Telecom, has since replaced it as the main funding instrument for implementing the European Commission's Better Internet for Kids strategy.

Insafe (European Schoolnet) and INHOPE work together through a network of Safer Internet Centres (SICs) across Europe, typically comprised of an awareness centre, helpline, hotline, and youth panel. The central aim of the Insafe and INHOPE networks within their awareness-raising and child-protection mission has always been to maintain an evidence-based approach with their sights firmly fixed on the future to ensure that emerging challenges are tackled proactively.

Hotlines also need the ability to work with law enforcement agencies, which is where INTERPOL comes in. INTERPOL's role is to enable police around the world to connect and collaborate. With their high-tech infrastructure of technical and operational support, they help meet the growing challenges of fighting crime in the 21st century. INHOPE members also help law enforcement save time by ensuring only relevant reports are referred to national and international law enforcement agencies, so that efforts can be concentrated on investigating confirmed cases of CSAM and working to identify and rescue victims.

ZiuZ is a visual intelligence specialist developing technological solutions to help solve societal problems around the globe. ZiuZ Forensics and INHOPE have a long-standing partnership in operating and maintaining ICCAM with the support of the European Commission.



As a Partner of INHOPE you can demonstrate that your company puts all our children first and takes corporate social responsibility seriously, becoming an integral part of tackling online CSAM and ultimately helping to create an online environment where everyone, especially children, can use the internet safely and securely for positive purposes.

"We take our responsibility to protect our community very seriously and have invested heavily in the staffing, tooling, and policies necessary to prevent bad actors from using Twitch to target our community. Safety is a constant priority with no end state, and we will continue to iterate and build new solutions as the digital landscape evolves. By collaborating with organizations like INHOPE, we can share best practices and work together to keep our global community safe."

*Angela Hession, VP of Global Trust & Safety at Twitch*

"Becoming an annual funding partner of INHOPE was another step in working alongside international colleagues to combat child sexual abuse material. As a business, we are invested in assisting NGO's and hotlines such as INHOPE, our businesses, our customers, and the global community to fight online child sexual abuse and exploitation."

*Jeff Collins, Director of Trust and Safety, Amazon Web Services.*

Online child sexual exploitation and abuse remains an urgent, whole-of-society problem. We can only address this through committed multistakeholder action, including through the invaluable efforts of the INHOPE network.

*Courtney Gregoire, Chief Digital Safety Officer, Microsoft*

Google is proud to support INHOPE's efforts to increase its geographic outreach and support the public's understanding of child sexual abuse, and how to report it. Child sexual abuse is an egregious crime that requires a joint cross-sectoral response and INHOPE plays a key part in this fight."

*Almudena Lara, Google*

"INHOPE continues to be a crucial partner as we work to fight child sexual exploitation and abuse. By combining our collective strengths and empowering people to utilize INHOPE's network of hotlines, we can make important strides to better protect youth online."

*Tracy Elizabeth, Head of Family Safety and Developmental Health at TikTok*





CHAPTER 09

# Governance & Finance

The INHOPE Association is registered with the KvK Netherlands as a vereniging.

ORGANISATION

## Governance

INHOPE is a members' organisation, run for its members by its members. INHOPE is governed by its [Articles of Association](#). Members vote to elect a President who leads an elected Executive Committee of hotline representatives, also known as the Board. The Board is charged with the management and administration of the Association. The Board currently consists of six people.

Based in Amsterdam, the Netherlands, the INHOPE Secretariat is responsible for conducting the day-to-day business of the Association and is accountable to

the INHOPE Board. INHOPE also has an Advisory Board made up of representatives of relevant stakeholder organisations.

The INHOPE Secretariat is led by Executive Director Denton Howard.

NICE TO MEET YOU

## Let Us Introduce: Our Board

### Jean-Christophe Le Toquin INHOPE President

Jean-Christophe Le Toquin (Point de Contact, France) is an advisor to tech companies, with a track record in developing trustworthy multi-stakeholder initiatives on cybersecurity and against cybercrime. He is President of Point de Contact since 2018.



### Toby Dagg INHOPE Vice-President (July 2020-Nov. 2022)

Toby Dagg is Head of Investigations for the Australian Government eSafety Commissioner. In that role, he oversees regulatory and other investigations into online child sexual abuse material, terrorist and violent extremist content, image-based abuse, serious child cyberbullying and adult cyber abuse. Prior to joining eSafety, Toby worked in child protection and criminal investigation roles.



### Sean Lyons INHOPE Vice-President (as of Nov. 2022)

Sean Lyons (Netsafe, New Zealand) is currently the Director of Technology & Partnerships at Netsafe, New Zealand's principle online safety agency. He currently leads Netsafe's work on child sexual abuse online.



### Peter-Paul Urlaub INHOPE Treasurer

Peter-Paul Urlaub (eco - Association of the Internet Industry, Germany) is an attorney at law. His most recent education at the University of Oldenburg specialised in legal aspects in IT and Internet compliance. He is responsible at eco's hotline for ISP relations, training new staff, technical compliance and innovation.



### Carolina Piñeros INHOPE Board Member

Carolina is a founder of Red PaPaz, a network of over 500 schools and 650,000 parents in Colombia. In 2016, Te Protejo joined the INHOPE Network and under Carolina's leadership, Red PaPaz has led several advocacy initiatives to change public policies related to the protection of children's rights.



### Póra Jónsdóttir INHOPE Board Member

Póra has been working with Barnaheill – Save the Children Iceland since 2014 as a project manager of domestic programs, including the hotline. Póra is a lawyer and a child rights advocate with special focus on the protection of children against violence.



### Mashilo Boloka INHOPE Board Member (as of Nov. 2022)

Mashilo Boloka is the Chief Executive Officer of the South African member hotline operated by the Film and Publication Board. He holds a Doctorate in Philosophy, Communication and Media Studies and has extensive experience in policy development, corporate governance and business analysis.



## INTRODUCING

## Advisory Board

**Vic Baines** is a research fellow at the Oxford Internet Institute.

**Jason Barry** is the Trust & Safety Manager at Facebook.

**Jacqueline Beauchere** is the Global Head of Platform Safety at Snap Inc.

**John Carr** is a member of the Executive Board of the UK Council on Child Internet Safety An adviser to ECPAT International and a trusted authority on child internet safety around the globe.

**Emilio Pucchio** is the Secretary General of the European Parliament Intergroup on Children's Rights at European Parliament.

**Fred Langford** is the Director Online Technology at OfCom.

**Maite Rago Smid** is the Senior Account Executive at Salesforce.org.

**Kristin Boorse** is the Head of Product Management at Thorn, Digital Defenders of Children.

**Evan Anderson** is the Trust & Safety Manager at Twitter.

**Almudena Lara** is Google's global lead on child safety policy.

**Fernando Ruiz Perez** is the Head of Operations in the European Cybercrime Centre (EC3) at Europol.

**Lynette T. Owens** is the Founder and Global Director of Trend Micro's Internet Safety for Kids and Families (ISKF) program.

**Uri Sadeh** is the Coordinator of the Crimes against Children team at the INTERPOL General Secretariat.

## INSIGHT

## Finance

INHOPE's audited accounts for 2022 will be made available to the public in Q2 of 2023.

To access a full copy of INHOPE's audit reports please visit the [inhope.org](https://inhope.org) website - [here](#).

## GLOSSARY

## Terminology

### CSAM

stands for Child Sexual Abuse Material.

### ICCAM

Is INHOPE's secure software solution to collect, exchange and categorise reports of child sexual abuse material. ICCAM is used by INHOPE hotlines in different jurisdictions (countries) and INTERPOL. The name ICCAM is derived from the phrase 'I see Child Abuse Material.'

### A 'Report'

(referring to a report to a hotline) is a URL that has been reported to a hotline by a member of the public or industry that contains potentially illegal images or videos. One report can contain an unlimited number of images and videos. Often a single report can have a thousand CSAM items.

### A content URL

is a single internet hosted file that has its own URL, and is part of a report to a hotline.

### Exchanged content URLs

is the total of all single elements of content that were shared through the ICCAM system.

### Previously assessed content URLs

is the number of content URLs that the ICCAM system could close automatically: either because the URL of that content was already seen and classified or because the content item matched by hash value with a content URL that was already seen and classified.

### HP

this term stands for Hosting Provider.

### Assessed content URLs

is the number of content URLs that were assessed by analysts because they were new and unknown content according to the ICCAM system.

### Illegal content URLs

is the number of content URLs that have been classified illegal in two possible ways: automatically done by the ICCAM system based on known content or classified by analysts as brand-new content.

### Baseline

Baseline is a classification for CSAM set by INTERPOL which is used as a de facto international standard considered illegal in any country. To be considered as baseline, the material has to show the following: A real child (not animated or rendered), appearing to be younger than 13 years old, who is involved in or witness sexual activities, or where there is a clear focus on the child's genital or anal area..

### Notice and Takedown (NTD)

is the time from when a hotline receives a report to the time a hotline reports it to law enforcement agencies (LEA), Hosting Providers (HP) and ultimately that the instance of the content is removed from the internet.

### Content (CSAM) removed

is the time stamp recorded on ICCAM when a hotline confirms that the instance of the image and/or video has been removed from the internet.

### LEA

stands for law enforcement agency.

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### *Child Pornography*

the term 'child pornography' fails to describe the true nature of the material and undermines the seriousness of the abuse from the child's perspective. Instead of pornography - sexually arousing material - the images and videos should be seen as evidence depicting children as victims of serious crimes and in desperate need of help. Terms like 'child sexual abuse images or material' should be used instead of 'child pornography,' as these articulate more accurately the real nature of the material.

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### *Sexual Exploitation of Children in Travel and Tourism (SECTT)*

is defined in The Global Study on the Sexual Exploitation of Children in Travel and Tourism as 'Acts of sexual exploitation of children, which are embedded within the context of travel, tourism or both.'

---

### *Online grooming*

is the process carried out by offenders befriending a child with a view to sexually abuse them. It consists of creating trust, conditions, and a relationship with the child, but also with other people influencing and protecting the child, and sometimes even more broadly with the whole community that enables the abuse to take place whilst minimising the risk of being exposed or anyone understanding the serious nature of what is going on. Grooming usually precedes sexual abuse whether it takes place online or offline but new technologies provide offenders with easy access to children and enlarge the possibilities for manipulative interaction through interactive channels like social networking platforms, chat, interactive games etc. allowing free access to children.

### *Sexting*

is the term used to describe the sending of sexually suggestive or explicit messages or photographs, typically via mobile phone. While normally consensual in the first instance, sadly many images end up widely circulated or posted online, especially when relationships end. Images or videos that might be produced while 'sexting' may be of a category that is treated as illegal. As with all cases of possession, production and distribution of illegal material could lead to prosecution.

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### *Sextortion*

sexual extortion, also called 'sextortion,' is a kind of blackmail. The perpetrator demands sexual favours, money, or other benefits under the threat of sharing intimate or sexually explicit material.

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### *Non-Consensual Intimate Imagery (NCII)*

Self-generated Child Sexual Abuse Material (CSAM) is sexually explicit content created by and featuring children below the age of eighteen. These images can be taken and shared intentionally by minors but are in many cases a result of online grooming or sextortion. Non-Consensual Image (NCII) Abuse and Self-Generated CSAM are often interchangeable, while self-generated content can refer to both consensually and non-consensually produced intimate images.







## CHAPTER 10

# Member Hotlines

Hotlines play a crucial role in the response to public reports of CSAM and online child exploitation and abuse. By providing structured and accountable mechanisms at the national level, and through the exchange of critical information through the global INHOPE network, they ensure that CSAM is removed from public access.

## HOTLINES

### Our Members

INHOPE recognises the importance of the work its members do. Without the members, our vision of a world free of CSAM cannot be achieved. This is why we are always seeking to expand the network and bring on board new hotlines to join the fight against CSAM. We are expanding the INHOPE network globally, establishing key partnerships in Latin America and Asia, Africa, and the Middle East.

INHOPE member hotlines cooperate with local and international partners, support law enforcement, educate, raise awareness, contribute to the development of new technological solutions, and influence the change needed in their countries.

As a member of INHOPE you can become an integral part in tackling CSAM and ultimately creating an online environment where everyone (but especially children)

can use the internet for positive purposes. The starting point for any initiative seeking to establish a hotline will be to understand the particulars of the national context in which the hotline will be developed. INHOPE can advise organisations that are considering or already planning to set up an internet hotline about the main requirements and considerations.

- o To apply for INHOPE Membership, we firstly recommend you download the INHOPE & GSMA guide available [here](#) and then email us at [info@inhope.org](mailto:info@inhope.org)
- o To find a full directory of all our members click [here](#).



ALBANIA

# iSIGURT

**Operated by**  
CRCA / ECPAT Albania

**Hotline Information**  
Date of Establishment: 2015  
Member of INHOPE: 2021  
Website: [www.isigiurt.al](http://www.isigiurt.al)  
Type of hotline: Non-profit organisation  
Number of analysts: 5

- Types of Reports**
- o Child Sexual Abuse Material
  - o Child Abduction
  - o Trafficking in Children for Sexual Purposes
  - o Adult Pornography (Accessible to Children)
  - o Racism and Xenophobia
  - o Cyber Bullying
  - o Child Grooming Activities
  - o Promoting violence against an Individual
  - o Hate speech



AUSTRALIA

# Cyber Report Hotline

**Operated by**  
The eSafety Commissioner

**Hotline Information**  
Date of Establishment: 2000  
Member of INHOPE: 2000  
Website: <https://www.esafety.gov.au>  
Type of hotline: Government  
Number of analysts: 8

- Types of Reports**
- o Child Sexual Abuse Material
  - o Child Erotica/Inappropriate Child Related
  - o Adult Pornography
  - o Extreme Adult Content
  - o Violence / Abhorrent Violent Material
  - o Promoting Violence Against an Individual
  - o Promoting Crime
  - o Terrorism



AUSTRIA

# Stopline

**Operated by**  
Internet Service Providers Austria - ISPA

**Hotline Information**  
Date of Establishment: 1998  
Member of INHOPE: Since 1999  
Website: [www.stopline.at](http://www.stopline.at)  
Type of hotline: Association of Internet Service Providers  
No. of Analysts: 2

**Safer Internet Centre**  
The Stopline Hotline is part of the Austrian Safer Internet Centre, with ISPA, Saferinternet.at and 147 Rat auf Draht.

- Types of Reports**
- o Child Sexual Abuse Material
  - o National Socialism



BELGIUM

# Child Focus

**Operated by**  
Child Focus

**Hotline Information**  
Date of Establishment: 1998  
Member of INHOPE: Since 2002  
Website: [www.childfocus.be/en/child-pornography](http://www.childfocus.be/en/child-pornography)  
Type of hotline: Non-profit organisation  
No. of Analysts: 6

**Safer Internet Centre**  
Child Focus is part of the Belgium Safer Internet Centre as an all-in-one organisation operating the hotline, helpline and the awareness centre.

- Types of Reports**
- o Child Sexual Abuse Material
  - o Child Erotica/Inappropriate Child Related Images
  - o Child Nudism
  - o Child Grooming Activities
  - o Child Prostitution
  - o Trafficking in Children for Sexual Purposes
  - o Sexual Exploitation of Children in Travel and Tourism
  - o Adult Pornography (Accessible to Children)



BOSNIA AND HERZEGOVINA

# Sigurno Dijete

**Operated by**  
International Forum of Solidarity – EMMAUS

**Hotline Information**  
Date of Establishment: 2010  
Member of INHOPE: Since: 2010  
Website: [www.sigurnodijete.ba](http://www.sigurnodijete.ba)  
Type of hotline: Non-profit organisation  
No. of Analysts (2020): 1

- Types of Reports**
- Child Sexual Abuse Material
  - Child Grooming Activities
  - Trafficking in Children for Sexual Purposes

BRASIL

# Safenet

**Operated by**  
Safenet Brasil

**Hotline Information**  
Date of Establishment: 2005  
Member of INHOPE: 2014  
Website: [www.safenet.org.br](http://www.safenet.org.br)  
Type of hotline: Non-profit organisation  
No. of Analysts: 5

- Types of Reports**
- Child Sexual Abuse Material
  - Racism and Xenophobia
  - National Socialism
  - Homophobia
  - Trafficking in Children for Sexual Purposes
  - Misogyny
  - Suicide and self-harm

BULGARIA

# Safenet Hotline

**Operated by**  
ARC Fund

**Hotline Information**  
Date of Establishment: 2006  
Member of INHOPE: Since 2006  
Website: [www.safenet.bg](http://www.safenet.bg)  
Type of hotline: Non-profit organisation  
No. of Analysts: 3

**Safer Internet Centre**  
The Safenet Hotline is part of the Bulgarian Safer Internet Centre, with the Applied Research and Communications Fund and the Association Roditeli.

- Types of Reports**
- Child Sexual Abuse Material
  - Adult Pornography (Accessible to Children)
  - Child Erotica/Inappropriate Child Related Images
  - Child Nudism
  - Extreme Adult Content
  - Child Grooming Activities
  - Racism and Xenophobia
  - Trafficking in Children for Sexual Purposes
  - Sexual Exploitation of Children in Travel and Tourism
  - Promoting Violence Against Individuals
  - Terrorism
  - Drugs

CAMBODIA

# Internet Hotline

**Operated by**  
Action pour les Enfants (APLE)

**Hotline Information**  
Date of establishment: 2015  
Member of INHOPE: 2019  
Website: <https://www.aplecambodia.org/>  
Type of hotline: Non-profit organisation  
No. of Analysts: 3

- Types of Reports**
- Child Sexual Abuse Material
  - Child Grooming Activities
  - Sextortion
  - Live-streaming of Child Sexual Abuse
  - Sexual Exploitation of Children in Travel and Tourism
  - Child Sexual Molestation
  - Other forms of Child Sexual Abuse and Exploitation



COLOMBIA

## Te Protejo

**Operated by**

Red PaPaz – Red de Padres y Madres

**Hotline Information**

Date of Establishment: 2012

Member of INHOPE: 2016

Website: [www.teprotejo.org](http://www.teprotejo.org)

Type of hotline: Non-profit organisation

No. of Analysts: 4

**Types of Reports**

- o Child Sexual Abuse Material
- o Cyber Bullying
- o Tobacco, Alcohol and Drug Sales to Minors
- o Child abuse, exploitation and labour
- o Other content harmful to minors

CROATIA

## Centar za Nestalu i Zlostavljanu Djecu

**Operated by**

CNZD – Centar za Nestalu i Zlostavljanu Djecu

**Hotline Information**

Date of Establishment: 2005

Member of INHOPE: 2013

Website: [www.cnzd.org](http://www.cnzd.org)

Type of hotline: Non-profit organisation

No. of Analysts: 3

**Types of Reports**

- o Child Sexual Abuse Material
- o Child Erotica/ Inappropriate Child Related Images
- o Child Nudism
- o Child Grooming Activities
- o Child Erotica
- o Promoting Violence Against Individuals
- o Adult Pornography (Accessible to Children)
- o Adult Pornography
- o Extreme Adult Content
- o Racism and Xenophobia
- o Trafficking in Children for Sexual Purposes
- o Sexual Exploitation of Children in Travel and Tourism

CYPRUS

## Cybersafety

**Operated by**

Cyprus Institute of Education,  
Ministry of Education and Culture

**Hotline Information**

Date of Establishment: May 2017

Member of INHOPE: Since January 2019

Website: [www.cybersafety.cy](http://www.cybersafety.cy)

Type of hotline: Government

No. of Analysts: 1

**Safer Internet Centre**

The Cyprus Institute of Education, part of the Ministry of Education and Culture is part of the Cyprus Safer Internet Centre together with Office of the Commissioner for Electronic Communications and Postal Regulation, University of Cyprus, Pancyprrian School for Parents, Office for Combating Cybercrime, Cyprus Police, Cyprus Telecommunications Authority and MTN Cyprus Ltd.

**Types of Reports**

- o Child Sexual Abuse Material
- o Hacking
- o Network Hijacking
- o Cyber Fraud
- o Hate Speech

CZECH REPUBLIC

## Stoponline.cz

**Operated by**

CZ.NIC

**Hotline Information**

Date of Establishment: 1998

Member of INHOPE: Since 2018

Website: [www.stoponline.cz](http://www.stoponline.cz)

Type of hotline: Domain registry

No. of Analysts: 2

**Safer Internet Centre**

CZ.NIC is part of the Czech Safer Internet Centre together with Linka bezpečí (Safety Line), Dětské krizové centrum (Children's Crisis Center) and Člověk v tísni (People in Need).

**Types of Reports**

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related Images
- o Child Nudism
- o Child Grooming Activities
- o Adult Pornography (Accessible to Children)
- o Adult Pornography
- o Extreme Adult Content
- o Drugs
- o Racism and Xenophobia
- o Incitement to Suicide
- o Promoting Violence Against an Individual
- o Zoophilia



## DENMARK

## Report It (AnmeldDet)

### Operated by

Save The Children Denmark (Red Barnet)

### Hotline Information

Date of Establishment: 2001

Member of INHOPE: 2001

Website: <https://redbarnet.dk/anmelddet>

Type of hotline: Non-profit organisation

No. of Analysts: 6

### Safer Internet Centre

Save the Children Denmark is part of the Danish Safer Internet Centre together with the Media Council for Children and Young People and Centre for Digital Youth Care.

### Types of Reports

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related Images
- o Child Grooming Activities

## ESTONIA

## Vihjeliin

### Operated by

Estonian Union for Child Welfare

### Hotline Information

Date of Establishment: 2011

Member of INHOPE: Since 2011

Website: [www.vihjeliin.targaltinternetis.ee/en](http://www.vihjeliin.targaltinternetis.ee/en)

Type of hotline: Non-profit organisation

No. of Analysts: 2

### Safer Internet Centre

The Vihjeliin hotline is part of the Estonian Safer Internet Centre, with the Education and Youth Board, the Estonian Social Insurance Board and Tallinn University of Technology.

### Types of Reports

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related
- o Child Grooming Activities
- o Sextortion
- o Child Trafficking in Children for Sexual Purposes
- o Adult Pornography (Accessible to Children)

## FINLAND

## Nettivilhje

### Operated by

Save The Children Finland

### Hotline Information

Date of Establishment: 2002

Member of INHOPE: Since 2002

Website: [www.nettivilhje.fi](http://www.nettivilhje.fi)

Type of hotline: Non-profit organisation

No. of Analysts: 5

### Safer Internet Centre

The Nettivilhje hotline is part of the Finnish Safer Internet Centre, together with National Audiovisual Institute and The Mannerheim League for Child Welfare.

### Types of Reports

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related
- o Child Nudism
- o Child Grooming Activities
- o Sexual Harassment of Children
- o Trafficking in Children for Sexual Purposes
- o Sexual Exploitation of Children in Travel and Tourism
- o Adult Pornography (Accessible to Children)
- o Live Streaming of Child Sexual Abuse in real-time
- o Sextortion

## FRANCE

## Point de Contact

### Operated by

Point de Contact

### Hotline Information

Date of Establishment: 1998

Member of INHOPE: Since 1999

Website: [www.pointdecontact.net](http://www.pointdecontact.net)

Type of hotline: Non-profit organisation

No. of Analysts: 3

### Safer Internet Centre

Point de Contact is part of the French Safer Internet Centre, together with Internet Sans Crainte and Net Ecoute.

### Types of Reports

- o Child Sexual Abuse Material
- o Child Grooming Activities
- o Sexual Extortion/Image-based Sexual Abuse
- o Adult Pornography (Accessible to Children)
- o Hate speech
- o Terrorism
- o Praise of War Crimes/Crimes Against Humanity
- o Sexual Harassment
- o Procuring (prostitution)
- o Incitement to Suicide
- o Promoting Violence Against an Individual

## eco

**Operated by**

eco – Verband der Internetwirtschaft e.V.

**Hotline Information**

Date of Establishment: 1996

Member of INHOPE: Since 1999

Website: [www.beschwerdestelle.eco.de](http://www.beschwerdestelle.eco.de)  
[www.complaints-office.eco.de](http://www.complaints-office.eco.de)

Type of hotline: Association of Industry Service Providers

No. of Analysts: 5

**Safer Internet Centre**

eco is part of the Germany Safer Internet Centre together with the Klicksafe awareness centre, the Nummer gegen Kummer helpline, and the hotlines [www.internet-Beschwerdestelle.de](http://www.internet-Beschwerdestelle.de), which is operated by eco and FSM, and the hotline [jugendschutz.net](http://jugendschutz.net).

**Types of Reports**

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related Images
- o Child Grooming Activities
- o Adult Pornography (Accessible to Children)
- o Extreme Adult Content
- o Racism and Xenophobia
- o Promoting Violence Against Individuals
- o Other Content Harmful to Minors
- o Unsolicited Commercial Emails

## FSM

**Operated by**

FSM – Freiwillige Selbstkontrolle  
Multimedia-Diensteanbieter

**Hotline Information**

Date of Establishment: 1997

Member of INHOPE: 1999

Website: [www.fsm.de](http://www.fsm.de)

Type of hotline: Self-Regulatory Organisation for  
Multimedia Services

No. of Analysts: 3

**Safer Internet Centre**

FSM is part of the Germany Safer Internet Centre together with the Klicksafe awareness centre, the Nummer gegen Kummer helpline, and the hotlines [www.internet-Beschwerdestelle.de](http://www.internet-Beschwerdestelle.de), which is run by eco and FSM, and the hotline [jugendschutz.net](http://jugendschutz.net).

**Types of Reports**

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related Images
- o Child Grooming Activities
- o Adult Pornography (Accessible to Children)
- o Adult Pornography
- o Extreme Adult Content
- o Zoophilia
- o Racism and Xenophobia
- o Content Against Human Dignity
- o Promoting Violence Against Individuals
- o Other Content Harmful to Minors

## jugendschutz

**Operated by**

jugendschutz

**Hotline Information**

Date of Establishment: 1997

Member of INHOPE: Since 1999

Website: [www.jugendschutz.net/hotline](http://www.jugendschutz.net/hotline)

Type of hotline: Government

No. of Analysts: 5

**Safer Internet Centre**

[jugendschutz.net](http://jugendschutz.net) is part of the Germany Safer Internet Centre with [klicksafe](http://klicksafe.de), [Nummer gegen Kummer](http://Nummer.gegen.Kummer.de), and [internet-beschwerdestelle.de](http://internet-beschwerdestelle.de) (run by eco and FSM).

**Types of Reports**

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related Images
- o Child Grooming Activities
- o Adult Pornography (Accessible to Children)
- o Adult Pornography
- o Extreme Adult Content
- o Racism and Xenophobia
- o Political Extremism
- o Promoting Violence Against Individuals
- o Self-harm Behaviour
- o Drugs

## SafeLine

**Operated by**

Institute of Computer Science, Foundation for  
Research and Technology-Hellas (FORTH)

**Hotline Information**

Date of Establishment: 2003

Member of INHOPE: 2015

Website: [www.safeline.gr](http://www.safeline.gr)

Type of hotline: Association of Internet Service  
Providers/Government

No. of Analysts: 2

**Safer Internet Centre**

SafeLine is part of the Greece Safer Internet Centre. The Institute of Computer Science, Foundation for Research and Technology-Hellas (FORTH) operates as an all-in-one organisation operating the hotline, helpline and awareness raising centre.

**Types of Reports**

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related Image
- o Child Grooming Activities
- o Child Nudism
- o Trafficking in Children for Sexual Purposes
- o Sexual Exploitation of Children in Travel and Tourism
- o Racism and Xenophobia
- o Promoting Violence Against Individuals
- o Terrorism
- o Drugs
- o Economic Crime
- o Identity Theft
- o Personal Data Violation

HUNGARY

## Biztonságosinternet

**Operated by**

International Children's Safety Service (ICSS)

**Hotline Information**

Date of Establishment: 2019

Member of INHOPE: 2019

Website: [www.biztonsagosinternet.hu](http://www.biztonsagosinternet.hu)

Type of hotline: Non-profit organisation

No. of Analysts: 2

**Safer Internet Centre**

The Biztonságosinternet hotline, operated by the International Children's Safety Services (who also operates the awareness raising centre) is part of the Hungarian Safer Internet Centre, together with Kek Vonal Child Crisis Foundation who operates the helpline.

**Types of Reports**

- o Child Sexual Abuse Material
- o Cyber Bullying
- o Racism and Xenophobia
- o Promoting Violence Against Individuals
- o Drugs
- o Content Made Accessible without Permission
- o Other Content Harmful to Minors

HUNGARY

## Internet Hotline

**Operated by**

National Media and Info-communications Authority

**Hotline Information**

Date of Establishment: 2011

Member of INHOPE: 2012

Website: [www.english.nmhh.hu/internethotline](http://www.english.nmhh.hu/internethotline)

Type of hotline: Government

No. of Analysts: 3

**Types of Reports**

- o Child Sexual Abuse Material
- o Content Made Accessible without Permission
- o Online Harassment
- o Racism and Xenophobia
- o Hate Speech
- o Promoting Violence Against Individuals
- o Content inciting acts of terrorism
- o Content promoting drug abuse
- o Data Phishing Sites, Content Infected with Viruses, Spyware or Worms
- o Other Content Harmful to Minors

ICELAND

## Barnaheill

**Operated by**

Save the Children Iceland

**Hotline Information**

Date of Establishment: 2001

Member of INHOPE: 2001

Website: [www.barnaheill.is](http://www.barnaheill.is)

Type of hotline: Non-profit organisation

No. of Analysts: 0

**Safer Internet Centre**

Barnaheill is part of the Iceland Safer Internet Centre together with Home and School and The Red Cross in Iceland.

**Types of Reports**

- o Child Sexual Abuse Material
- o Child Abuse, Exploitation and Labour
- o Child Grooming Activities
- o Cyber Bullying
- o Tobacco, Alcohol and Drug Sales to Minors
- o Trafficking in Children for Sexual Purposes
- o Child Exploitation through Prostitution
- o Sexual Exploitation of Children in Travel and Tourism
- o Adult Pornography (Accessible to Children)
- o Racism and Xenophobia
- o Hate Speech

IRELAND

## Hotline.ie

**Operated by**

ISPAI

**Hotline Information**

Date of Establishment: 1999

Member of INHOPE: 1999

Website: [www.hotline.ie](http://www.hotline.ie)

Type of hotline: Non-profit organisation

No. of Analysts: 3

**Safer Internet Centre**

ISPAI hotline.ie is part of the Irish Safer Internet Centre together with Webwise (Internet safety awareness hub), ISPC Childline and NPC Helpline. The Irish SIC is coordinated and overseen by the Department of Justice and Equality.

**Types of Reports**

- o Child Sexual Abuse Material
- o Child Grooming Activities
- o Sexual Exploitation of Children in Travel and Tourism
- o Racism and Xenophobia
- o Financial Scams (which purport to be Irish financial services or have originated in Ireland)



ITALY

## Save the Children

**Operated by**  
Save the Children

### Hotline Information

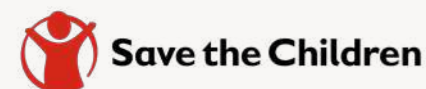
Date of Establishment: 2001  
Member of INHOPE: Since 2003  
Website: [www.stop-it.savethechildren.it](http://www.stop-it.savethechildren.it)  
Type of hotline: Non-profit organisation  
No. of Analysts: 0

### Safer Internet Centre

Save the Children Italy is part of the Italian Safer Internet Centre together with Telefono Azzurro.

### Types of Reports

- Child Sexual Abuse Material



ITALY

## Telefono Azzurro

**Operated by**  
Telefono Azzurro

### Hotline Information

Date of Establishment: 2003  
Member of INHOPE: Since 2006  
Website: [www.english.azzurro.it](http://www.english.azzurro.it)  
Type of hotline: Non-profit organisation  
No. of Analysts: 0

### Safer Internet Centre

Telefono Azzurro is part of the Italian Safer Internet Centre together with Save the Children Italy.

### Types of Reports

- Child Sexual Abuse Material
- Child Grooming Activities
- Child Nudism
- Trafficking in Children for Sexual Purposes
- Sexual Exploitation of Children in Travel and Tourism
- Racism and Xenophobia
- Incitement to Paedophilia
- Promoting Violence Against Individuals
- Pro-ana and Pro-mia Sites
- Drugs
- Hate speech
- Cyber Bullying



JAPAN

## Internet Hotline Center

**Operated by**  
SIEMPLE

### Hotline Information

Date of Establishment: 2021  
Member of INHOPE: Since 2021  
Website: [www.saferinternet.or.jp/english](http://www.saferinternet.or.jp/english)  
Type of hotline: Non-Profit Organization  
No. of Analysts: 17

### Types of Reports

- Child Sexual Abuse Material
- Child Abduction
- Child Trafficking
- Adult Pornography
- Adult Pornography Accessible to Kids
- Obscene Information
- Drug-related Information
- Information on Prostitution



LATVIA

## Drossinternets

**Operated by**  
Latvian Internet Association

### Hotline Information

Date of Establishment: 2007  
Member of INHOPE: Since 2009  
Website: [www.drossinternets.lv](http://www.drossinternets.lv)  
Type of hotline: Association of Internet Service Providers  
No. of Analysts: 1

### Safer Internet Centre

The Latvian Internet Association is part of the Latvian Safer Internet Centre as an all-in-one organisation operating the hotline, helpline and awareness raising centre.

### Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related
- Child Grooming Activities
- Trafficking in Children for Sexual Purposes
- Sexual Exploitation of Children in Travel and Tourism
- Adult Pornography (Accessible to Children)
- Extreme Adult Content
- Racism and Xenophobia
- Promoting Violence Against Individuals





## LITHUANIA

## Svarus Internetas

### Operated by

Communications Regulatory Authority of the Republic of Lithuania (RRT)

### Hotline Information

Date of Establishment: 2007

Member of INHOPE: Since 2008

Website: [www.svarusinternetas.lt](http://www.svarusinternetas.lt)

Type of hotline: Government

No. of Analysts: 2

### Safer Internet Centre

RRT is part of the Lithuanian Safer Internet Centre, together with the Centre of Information Technologies in Education (CITE), Association 'Langas i ateiti' (LIA) and Childline.

### Types of Reports

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related Images
- o Child Nudism
- o Child Grooming Activities
- o Promoting Violence Against Individuals
- o Adult Pornography (Accessible to Children)
- o Adult Pornography
- o Extreme Adult Content
- o Racism and Xenophobia
- o Cyber Bullying
- o Drugs

## LUXEMBOURG

## BEE Secure Stopline

### Operated by

(KJT) Kanner-Jugendtelefon

### Hotline Information

Date of Establishment: 2003

Member of INHOPE: Since 2008

Website: [www.stopline.bee-secure.lu](http://www.stopline.bee-secure.lu)

Type of hotline: Non-profit organisation

No. of Analysts: 4

### Safer Internet Centre

BEE SECURE Stopline is part of the Luxembourg Safer Internet Centre, together with Service National de la Jeunesse and SNJ.

### Types of Reports

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related Images
- o Discrimination
- o Racism and Xenophobia
- o Revisionism

## MALTA

## Childwebalert

### Operated by

Aġenzija Appoġġ

### Hotline Information

Date of Establishment: 2011

Member of INHOPE: Since 2012

Website: [www.fsws.gov.mt/en/onlineabuse/Pages/welcome-online-abuse.aspx](http://www.fsws.gov.mt/en/onlineabuse/Pages/welcome-online-abuse.aspx)

Type of hotline: Government

No. of Analysts: 2

### Safer Internet Centre

Be Smart Online - Aġenzija Appoġġ part of the Malta Safer Internet Centre together with Tech.mt, Office of the Commissioner for Children, Directorate for Education and Cyber Crime Unit within the Malta Police Force.

### Types of Reports

- o Child Sexual Abuse Material
- o Child Erotica/Inappropriate Child Related Images
- o Child Nudism
- o Child Grooming Activities
- o Cyber Bullying
- o Online Harassment

## MEXICO

## Te Protejo México

### Operated by

Fundación PAS

### Hotline Information

Date of Establishment: 2021

Member of INHOPE: 2021

Website: <https://teprotejomexico.org>

Type of hotline: Non-profit Organisation

No. of Analysts: 2

### Types of Reports

- o Child Sexual Abuse Material
- o Trafficking in Children for Sexual Purposes
- o Sexual Exploitation of Children in Travel and Tourism



THE NETHERLANDS

## Meldpunt Kinderporno

**Operated by**

Expertisebureau Online Kindermisbruik (EOKM)

**Hotline Information**

Date of Establishment: 1997

Member of INHOPE: Since 1999

Website: [www.meldpunt-kinderporno.nl](http://www.meldpunt-kinderporno.nl)

Type of hotline: Non-profit organisation

No. of Analysts: 10

**Safer Internet Centre**

Meldpunt Kinderporno is part of the Dutch Safer Internet Centre, together with the ECP and Helpwanted.nl.

**Types of Reports**

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images

NEW ZEALAND

## NetSafe

**Operated by**

NetSafe

**Hotline Information**

Date of Establishment: 1998

Member of INHOPE: Since 2014

Website: [www.netsafe.org.nz](http://www.netsafe.org.nz)

Type of hotline: Non-profit organisation

No. of Analysts: 4

**Types of Reports**

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Child Grooming Activities
- Adult Pornography (Accessible to Children)
- Adult Pornography
- Extreme Adult Content
- Racism and Xenophobia
- Promoting Violence Against Individuals
- Any 'Harmful Digital Communications' as Defined under New Zealand Legislation

POLAND

## Dyzurnet.pl

**Operated by**

NASK

**Hotline Information**

Date of Establishment: 2005

Member of INHOPE: Since 2005

Website: [www.dyzurnet.pl/en](http://www.dyzurnet.pl/en)

Type of hotline: National Research Institute

No. of Analysts: 7

**Safer Internet Centre**

Dyzurnet.pl is part of the Polish Safer Internet Centre together with the Empowerment Children Foundation which runs the helpline and awareness raising centre.

**Types of Reports**

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Child Nudism
- Child Grooming Activities
- Trafficking in Children for Sexual Purposes
- Sexual Exploitation of Children in Travel and Tourism
- Adult Pornography (Accessible to Children)
- Extreme Adult Content
- Racism and Xenophobia
- Promoting Violence Against Individuals

PORTUGAL

## Linha Internet Segura

**Operated by**

The Portuguese Association for Victim Support (APAV)

**Hotline Information**

Date of Establishment: 2019

Member of INHOPE: 2019

Website: [www.linhaalerta.internetsegura.pt](http://www.linhaalerta.internetsegura.pt)

Type of hotline: Non-profit organisation

No. of Analysts: 2

**Safer Internet Centre**

The Portuguese Association for Victim Support (APAV) is part of the Portuguese Safer Internet Centre as all-in-one organisation operating the hotline, helpline and awareness raising centre.

**Types of Reports**

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Sexual Exploitation of Children in Travel and Tourism



PHILIPPINES

## eProtectKids

**Operated by**  
ECPAT Philippines

**Hotline Information**  
Date of Establishment: 2020  
Member of INHOPE: 2020  
Website: [www.ecpat.org.ph/report](http://www.ecpat.org.ph/report)  
Type of hotline: Non-profit organisation  
No. of Analysts (2021): 1

- Types of Reports**
- Child Sexual Abuse Material
  - Sexual Exploitation of Children
  - Sexual Exploitation of Children in Travel and Tourism

ROMANIA

## Ora de Net

**Operated by**  
Save the Children Romania

**Hotline Information**  
Date of Establishment: 2015  
Member of INHOPE: 2016  
Website: [www.oradenet.salvaticopiii.ro/esc-abuz](http://www.oradenet.salvaticopiii.ro/esc-abuz)  
Type of hotline: Non-profit organisation  
No. of Analysts: 1

**Safer Internet Centre**  
Save the Children Romania is part of the Romanian Safer Internet Centre as an all-in-one organisation operating the hotline, helpline and awareness raising centre.

- Types of Reports**
- Child Sexual Abuse Material
  - Child Erotica/Inappropriate Child Related Images
  - Adult Pornography (Accessible to Children)
  - Racism and Xenophobia
  - Trafficking in Children for Sexual Purposes

RUSSIA

## Friendly Runet Foundation

**Operated by**  
Friendly Runet Foundation

**Hotline Information**  
Date of Establishment: 2009  
Member of INHOPE: Since 2009  
Website: [www.friendlyrunet.ru](http://www.friendlyrunet.ru)  
Type of hotline: Association of Internet Service Providers/ Government  
No. of Analysts (2020): 2

- Types of Reports**
- Child Sexual Abuse Material
  - Drugs
  - Propagation of Suicide

SERBIA

## Net Patrola

**Operated by**  
Center for Missing and Abused Children in Serbia

**Hotline Information**  
Date of Establishment: 2019 (date of hotline launch)  
Member of INHOPE: Since 2021  
Website: <https://netpatrola.rs>  
Type of hotline: Non-profit organisation  
No. of Analysts: 2

- Types of Reports**
- Child Sexual Abuse Material
  - Child Abduction
  - Child Trafficking
  - Racism
  - Hate Speech



SLOVENIA

# Spletno oko

**Operated by**  
University of Ljubljana, Faculty of Social Sciences

**Hotline Information**  
Date of Establishment: 2007  
Member of INHOPE: Since 2008  
Website: [www.spletno-ok.si](http://www.spletno-ok.si)  
Type of hotline: University-based  
No. of Analysts: 1

**Safer Internet Centre**  
Spletno oko is part of the Slovenian Safer Internet Centre with the Awareness node Safe.si, and the helpline Tom.

- Types of Reports**
- o Child Sexual Abuse Material
  - o Racism and Xenophobia

SOUTH AFRICA

# Film Publication Board

**Operated by**  
Film Publication Board

**Hotline Information**  
Date of Establishment: 1996  
Member of INHOPE: Since 2009  
Website: [www.fpbhotline.org.za](http://www.fpbhotline.org.za)  
Type of hotline: Government  
No. of Analysts: 5

- Types of Reports**
- o Child Sexual Abuse Material

SOUTH KOREA

# KCSC

**Operated by**  
Korean Communications Standards Commission (KCSC)

**Hotline Information**  
Date of Establishment: 2008  
Member of INHOPE: Since 2005  
Website: [www.kocsc.or.kr](http://www.kocsc.or.kr)  
Type of hotline: Independent Statutory Organisation  
No. of Analysts: 33

- Types of Reports**
- o Child Sexual Abuse Material
  - o Child Erotica/Inappropriate Child Related Images
  - o Child Nudism
  - o Child Grooming Activities
  - o Trafficking in Children for Sexual Purposes
  - o Sexual Exploitative Content of Children in Travel and Tourism
  - o Adult Pornography (Accessible to Children)
  - o Adult Pornography
  - o Extreme Adult Content
  - o Sexual Extortion / Image-based Sexual Abuse
  - o Defamation
  - o Racism and Xenophobia
  - o Promoting Violence Against Individuals
  - o Terrorism
  - o Drugs
  - o Hate Speech
  - o Online Gambling
  - o Fake News

SPAIN

# INCIBE

**Operated by**  
INCIBE – Spanish National Cybersecurity Institute

**Hotline Information**  
Date of Establishment: 2006  
Member of INHOPE: Since 2019  
Website: [www.incibe.es](http://www.incibe.es)  
Type of hotline: Public Company/Government  
No. of Analysts: 2

**Safer Internet Centre**  
Incibe is part of the Spanish Safer Internet Centre together with SEAD (Secretaría de Estado para el Avance Digital) and Red.es

- Types of Reports**
- o Child Sexual Abuse Material



SWEDEN

## ECPAT

**Operated by**  
ECPAT Sweden

### Hotline Information

Date of Establishment: 2005  
Member of INHOPE: Since 2014  
Website: [www.ecpat.se/hotline/hotline-eng](http://www.ecpat.se/hotline/hotline-eng)  
Type of hotline: Non-profit organisation  
No. of Analysts: 4

### Types of Reports

- Child Sexual Abuse Material
- Child Sexual Exploitation Material
- Child Grooming Activities
- Sexual Exploitation of Children in Travel and Tourism
- Trafficking in Children for Sexual Purposes

TAIWAN

## Web547

**Operated by**  
ECPAT Taiwan

### Hotline Information

Date of Establishment: 1999  
Member of INHOPE: Since 2005  
Website: [www.web547.org.tw/web5472010/english](http://www.web547.org.tw/web5472010/english)  
Type of hotline: Non-profit organisation  
No. of Analysts: 2

### Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Child Nudism
- Child Grooming Activities
- Trafficking in Children for Sexual Purposes
- Sexual Exploitation of Children in Travel and Tourism
- Adult Pornography (Accessible to Children)
- Adult Pornography
- Extreme Adult Content
- Drugs
- Non-consensual sharing of intimate/exploitative imagery

THAILAND

## ThaiHotline

**Operated by**  
Internet Foundation for the Development of Thailand

### Hotline Information

Date of establishment: 2009  
Member of INHOPE: 2019  
Website: [www.thaihotline.org/en](http://www.thaihotline.org/en)  
Type of hotline: Association of Internet Service Providers  
No. of Analysts: 2

### Types of Reports

- Child Sexual Abuse Material
- Trafficking in Children
- Cyber Bullying
- Stalking
- Adult Pornography
- Prostitution
- Offences Against Thai Royal Family
- Drugs
- Violation of Privacy Right
- Violation of Copyright
- Financially Related Crimes
- Online Gambling
- Restricted Product Commerce

TURKEY

## Ihbar Web

**Operated by**  
Information & Communication Technologies Authority of the Republic of Turkey (ICTA)

### Hotline Information

Date of Establishment: 2007  
Member of INHOPE: Since 2011  
Website: [www.ihbarweb.org.tr/eng](http://www.ihbarweb.org.tr/eng)  
Type of hotline: Government  
No. of Analysts: 9

### Types of Reports

- Child Sexual Abuse Material
- Child Erotica/Inappropriate Child Related Images
- Child Nudism
- Adult Pornography (Accessible to Children)
- Extreme Adult Content
- Prostitution
- Drugs
- Gambling/illegal Betting
- Suicide Prevention



UNITED KINGDOM

## Internet Watch Foundation

**Operated by**  
Internet Watch Foundation

**Hotline Information**  
Date of Establishment: 1996  
Member of INHOPE: Since 1999  
Website: [www.iwf.org.uk](http://www.iwf.org.uk)  
Type of hotline: Non-profit organisation  
No. of Analysts: 29

**Safer Internet Centre**  
Internet Watch Foundation is part of the UK Safer Internet Centre together with Childnet and South West Grid for Learning.

- Types of Reports**
- o Child Sexual Abuse Material
  - o NPI (Non-Photographic Images) - Prohibited Images of Children

UNITED STATES

## CyberTipline

**Operated by**  
National Center for Missing and Exploited Children

**Hotline Information**  
Date of Establishment: 1998  
Member of INHOPE: Since 1999  
Website: [www.missingkids.org/gethelpnow/cybertipline](http://www.missingkids.org/gethelpnow/cybertipline)  
Type of hotline: Non-profit organisation  
No. of Analysts (2020): 84

- Types of Reports**
- o Child Sexual Abuse Material
  - o Online Enticement of Children for Sexual Acts
  - o Trafficking in Children for Sexual Purposes
  - o Child Sexual Molestation
  - o Sexual Exploitation of Children in Travel and Tourism
  - o Misleading Domain Name
  - o Misleading Words or Digital Images on the Internet
  - o Unsolicited Obscene Material Sent to a Child



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